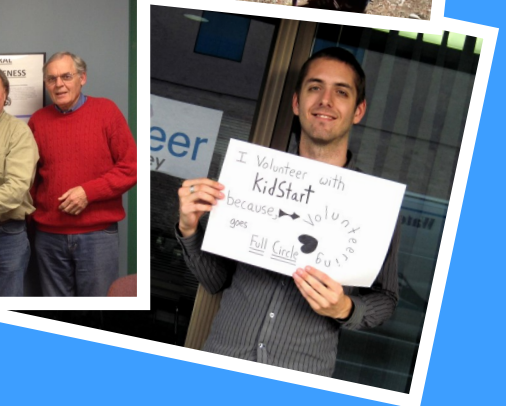
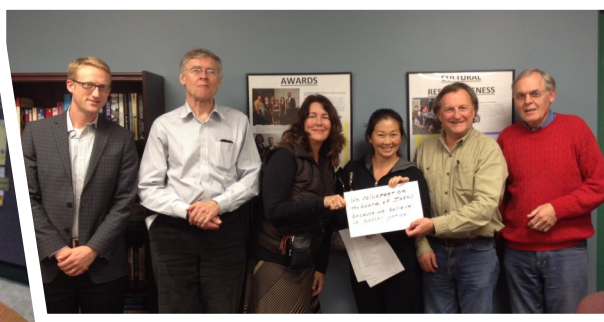
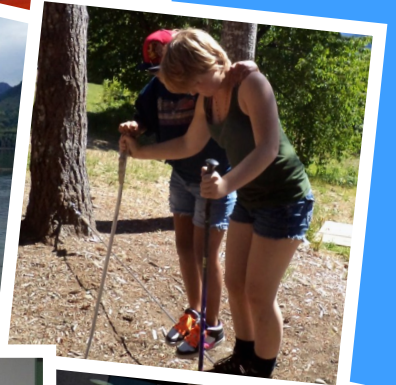


# Annual Report 2014

# The John Howard Society

of NORTH ISLAND  
Since 1967

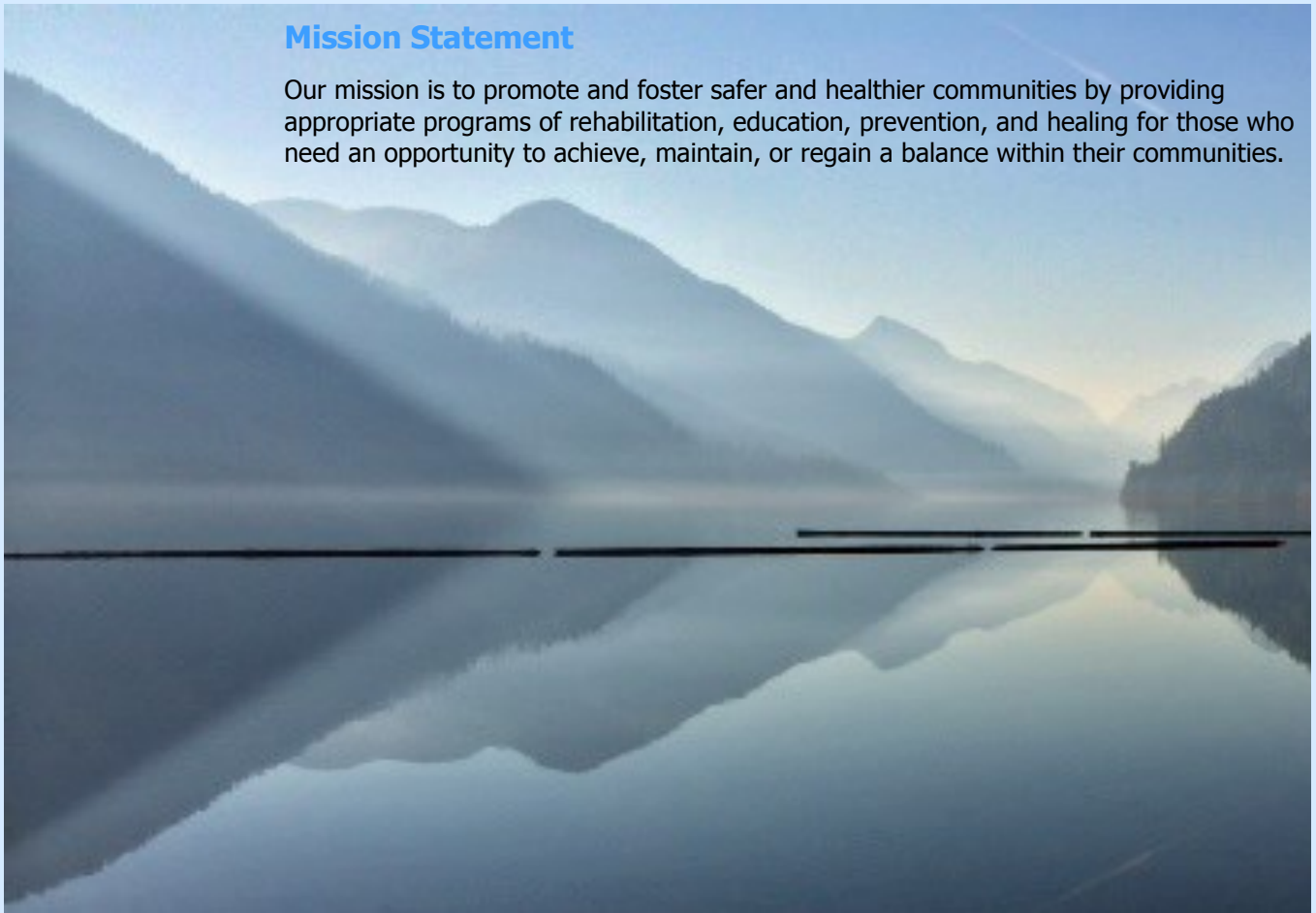


**Building Safer and Healthier Communities**

[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.



*'Balance' photo by Ken 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

anne@jhsni.bc.ca

### Full Time Attendance Programs

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

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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: 250-286-0640  
Fax: 250-286-0239

peter@jhsni.bc.ca

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



[www.facebook.com/JHSNI](http://www.facebook.com/JHSNI)



[@jhsni](https://twitter.com/jhsni)

## Who We Are

The John Howard Society has served community justice and social services needs on 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 Health Centres

JHSNI 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 was 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 Beds, Community Living BC Outreach, and Adult Forensic Outreach.

## Board of Directors

Terry Moist, President and Board Voice Rep  
 Lois Liesch, Past President  
 Kim Kozuki, Vice-President  
 Patrick Field, Treasurer  
 Colin Gabelmann, John Howard Society BC Rep  
 Dawn Chickite, 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

*JHSNI programs are situated in the territories of the Kwakwaka'wakw, Nuu-chah-nulth, and Coast Salish peoples.*

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# Year End Reports

## President's Report



In preparing for the monthly meeting of the board I was reviewing the agenda and program reports and was, once again, inspired by all that goes on daily at JHSNI.

From fundraising efforts and increased grants and donations for various programs, to efficiencies in our Case Administration Management System (CAMS), to extraordinary efforts by a few

of our exceptional staff to solve a situation at Barnett House, to finding more care homes for youth, to efforts by individual staff to provide specialized banking services for some clients, to reports of the yearly tallies of services provided by programs around the Island, to having staff presenting at and attending provincial and national conferences, to a part-time staff member taking a lead role in easing the move of a Community Living client: this list of activities is illustrative, not exhaustive.

I could easily go on, and it just begins to tell the story of what JHSNI does for our communities. We have some 'big' programs and provide some 'big' service, but mostly what we do is quietly provide needed services to temporarily needy people. I am proud to be a member of this Society.

The challenge for John Howard and all other social service—or more appropriately social benefit—societies remains formidable. We are constantly asked to do more with less and we continue to do just that. There must come a breaking point, but until then we are gifted with a dedicated staff of professionals who will continue to provide those extras their clients deserve. From the board, thank you to all staff members.

As is occasionally the case in my brief report, I must also voice a regret. Dawn Chickite, a longtime and stalwart member of the board, has decided to step down for the coming year. I want to formally acknowledge Dawn's contribution over the past seven years and, on behalf of the board, thank her for her energy and effort, and express how much we will miss her.

In closing, I am anticipating another rewarding year as our employees, caregivers, and volunteers continue to find creative and meaningful ways to improve the lives of those we serve.

Respectfully submitted,



T.L. Moist

## Executive Director's Report



### Strategic Plan

At the end of the first year of our new Strategic Plan (2013-2017), I find it helpful to review our efforts to work towards the goals we outlined. We identified four strategic areas in our plan: supporting our communities, building on excellence, leading the field, and increasing resiliency. In each area we have a number of specific goals and

I believe we have made a good start in our actions to address these goals. I have highlighted some of these efforts under each of the four strategic areas below.

### Supporting our Communities

Two of the goals under Supporting our Communities are to identify and respond to community needs, and to use stakeholder feedback to guide improvements. To assist with these goals, our Continuous Quality Improvement (CQI) Committee prepared a stakeholder survey and received 29 responses, primarily from referral sources and community partners. Satisfaction with our services was very high with favourable responses towards JHSNI and program staff. The skill and knowledge of staff, quality of service, and service delivery were all rated as good or excellent. However, we noted that there was room for improvement in the effectiveness of our communication, and that 14% of respondents were not aware of how to express a concern about service, so both these areas will form part of our annual improvement plan.

It was also interesting to note that the programs that respondents were most familiar with were our Full Time Attendance Programs, our Youth and Family Substance Use Programs, and our 180 Degrees Detox and Stabilization Program. Some of our programs were much less well known, such as Collaborative Planning and Youth Outreach Support, so we plan to work on increasing public awareness of these programs. We may also need to increase awareness of our website, as 36% of respondents had never visited [www.jhsni.bc.ca](http://www.jhsni.bc.ca).

The third goal in this area is to create supports for youth transitioning to adult services. Some of the youth who are particularly vulnerable when transitioning out of youth services are those who are eligible for a disability allowance. With adequate supports, they can be encouraged to apply for this allowance before they reach 18, ensuring that there is no interruption in their funding. However, our staff have found that some eligible young people have fallen through the cracks and are struggling with no income and no idea how to apply for the disability allowance. Recognizing a gap in services, Deb Grant has stepped in to connect these young people to the professionals who can assist them to complete their applications and support them to get their needs met.

In addition, our Delaware Youth Drop In provides a space for young people up to the age of 24 to have a hot breakfast; get help with literacy, resume writing, and job searches; and make connections to professionals.

## Building on Excellence

The first goal under Building on Excellence is to increase the effectiveness of our training. Our first actions towards this goal included some in-service training with Steve Ayers, Campbell River Community Programs Manager, and Judith Hayes, Clinical Consultant.

Steve Ayers is using the text, *The Skilled Helper*, by Gerard Egan to provide in-service training to a group of staff who want to improve their counselling skills. This model is internationally recognized for its successful problem-management approach that emphasizes the collaborative nature of the therapist-client relationship. Judith Hayes has provided four rounds of in-service training for JHSNI caregivers. The topic was fostering resilience through attachment, self-regulation, and competency, based on the work by Margaret Blaustein and Kristine Kinniburgh. Further training is planned for our staff in the Full Time Attendance Programs on non-suicidal self-injury. To make training more accessible to all staff, we are beginning to create online training modules. Practicum student, Lindsay Ness, and volunteer, Petra du Toit, built a fun, interactive series of modules on Health and Wellness in the Workplace, which helps us meet new guidelines from WorkSafeBC around mental health and stress in the workplace.

The second goal under Building on Excellence is to strengthen internal and external communications systems. In our effort to strengthen internal communications, every employee at JHSNI now has Microsoft Lync installed on their computer. Lync allows internal communication between employees to be more effective and efficient through virtual Lync meetings, instant messaging, and online presence. Using Lync for virtual meetings has been very successful, utilizing both voice and video conferencing along with the ability to manage presentable content like sharing your desktop, PowerPoint presentation, or a virtual whiteboard with meeting members. We are now using social media consistently and successfully to work towards strengthening our external communications systems. We currently use Facebook and Twitter to promote our fundraising campaigns, post employment and volunteer opportunities, increase program awareness, give information about community events, and acknowledge awards, grants, and donations received by the Society.

As workers age, there comes a realization that one day we won't be around to do the work some of us have done for decades. In response, mentoring, to connect multiple generations in the workplace, is part of the third goal under Building on Excellence. With permission from the person served, a less experienced worker can participate in a counselling session, mentored by a senior staff person. We have supported practicum students from colleges and

universities in this way for many years. However, this year we have initiated a formal mentorship between a very experienced counsellor and another employee who is relatively new to the counselling profession.

## Leading the Field

Offering culturally responsive services supported by Elders from First Nations communities is the first goal under Leading the Field. Our Elders' Council has assisted us with this goal. We held an Elders' Gathering in December, attended by Elders, staff, youth, and stakeholders. One of the highlights of that event was when a youth from Gold River sang, accompanied by Elders James Quatell and August Johnson. We visited the Ahousaht First Nation on Flores Island and welcomed their representatives to a meeting with members of our Elders' Council. Ahousaht youth attend JHSNI programs in the Comox Valley and Campbell River, and we are keen to help them feel more at home despite the distance from their community. Elders also participated in graduation ceremonies, storytelling, art classes, and opening and closing ceremonies. Additionally, staff at our Full Time Attendance Programs (FTAP), Headstart and Oasis, follow the philosophy developed by Dr. Larry Brendtro and Dr. Martin Brokenleg: The Circle of Courage. This philosophy incorporates four central values – belonging, mastery, independence, and generosity. The Circle of Courage integrates the best of western education with the wisdom of indigenous cultures and emerging research on positive youth development.

Our efforts to continually evaluate and improve our programs and systems, another goal under Leading the Field, have been given a boost this year by the redesign of our Case Record Review process. We complete both qualitative and quantitative reviews of our case records every quarter to determine whether the service we are delivering is appropriate to the needs of the clients.

## Increasing Resiliency

We are living in an ever-changing environment that requires us to be flexible and adaptive. As a result, our first goal under Increasing Resiliency is to continue to diversify our funding sources. We maintained our focus on being creative in our fundraising, particularly because two of our award-winning programs, KidStart Mentoring and Delaware Youth Drop In, do not receive core government funding yet are seen as critically important by the persons served, parents, referral sources, and other stakeholders. As well as continuing to attract Gold, Silver, and Bronze Champions who contribute ongoing funding by sponsoring a child in KidStart, we are using social media as a fundraising tool.

The second goal in this area focuses on collaboration and building community partnerships. This year we signed a Collaborative Working Agreement with Sasamans Society to help ensure the agencies will work together to deliver the best quality services to children, youth, families, and communities within our common area. We continue to work with North Island College, Douglas College, PLEA Community

# Year End Reports

Services, and the McCreary Centre Society in a community research partnership. Another way our organization can support effective partnerships is to offer the benefit of the knowledge, experience, and skills of our team members to others. For example, Judith Hayes, our Clinical Consultant, provided a workshop on vicarious trauma for local foster parents and social workers.

## Acknowledgements

My report would not be complete without an acknowledgement of the amazing people I am lucky to work with every day. My thanks to our wonderful board of directors for their extraordinary support, tough questions, and ongoing commitment. Thank you to our skilled and dedicated managers and staff who continue to provide inspired, client-centred services with limited resources. I offer my sincere appreciation to our compassionate and welcoming caregivers who open their homes and hearts to our youth, and give thanks to our generous KidStart mentors and other volunteers who donate their time to change lives. Thank you as well to our community partners, funders, donors, and other stakeholders for their support and collaboration.



Wendy Richardson

## Continuous Quality Improvement (CQI) Annual Report

April 2013 - March 2014

### Participants

Members of the CQI committee this year included Gérard Choquette, Natalie Meredith, Ryan Derry, Chris Bennett, and Lane Litke. Lane Litke stepped down in July 2013 as he was finding it challenging to balance meetings with his work at FTAP. Chris Bennett left the committee as he had taken on HSA Steward duties which impacted his availability. We would like to thank both Lane and Chris. Ryan Derry joined the committee in October 2013. Mark Ross joined in June 2014.

### Recommendations/Outcomes

A process was developed to interpret and analyze Case Record Review data. Managers perform regular quantitative and qualitative reviews of program workers' files. Information is rated across various fields and entered into an Access database. The Case Record Review team performs a quantitative review on a quarterly basis. This data is also entered into the Access database.

Quarterly, the Case Record Review team conducts an analysis on entered cases. Cases that match across all three reviews (managers' quantitative, managers' qualitative, and Case Record Review quantitative) are checked for discrepancies and/or information that is incomplete. The Case Record Review team selects a case from each manager and has managers complete a group review to compare similarities in ratings based on information entered into CAMS. Managers

completed two of these group reviews and found they were fairly consistent in their ratings of compliance with documentation requirements and quality of service delivery.

CQI completed its first stakeholder survey. A working committee was struck and developed questions designed to solicit information from a cross section of stakeholders. We drew from CAMS data, mailing lists, and input from staff to target individuals for feedback. We used e-mail and Survey Monkey to solicit feedback from referral sources, funders, and community partners. We had 29 individuals respond. Overall satisfaction with various aspects of JHSNI's service was high.

CQI continues to collect client feedback but there are many programs where feedback seems to be limited. The Full Time Attendance Programs continue to collect regular feedback and use it for program development and change. The Intensive Support and Supervision Program has begun to collect mid and end of service feedback. Mid service feedback is used to examine areas where clients identify they need more support. Client feedback will continue to be a focus for CQI in the coming year.

### Efficiency and Effectiveness

Quarterly reports have now changed to semi-annual reports as there isn't a great deal of change from quarter to quarter. This has freed up considerable time and will allow us to focus on other areas. The Case Record Review process is becoming more efficient. Initially, managers were submitting a significant number of review forms. As they became more confident in the system there have been fewer forms, which has made the process of data entry less time consuming.

### Access

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

### Staff Satisfaction

The annual staff satisfaction survey was distributed in October 2013. CQI considered distributing the survey every two years but decided against this as there are quite a few new staff each year. It is important to gather information, on a yearly basis, from those coming into and exiting the agency.

### Extenuating and Influencing Circumstances

There have been some membership changes in the CQI committee in the past year and challenges with people being able to attend meetings. This has made it difficult to get reports analyzed and distributed in a timely fashion and to take on new projects. The committee will have four members in the coming year which should allow us to take on some extra projects.

### Targets/Goals for Next Year

- Explore ways to improve client feedback.
- Develop a process to review and track staff learning (Continuous Learning and Professional Development).



# Board & Elders' Council Member Profiles

## Pat Field

Treasurer



Pat Field joined JHSNI's board 23 years ago. A partner in Shook, Wickham, Bishop, and Field – Campbell River Lawyers, Pat was working in criminal law at the time.

Since JHSNI's focus at the time was on parole supervision, diversions, and the rehabilitation of offenders, Pat was interested in the opportunity to serve the community in an area he knew well.

More than two decades later, much has changed at JHSNI. Pat feels the Society is on the right track, providing greatly needed services to youth and their families.

"Initiatives in recent years, like Barnett House and Delaware Youth Drop In, are having a positive impact in the daily lives of youth who are homeless or at risk of homelessness. Services we have offered for many years continue to be in demand as youth and families know they can reach out to JHSNI for skilled help when they are experiencing difficulties. I also believe KidStart is making a real difference," Pat said.

Despite these successes, Pat acknowledges there are many challenges faced by the social services sector. He noted that families who are experiencing intergenerational trauma are not receiving adequate services to help them recover. There is a shortage of opportunities for people to work at a decent wage, and not enough support for vulnerable young people becoming adults. Pat is pleased to see JHSNI taking an active role in helping older youth who are in this transition time of their lives.

Pat appreciates having the opportunity to help address the challenges faced by our clients through his role on the board.

"It's rewarding to witness and facilitate the creative energy that goes into finding solutions for people who are experiencing hardships in their lives."

Pat grew up in Vancouver. He has worked as a lawyer since 1984, and now has a focus on injury and family law. Pat lives on Quadra Island with his wife, Kim. Pat and Kim have raised four children, all of whom inherited Pat's tall gene. He derives inspiration from "having a successful marriage with four children who seem to be making their way in the world."

Pat is also inspired by doing a good job for his clients and being of service to the community. In his spare time, Pat enjoys gardening, reading, making furniture, building things, hiking, and visiting big cities.

## Alberta Billy

Elders' Council Member



Alberta Billy, a member of the We Wai Kai Nation on Quadra Island, has a long history of standing up for the rights of Aboriginal people. Joining JHSNI's Elders' Council was a natural fit for Alberta, as she has spent much of her life advocating for children and youth. "What I wish for all our youth is to know who they are and become powerful, strong people," she said.

A lifelong member of the United Church of Canada, Alberta made history in 1981 when she stood before the church's leaders and said: "The United Church owes the Native peoples of Canada an apology for what you did to them in residential school." At the time no one was talking about residential school and its long lasting effects, and Alberta recognized the need to start the process of reconciliation. Five years later the first apology came, followed by a second apology in 1998 specifically mentioning the church's role in residential schools. When she was growing up, Alberta's grandfather told her, "There's a purpose to you but we don't know what it is yet." Alberta said she found her purpose when she asked the United Church to apologize.

Alberta is married to Dan Billy, who has been on the We Wai Kai Council for more than 40 years and is also a member of JHSNI's Elders' Council. Both Alberta and Dan were "brought up in a cultural way" in their home community of Cape Mudge Village, learning language, stories, songs, and dances from their grandparents. It wasn't until she went to public school in Grade 4 that Alberta learned her people were considered different. Fortunately, Alberta had a strong sense of self and lineage, and this helped her stand up for herself.

This deep grounding in her culture enables Alberta to help children and youth. Her grandson came home from school one day in Grade 4 saying, "I hate being Indian. They hate us!" Alberta reminded him to never forget who he is and that he comes from a family of powerful people, stretching back through his ancestors on his mother's and father's sides. She is pleased to report that he is now a vibrant young man firmly rooted in his culture.

Alberta's career has taken her all over the country. She now works with Kathi Camilleri, co-facilitating a workshop called Building Bridges through Understanding the Village. This workshop helps participants to understand traditional Aboriginal ways and values, and explores the effects of residential schools and Canada's policy of assimilation. Alberta believes that Aboriginal and non-Aboriginal people can work together. "Because of contributions from people who want to help, our lives will be stronger and safer."

## Staff Profiles

### Gérard Choquette



Before he began working with youth, Gérard Choquette was an RCMP officer for 25 years. Gérard used to take time to talk with people when issuing tickets or warnings, or when dealing with disputes. He would also stop to chat with groups of youth to get to know them. These traits earned him the nickname “Social Worker Cop” from other police officers.

Growing up in Saint Jean sur Richelieu, Québec, Gérard was bullied by other kids until Grade 9. This experience influenced Gérard to become a police officer so that he could help people and play a role in stopping bullying.

As a French speaker, Gérard started to learn English while in RCMP training in Regina. He was transferred to Sidney, Vancouver Island, where he was referred to as “The Frog”. Many years later Gérard got a frog tattoo as a present from his wife, Rita. “I now embrace my Frogness,” he said.

When Gérard retired from the RCMP in 2001, he knew he wanted to work with vulnerable youth. He was hired by Delta Resources to work in a group home for youth on probation. Gérard enjoyed the work but was looking for a job that allowed him to be out in the community more. He saw JHSNI’s posting for an Intensive Support and Supervision Program (ISSP) Worker. “The position involved working with youth in the criminal justice system, and I had all the qualifications.”

Gérard was the successful applicant and started work in October 2001. Over the years he has held ISSP, Youth Criminal Justice Act Family Support, and Independent Living Worker (Barnett House) positions. Recently, Gérard returned to his JHSNI roots as an ISSP Worker.

Reflecting on significant memories during his time with the Society, Gérard said it is difficult to choose as there are so many. In 2003 Gérard’s family went through a major crisis. “The extreme support I received from managers and co-workers stands out big time.”

When asked how he measures success in his job, Gérard said the fact that he still gets contacted by clients from eight or nine years ago to go out for coffee is very rewarding. “I had clients who were on probation for some pretty serious stuff, and they’re now married with kids and have full-time jobs. I’m not saying I had a big part in it, but to have had some influence in their lives feels good.”

Gérard plans to retire within the next year. “When I grow up, I mean retire, I want to get in shape, play in my workshop, and travel. Oh, and I forgot, I also want to win the lottery.”

### Vicki Luckman



Vicki began working for JHSNI in 1996, six months after relocating with her family to Courtenay from her home province of Nova Scotia. Her first position with JHSNI was Community Work Service Coordinator for Adults and Youth. This morphed into the Community Work Service/Alternative Measures Program.

Vicki had worked in a very similar position in Halifax, and had experience setting up community work service placements as an alternative to court for youth who had committed first or second offences.

One of the highlights of Vicki’s first position with JHSNI was matching youth and adults with seniors to build the Anderton Therapeutic Gardens. Another memory that stands out was meeting with a young woman who had stolen diapers from Safeway for her new baby. The measures that she had to follow were to connect with the Pregnancy Resource Centre where she could access support and supplies like emergency diapers, and to re-establish contact with her mother—one of the client’s own priorities. “She walked out of the appointment saying, ‘This is all I have to do? These things make sense.’ One of the goals of the Alternative Measures Program was to connect people to helpful resources and services.”

In 2000 Vicki was the successful applicant for the Assistant Manager position in the Courtenay office. When Diane Collins retired in 2008, Vicki became the Courtenay Community Programs Manager.

Looking back, Vicki said one of the people who inspired her to work in human services was a social worker who helped her through a challenging situation as a teen. Her family and school were also wonderful supports. “My experience taught me the importance of a youth, family, and the helping profession all working together.”

Vicki has raised three children: daughter Lauren and twins Ben and Emma. In 2005, when Lauren was 15 and the twins were 10, Vicki took on the challenge of doing a Master’s in Organizational Leadership at Royal Roads University. Vicki’s convocation was in 2007, the same year as Lauren’s graduation from high school. “I’ve learned so much as a parent. Each of my children is unique, and they have taught me how to adjust and be flexible.”

In her current role, Vicki appreciates the Courtenay team for their efforts to do the best work they can for their clients and for their positive relationships with JHSNI’s community partners. She also values the support of the management team and the commitment of the agency to always be looking for ways we can better serve youth and their families.



## Leigh Simms



Leigh Simms began working in the field of youth work in 1974 at a drop in centre in Bondi Beach, Australia. "At that time services specifically directed to youth at a community level was a very new concept. Quite frankly, we made it up as we went along!"

Leigh is a General and Psychiatric Nurse and holds a diploma in Child, Adolescent, and Family Psychiatry. Throughout her working life, Leigh has made a point of seeking out knowledge and training whenever she needed to know something related to her job.

This thirst for new experiences and knowledge applies to Leigh's personal life as well. In 1971 she had the opportunity to be co-owner of a demolition derby vehicle called the Nurse's Bomber. Leigh invested in the adventure and became one of the first of two women "stock car racers" in Australia.

Leigh moved to Canada in 1982. Over the years, she has worked with children, youth, and their families in many variations. Each position has been different enough to hold her attention and allow her to build history with the many families she has become involved with.

Prior to starting in her position as Youth/Parent Mediator at JHSNI, Leigh worked for 17 years in Victoria as a Child and Youth Care Worker. For the last three years of this work, Leigh commuted each weekend to the house she bought in Courtenay. She was looking for work on the North Island.

"I had some experience with The John Howard Society but with regard to adults, not youth. The challenge offered by my position as a Youth/Parent Mediator is that I had not specifically done that work before but was ready to do, yet again, something different. The job was open, I applied, and was successful. I started at JHSNI in September 2010."

One of the challenges of Leigh's current position is remaining hopeful when, on so many occasions, the youth are very angry, hurt, sad, depressed, and negative about their lives past, present, and future. "Infusing a lust for life is exhausting work and never ending, so when I go to my personal haven, my home, I am rejuvenated by the joy, security, and fun my space provides me."

Leigh said that in her wildest dreams she did not think that she could find such a magical place to work. "I am very blessed to be able to hang out with such fine folk, who are passionate, committed, and focused. I appreciate each and every person I am in contact with: co-workers, parents, kids, teachers, and the variety of 'four leggeds' who come to visit with us."

## Michelle Giles



One of the reasons that Michelle Giles appreciates working for JHSNI is the emphasis on flexibility and the encouragement to take care of oneself. "I really like that because we are trying to model for our clients how to find balance in their lives."

Michelle was hired as JHSNI's Intensive Support and Supervision Program (ISSP) Worker in Duncan in September 2011.

For four years leading up to this time, Michelle had been employed by Chilliwack Community Services doing suicide prevention work with youth. She had worked with ISSP Workers in Chilliwack. When she moved back to her home community of Duncan, Michelle was immediately interested when she spotted the ISSP posting. She was interviewed by Carol Harling-Bleeks, the ISSP Manager at the time.

"My sister was due to have her baby on the day of my interview and I was one of her labour partners. I nervously told Carol that I might get a call mid-interview and have to go to the hospital. As it turned out, my sister had her baby two days later."

Even though Michelle grew up in Duncan, she rediscovered her community in her early days as an ISSP Worker, developing contacts and familiarizing herself with resources. As the sole JHSNI employee in Duncan, Michelle feels fortunate to have an office in the MCFD building. "I'm right here with the Probation Officers and I work with an ISSP Worker who is based at the Youth Custody Centre in Victoria. Everyone treats me as one of the team."

Michelle also appreciates the support of JHSNI's ISSP Manager, Natalie Meredith, and her ISSP co-workers in other communities. "We come together for a team meeting once a month. I know I can call Natalie or any of my team members anytime. I feel very connected to my team."

Michelle has a B.A. in Psychology and Anthropology, and completed Yoga Therapy and Thai Massage Certificates in 2013 while working full time. "I was really thankful to JHSNI for the flexibility of being able to pursue my training while working. I now teach two classes of yoga per week. I find it's good for balance."

When possible, Michelle also applies her recent training to her work with youth. "The Youth Forensic Psychiatric Services (YFPS) team here see several of our ISSP youth. There are areas of common ground, like talking about mindfulness."

So far, Michelle has done yoga with three interested youth. "There are moments when I can't believe I'm getting paid, like when a youth and I are outside doing yoga or going for a walk by the ocean."

# KidStart

## A KidStart Story

KidStart is a volunteer-based mentoring program for children and youth ages 6-18 in the Campbell River and Comox Valley areas. KidStart connects kids who could use extra support with positive adult role models. At its heart, KidStart is about trusting friendships. The story of Brayden and Gary is one example of how KidStart can change lives for the better.

Brayden is 11 years old and has lived with his grandmother, Sharon, for the past three years. He was matched with his mentor, Gary, just over a year ago. Since Brayden has had a mentor in his life, his grandmother has seen remarkable positive changes in her grandson.

"To all of us in the family Gary is a treasure for all that he has done for Brayden. He now has self-esteem, which continues to grow, and he has come out of his shell. It brings me to tears watching my grandson becoming a happy, emotionally healthy, well rounded child. I credit this all to the KidStart program. I honestly feel this program has saved my grandson from years of struggling with self-identity—something as his grandmother I couldn't provide. I thank you from the bottom of my heart for the gift you have given Brayden," Sharon said.

Gary is dedicated to providing Brayden with quality time to do activities together, just having fun. He is someone Brayden looks up to and enjoys spending time with. When Brayden is with his mentor it's a time when no one is saying "no, not today, maybe another time." They go swimming, walking, climbing, and bike riding. They have camp fires, cook together, and Gary and his wife have come to Brayden's school plays. When Gary travels he sends Brayden postcards, taking time to teach Brayden about the places he goes by sharing his experiences in a fun, positive way.

"Being involved with KidStart has not only made a big impact on my mentee's life but mine also," said Gary. "We focus on having FUN, spending time together, and being friends."



*Left: Brayden with his mentor Gary's dog, Hank, on their very first mentor-mentee outing.*

*Right: Brayden with Gary's dog, Hank, a year later. Gary and Brayden re-enacted their first outing for their one-year anniversary of their friendship.*

## Eagles Ladies Auxiliary: Gold Champion

Seeing the remarkable transformation that a mentor can make in a young person's life is the reason that the Fraternal Order of Eagles Ladies Auxiliary are sponsoring a Campbell River girl to participate in the KidStart Mentoring Program for the third year in a row.

The Ladies Auxiliary members volunteer many hours every year to do catering and other fundraising events, and then donate the proceeds to causes they believe in. "We know just how important KidStart is to children and their families, and have seen how it has redirected the little girl's life we sponsor, with a lasting positive impact, and it feels great to be a part of it," said Marlene Jordan, Catering Chair.

When asked how things are going with her daughter and her mentor, Desiree\* (Mom of 12-year-old Sarah\*), said: "It's going so amazingly well. I used to worry about her being a follower. Her mentor has helped her to find her confidence. She's like a different kid now, full of self-esteem and knowledge of herself, and I'm so thankful to KidStart that she has Amanda\* in her life."

\*Names have been changed to protect confidentiality.



*Eagles Ladies Auxiliary members presenting a Gold Champion cheque to JHSNI's Tara Jordan. L-R: Darlene Krajnc (Vice President), Dot Muir (President), Rezner Kubacki, Marlene Jordan (Catering Chair), Tara Jordan (KidStart Coordinator), Zanya Kubacki.*

## 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)



## Youth Maintain Oyster River Trail



*A Headstart youth clearing overhanging branches from one of the Oyster River Trails.*

Thanks to a collaboration with the Strathcona Regional District (SRD), teen boys in JHSNI's Headstart Full Time Attendance Program (FTAP) are gaining work experience and garnering accolades from the public while maintaining the Oyster River Trails. The trail system, located near Salmon Point between Campbell River and the Comox Valley, is a favourite with walkers. There are well used swimming and fishing spots along the river, adding to the popularity of the area. With this heavy trail usage comes the need for regular maintenance.

Twice per week from the spring to late fall and once per week in the winter, Headstart staff and youth inspect the trails and complete any required maintenance work. This involves removing garbage from the trails and bins, refilling doggie bag stations, checking for hazards like leaning trees or debris on the trail, making sure that the signs are clean and not vandalized, and looking for downed trees after windstorms.

Sometimes the regional district contracts with JHSNI to do extra work outside of the regular maintenance. This has included sign installation and remediating the trail due to river erosion. Last year the youth moved the trail back six metres from the river's edge.

Mark Tazumi, Headstart Youth Counsellor, said this work experience has many benefits. "The guys get physical activity in an outdoor setting. It's a good chance for one-to-one conversation as it's usually just one counsellor and one youth who do the maintenance. The youth also get positive feedback from park users."

The youth are paid every time they do trail maintenance and the remainder of the money earned through the contract is used for program activities.

Peter Woods, Parks Coordinator for the SRD, has received

several comments from the public complimenting the work that Headstart youth have been doing in the park. "When the government asks the public what is most important to them, the survey results usually place parks and green spaces near the top of the list. I want to thank you for all the fantastic work you continue to do in our green spaces," he said in an e-mail to Headstart staff.

JHSNI also has a contract with the SRD to pick up the recycling in its Campbell River office and transport it to the recycling centre. Teen girls in the Oasis Full Time Attendance Program complete this work on a weekly basis.

Lori McKeown, FTAP Manager, said the partnership with the SRD is valuable on a number of levels. "It is a step towards social enterprise, giving youth real life work experience with needed supports for success. This benefits youth and the community, and enhances our JHSNI programming."

## Trauma Informed to Trauma Specific

There's a new mantra filling the halls at FTAP these days – "Respond to the needs, avoid reacting to the behaviour." With this mantra come changes to everything from pre-screening assessments, monthly Youth Centred Meetings, physical space, and therapeutic practice with youth and their families. While trauma informed practice (TIP) has been trending throughout human services for the past few years, FTAP has pushed beyond the recommendations of TIP to develop 'trauma specific' practice that seeks to create and nurture an environment of safety and healing.

Grounded in the foundational theory of Dr. Brokenleg's 'Circle of Courage' and Blaustein and Kinniburgh's Attachment, Self-Regulation, and Competency (ARC) model, the program now has an emphasis on creating a sense of safety and belonging while promoting the development of self-regulation skills through mindfulness, yoga, music, art, and various other safe coping and self-soothing strategies. Staff and caregivers have come together over the past six months to increase working skills and knowledge relating to developmental and complex trauma, and to explore ways in which they can support grounding and healing through intentional interventions such as attunement, consistent caregiver response, and the use of routines and rituals.

The day programs have evolved to create more flexibility, responding on a daily basis to where each youth is at and what they need. Rules and expectations have moved away from black and white "no" statements. Instead, staff have an ongoing dialogue with individual youth about what their goals are and how they can work towards them in a safer and healthier way. FTAP now has Youth Centred Meetings and Plans for Success, where before the program had Integrated Case Management meetings and Discharge Reports. Overall, FTAP's quest to become a trauma specific program, responding therapeutically to the individual needs of each youth, has been an exciting and rewarding journey.



# News from JHSNI

## Spirit of John Howard Award



*Paul Barnett (L) and Terry Moist (R) presenting the Spirit of John Howard Award to JHSNI board member Brian Kelly.*

The Spirit of John Howard Award is presented at the Society's annual general meeting. In 2013 the award recognized a longtime board member for his extraordinary contributions to JHSNI: Brian Kelly. Brian retired from the board at the 2013 AGM after 26 years of service.

The award was presented to Brian by fellow longtime board member Terry Moist and retired Executive Director Paul Barnett. Terry recalled that in the early days, Brian served almost single-handedly as the Society's personnel department, dealing with any tricky staffing issues that arose.

As a retired teacher and Coordinator of Student Services, Brian has always taken great interest in services for youth. He was on the School District #72 Behavioural Resource Team for many years.

"Brian was well known for his oft-repeated comments that there should be no triage when it comes to children," said Paul Barnett.

### Comments from clients:

*"I know for a fact anyone who seeks JHSNI for help will one day succeed."*

- Youth in 180° Program

*"I liked having my own place, but support when I needed it. A lot of the rules were 'lame' but understandable."*

- Barnett House resident

*"I have immense relief at being understood; no one has understood before. It has helped me continue to make changes in my life."*

- Client of Youth and Family Substance Use Services

Brian brought that same approach to the JHSNI board. Paul Barnett and Carol Harling-Bleeks, retired Assistant Executive Director, were the staff members who reported to the board for much of Brian's service.

"From our perspective, Brian was a demanding board member. He demanded that JHSNI be the best it could be at respecting its staff and, of course, working for the people it served. I admire him so much for never wavering when it came to services for kids and respect for those responsible for delivering those services," said Paul.

After accepting the award, Brian stated that it was important for him to have been a part of the process over the years. "It has been quite astonishing to see the growth of the Society," he said.

Thank you, Brian, for all that you have done for JHSNI! You truly represent the spirit of John Howard.

## Girls Speak Out Group

From February to May 2014, JHSNI played an active role in a new approach to help young women impacted by abuse. The Girls Speak Out Group, co-facilitated by Wendy Morin from JHSNI and Amy Crook from the Comox Valley Transition Society, created a space for girls ages 16-24 to reframe and resist the messages they have heard about their experiences of abuse, build their support networks, learn positive coping skills to support their mental health, and begin to shift their feelings of responsibility and shame.

Over the past year, with funding from Coast Capital Savings, BC Women's Hospital's 'Woman Abuse Response Team' led nine focus groups on Vancouver Island and in the Lower Mainland. The intent was to develop sensitive and informed support services for young women whose lives have been affected by abuse. Wendy Morin, who has facilitated a Girls Group in the Comox Valley for 15 years, helped to organize the focus group that took place at Glacier View Alternate School in the Comox Valley. Ten girls participated in this group and three of them went on to join the provincial youth advisory committee that developed the Girls Speak Out Curriculum. Wendy was on the adult advisory committee that worked alongside the youth committee. The RBC Foundation Children's Mental Health Project gave funding to BC Women's Hospital to support the development of the curriculum.

"Girls Speak Out came about as a result of feedback from adult women experiencing abuse and using substances, who said they would have loved this type of support when they were younger," said Wendy.

In the spring of 2014 Wendy, who works as a Youth and Family Substance Use Counsellor at JHSNI, and Amy, who works as a Children Who Witness Abuse Counsellor at the

Comox Valley Transition Society, delivered the Girls Speak Out Curriculum in the Comox Valley to seven girls who attended the group. The group's focus on older teens who are transitioning to womanhood filled a gap in community programming and helped the girls to take steps to improve their lives.



Art piece by a Girls Speak Out participant.

"In our group we were able to support two young women who were leaving abusive relationships," said Wendy.

The group provided the girls with an opportunity to understand more about their experiences of abuse; explore how abuse has impacted their safety and well-being; learn more about how experiences of abuse are linked to substance use, mental health (including trauma), and homelessness; and to develop supportive relationships with other girls and adults. The group was low barrier, meaning the girls did not have to commit to avoiding substances or to attending every week. "If mental health challenges were present that was o.k. too," said Wendy.

The Girls Speak Out Group was a partnership between JHSNI and Comox Valley Transition Society, with both agencies contributing facilitator time and the Transition Society providing the space. Courtenay Drug Strategy Committee provided a \$775 grant that paid for snacks, art supplies, and other materials.

Comments from Girls Speak Out Group Participants:

*"I liked being able to talk about and get feedback on situations I'm in."*

*"I learned skills on how to be more respectful but still say what you want."*

*"It helped to know that others have the same experiences."*

*"I learned about the cycles of abuse—to be able to see it next time!"*

*"I now know how to spot abusive relationships."*

## Agreement with Sasamans Society

This year JHSNI and Sasamans Society signed a collaborative working agreement between our two societies. Sasamans provides support services to First Nations and urban Aboriginal organizations within the Kwakwaka'wakw traditional territories.

"We recognize that we frequently serve the same clients, so the working agreement describes the practices and conditions required to successfully serve as cooperative community agencies to provide quality services to children, youth, families, and communities," said Wendy Richardson.

The working agreement is not a legal document but rather a guide that sets out how referrals are made and how information is shared. Sasamans staff members attended a JHSNI Campbell River Community Programs staff meeting to share information and learn how we can help one another to better serve our mutual clients.

## In Memory of Darian 1995-2014

*So how do we help our children, to try to avoid this ever happening again.*

*Our kids are all different, and they all need different things.*

*But one thing that every one of them needs is success.*

*Success with their families*

*Success in and out of school*

*Success in their relationships with other people*

*Because success will bring confidence and pride in themselves and their abilities*

*And strength*

*And they won't have to hide in the fog*

*Of alcohol and drugs*

*So when they are faced with adversity and indecision*

*And they find themselves alone*

*They can face their future*

*Stand up*

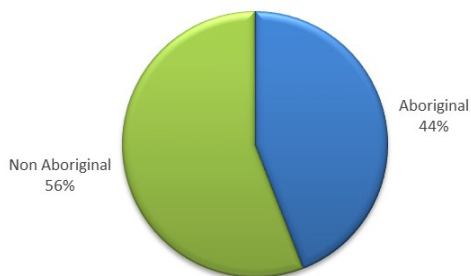
*And say*

*I am not afraid.*

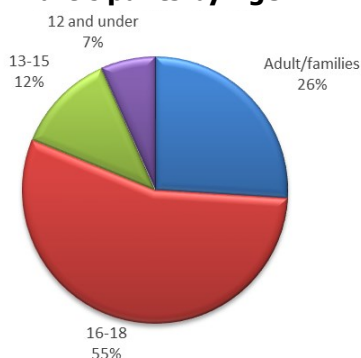
- Anonymous Caregiver

# Youth and Family Programs

## Aboriginal/Non Aboriginal Participants



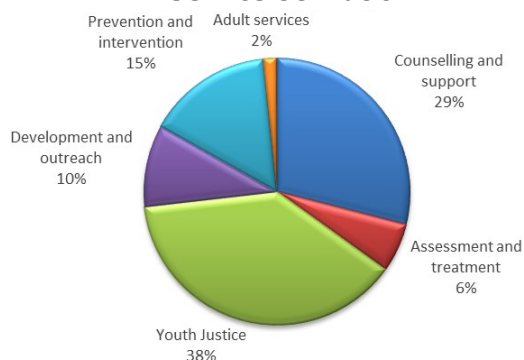
## Participants by Age



## Participants by Gender



## Service Utilization



## Assessment and Treatment

### Youth Forensic Psychiatric Services

**14** comprehensive psychological/psychiatric assessments as ordered by the courts and **21** psychological/psychiatric assessments for Youth Probation Officers were completed. **29** court and non-court ordered youth and their families received treatment.

## Counselling and Support

### Behavioural Consultants to Caregivers

**87** foster parents referred by the Ministry of Children and Family Development were supported in Campbell River and the Comox Valley. Of the caregivers providing feedback, **75%** incorporated education from the consultant into their fostering practice. Of the social workers providing feedback, **75%** felt the service helped caregivers to better manage issues. Feedback from caregivers included: "She has saved the placement."

### Youth/Parent Mediation

**54** youth and families received counselling from the program this past year. Numerous others received brief support about issues they were experiencing. Of the families providing feedback, **75%** of parents reported less conflict at home, while **100%** of youth reported less conflict. **75%** of parents believed their teen had improved communication skills, while **100%** of the teens believed their communication skills had improved. Comments from parents included, "The counsellor zoomed in on critical areas quickly" and "She was very supportive, knowledgeable, and personable."

### Independent Living

**35** youth received support this year, and numerous others contacted us to get information or brief support. Of the youth submitting feedback, **75%** said they had improved skills to live on their own, **50%** felt their financial situation had improved, and **60%** reported that their housing situation had improved. Comments from youth included, "I found it helpful, so it might be good for someone else" and "Great job! Thanks for all your help."

### Barnett House Transitional Youth Housing

**10** youth who were in need of transitional housing stayed at Barnett House this past year. **83%** of the referrals came from the Ministry of Child and Family Development. **89%** of the youth in Barnett House were attending school and/or working on their vocational skills. **63%** of those leaving Barnett House were successfully transitioned to a positive situation. One youth said, "Whenever I needed a person to talk to the worker was there or the kids next door."

### 180 Degrees Detox and Supportive Residential

**6** youth developed and completed an individualized treatment plan to withdraw from drugs and alcohol. **12** youth attended the supportive residential services program and **75%** completed the program. **80%** of the youth indicated an increase in their physical health while in the program. Youth identified feeling very supported by their caregivers and often remain in touch with them.



# Youth, Family, & Adult Programs

## Youth and Family Substance Use Services

**100** young people received one-to-one counselling and numerous others participated in group sessions with our counsellors. **93%** of the youth submitting feedback reported a reduction in their substance use (**30%** reported that they were no longer using, **63%** reported using less). One youth stated, "You helped me come to this place in my life where I feel safe."

## Youth and Family Counsellor

**28** young people received counselling in Gold River and Tahsis. Of the youth who provided feedback, **89%** had decreased their substance use, **71%** had improved their coping skills to deal with the life challenges, and **66%** reported an improvement in school. Youth reported liking the following aspects of the program: "Having support to help me reach my goals and become healthy" and "Girls' Group makes me feel safe and like I actually matter to someone."

## Collaborative Planning

**59** families shared in the decision making and plan development process for families receiving child welfare services. The program is working with MCFD to develop a practice wherein we facilitate meetings at key points in families' involvement. The Team Leader said of the process, "Thank you both for being so flexible and for capturing so well the vision."

## Development and Outreach

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

**51** youth and families were provided with alcohol and drug prevention/intervention. The focus this year was on enhancing capacity within School District #71. The program included **nine** groups, each four to six weeks in duration, working with school counsellors to support youth who were pre-contemplative. To keep connected through the summer, **12** students participated in the Summer Challenge project.

### Youth Outreach Support

**596** connections were made with youth and their families requiring assistance with high risk behavior. **36%** of the youth were connected to employment or financial support. **43%** reported no use of substances and **57%** said they used substances less. Through presentations to community groups, **202** youth received education on exploitation.

## Prevention and Intervention

### Child and Youth Mental Health Outreach

**19** families whose children and youth were identified as "high risk" were provided with intensive intervention strategies through interagency coordination. **92%** of the families submitting feedback reported an improvement in family relationships, and the skills and strategies needed to respond to and decrease the frequency of crises in the family.

## KidStart

**73** mentees were matched with mentors who volunteered **6,908** hours to provide positive role modelling for children and youth ages 6-18 through recreationally-based friendships. Of the mentors submitting feedback in Campbell River, **75%** reported that their mentees had improved self-esteem. In the Comox Valley, feedback indicated that **66%** of the mentees had shown an improvement in their academic ability.

## Youth Justice

### Intensive Support and Supervision

**120** youth referred by probation received support and supervision in making healthier lifestyle choices. Improvements were reported by **68%** of youth who needed help with their legal involvement, **61%** of those who needed help with life skills, and **61%** of those who needed help with their living environment.

### Headstart Boys Program and Oasis Girls Program

**24** youth participated in six-month alternative to custody programs for male and female youth ages 14-18. All the youth who completed final feedback forms indicated they felt they were better able to cope and manage their emotions. One youth stated, "What was helpful was everybody being friendly and letting me do stuff at my own pace."

### Youth Justice Beds

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

### Youth Criminal Justice Act Family Support

**8** youth and families referred by local Youth Probation Officers received support and counselling. Of the youth providing feedback, **100%** reported they were successful in increasing life skills and decreasing their illegal activity. A parent stated, "Our son is lucky to have you on his team."

## Adult Programs

### Adult Outreach Support

**8** eligible adults were provided individualized support. **100%** of the adults in the program were stabilized in their housing arrangements and said their life skills had improved and/or they were more involved in pro-social activities.

### Adult Forensic Outreach

**12** mentally disordered offenders and those found not criminally responsible were provided support in the Comox Valley. Feedback indicated housing and life skills improved, and they had decreased involvement with the justice system.

## Other Services

### Intake

Information, referral services, and immediate counselling were provided to ex-offenders and families.

# Other Programs, Cultural Responsiveness

## Other Programs and Projects

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

- Campbell River Community Services Directory
- CASEY school-based awareness during Stop Sexual Exploitation Week – Safety Planning: JHSNI, Comox Valley Family Services, RCMP, Courtenay Community Drug Strategy Committee
- Comox Valley Aboriginal Culture Mini Series
- Courtenay Summer Challenge Project—partnership between JHSNI and School District #71, funded by VIHA, SD#71, ParticipACTION, and the Kevin Cagna Memorial Fund
- Delaware Youth Drop In, funded by the Children’s Health Foundation of Vancouver Island
- Expressive Arts Group for Girls Impacted by Substance Misuse – JHSNI and Courtenay Community Drug Strategy Committee
- First Nations Elders’ Council
- Girls Speak Out Group – partnership with Comox Valley Transition Society, sponsored by BC Women’s Health Centre, funded by Courtenay Community Drug Strategy Committee
- Groups at Robron Centre
- Harm Reduction Training for Peer Educators (1-2-1) in partnership with AIDS Vancouver Island (AVI) and Glacier View Alternate School
- Healthy Choices Day – Mark R. Isfeld Secondary School, G.P. Vanier Secondary School, Courtenay Community Drug Strategy Committee
- MCFD Maternity Care Home Program – MCFD, JHSNI, Safe Babies
- Mindfulness Group in partnership with Adult Mental Health
- Music Fest – Youth Outreach
- Oasis & Headstart Reading Buddy Program – School Dist. #72
- Oasis Beech Street parking lot clean-up
- Oasis Recycling Program, funded by Strathcona Regional Dist.
- Oyster River Trail maintenance, funded by Strathcona Regional District
- Parent Workshop “Navigating the Challenges of Youth Substance Use”, co-sponsored by Comox Valley Boys & Girls Club
- Peer Support Program – JHSNI, Vanier School, Courtenay Community Drug Strategy Committee
- Presentations for North Island College, schools, and community groups
- Rlife, funded by the Community Action Initiative
- Sears Christmas Wish Campaign
- Sexual Exploitation Awareness workshops
- Understanding and Responding to Kids with Challenging Behaviours – sponsored by the Comox Valley Foster Parent Education Committee
- Youth for Seniors, funded by Campbell River Daybreak Rotary, Service Canada, and public donations
- Youth Substance Use Group – G.P. Vanier Secondary School
- YSUP (Wha’Sup): Alternative to Alcohol & Drug Suspension Pilot Project – School District #71 & JHSNI

## Cultural Responsiveness Committee

JHSNI’s Cultural Responsiveness Committee (CRC) was formed in the spring of 2009 with the mandate to lead the organization towards increased cultural responsiveness. The CRC would like to welcome new members Wendy Morin, Nici Ethelston, and Jenne Williamson, and thank departing members Mary Catherine Williams and C-Ann Deraiche.

This year we focused on working with our Elders’ Council to explore ways for them to support programming and our youth, including an Elders’ Gathering in December. This led to participation by different Elders in graduation ceremonies, art classes, storytelling, and opening and closing ceremonies. We also offered workshops, led by Naomi Wolfe and Thanh Tazumi, on Cultural Identity in each of our three primary worksites.

Future plans include Kwak’wala classes for staff and youth, and lunch ‘n learn storytelling with Cree/Métis Elder Phil Umpherville (Bearchild). We appreciate the work of all CRC committee members.



*(L-R) JHSNI’s Cultural Responsiveness Committee members Haley Powell (practicum student), Thanh Tazumi, Wendy Richardson, Jenne Williamson, Wendy Morin, and Sarah Davidson. Absent: Nici Ethelston.*

## 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
- Social Media
- Ethics

## Ingrid Proctor



Ingrid Proctor first learned about JHSNI when volunteering at the Full Time Attendance Programs' front desk in the spring of 2011. "I took a course through Opportunities Career Services and it resulted in a practicum placement with FTAP."

Ingrid has a bed and breakfast that she operates part time out of her beachfront home in Oyster Bay. She was looking for additional work, and the opportunity to help youth while earning a living appealed to her.

When her son, now 28, was a teenager, Ingrid took in one of his friends for six months when he needed a stable home. Ingrid mentioned this during her interview with Thanh Tazumi, who recruits caregivers for JHSNI, and Thanh said, "See, you've already done this!"

Ingrid provides a home for boys in Headstart, a six-month Full Time Attendance Program. She started out as a full-time home in March 2012 and has remained in that capacity, except for short breaks to operate her B & B.

Ingrid grew up in Germany and completed an apprenticeship in banking when she finished school. She left Germany at age 26 to travel, and moved to Canada when she was 29. Learning English was challenging and it was especially difficult to understand the subtleties of a new language when people were joking around. Ingrid persevered and ended up taking training and then working as a legal secretary.

Having a sense of humour is an important part of caregiving, Ingrid stated. Other key qualities are patience, flexibility, and consistency. "It's important to have integrity. I always learn from the youth and they keep me young."

Youth living in Ingrid's home have enjoyed many fun activities including kayaking, working out at a gym, hiking, playing mini-golf, skiing and snowboarding at Mount Washington, going to the movies or for ice cream at the Pier, go-karting, and playing Scrabble or Chess. If they are interested, Ingrid is happy to pay them to help out in her garden.

For Ingrid, one of the rewards of caregiving is when youth who have stayed with her keep in touch. "I feel that even if we don't see it immediately, down the road the youth will remember that they can live differently, that they do have a choice. Hopefully we can make a difference."

## Ken and Terry Bell



Ken and Terry Bell first learned about the opportunity to become JHSNI caregivers through North Island College (NIC). "Since I was taking the Human Services Program at the time, caregiving seemed a perfect fit," said Ken.

Ken and Terry began caregiving for JHSNI in

February 2011. They are full-time caregivers for girls in the Oasis Full Time Attendance Program (FTAP). Recently, they switched temporarily to caregiving for the 180° Supportive Residential Program when a youth who had been with them for six months in Oasis moved to 180°. Their flexibility meant that this youth, who had connected well with Terry and Ken, was able to remain in their home for another three months.

Ken graduated from NIC's Human Services Diploma Program in 2011. Terry and Ken have two children and five grandchildren. "These life experiences have helped us greatly when dealing with challenging behaviours. We see the challenges the youth present as an opportunity to help. Terry and I always work as a team and this aids us greatly," Ken said.

Youth living in the Bell's house participate in family time, activities with the grandchildren, biking, walking, going to movies, and camping. "We accept the youth as part of our family and they accompany us wherever we go."

For Ken and Terry, the rewards of caregiving are sometimes subtle. "We witness changes in the youth as they accept what we are trying to help them with." They have received thank you cards, tearful thank you words from youth at program grad ceremonies, thank you postings in the local newspapers, and even a trophy given to them by a youth.

One of the challenges of the work is the lack of privacy. "Caregivers need to be aware that what may be a mundane daily occurrence for them may be a revelation to a youth who has grown up in a different environment. What we as caregivers see as normal may not be the norm for the youth in our homes."

Terry and Ken feel that caregiving is an excellent opportunity to give back to the community. "The youth often come from difficult backgrounds and need a chance to become successful. We can provide them with a positive environment so they have that chance to succeed."



**Every Youth Matters  
Become a Family Care Home**  
250-286-0222 ext 224 [www.jhsni.bc.ca](http://www.jhsni.bc.ca)

The John Howard Society  
of NORTH ISLAND  
Since 1987

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

This year JHSNI increased its use of social media as a fundraising tool. One successful campaign we ran was "Giving Tuesday", which is an idea that began in the U.S. and has been adopted worldwide as a response to the mass consumerism of Black Friday and Cyber Monday. The first Tuesday in December is now known as Giving Tuesday. JHSNI's Giving Tuesday campaign raised funds for our KidStart Mentoring Program through our Facebook page and direct mail to local businesses. On Giving Tuesday a Campbell River business, Healthyway Natural Foods, matched customer donations to KidStart. We provided a counter display and they raised **\$510**. Other donations from businesses and individuals brought our Giving Tuesday total up to **\$1,100**.

JHSNI held a KidStart Raffle in December that raised **\$2,436**. We'd like to acknowledge all who sold tickets and everyone who supported the raffle by purchasing tickets. We'd also like to thank the prize donors: Vancouver Canucks, Jamie Deluce, Alisha McLain, and Lordco.

Our KidStart Champions continue to support children and youth to participate in our life changing mentoring program through their monthly or annual donations. Gold Champions contribute **\$100/month**, 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, Altrusa International of Campbell River, Campbell River Lions Club, Fraternal Order of Eagles #3097 Ladies Auxiliary, McElhanney Consulting Services, Canadian Federation of University Women, Tanya Poulin & Lynsey Solberg, Wendy Richardson, Colleen Ross, Leanne McIntee, Shawn Goodall, Anonymous Group. **Silver:** Florence & Ross Robertson, Lori McKeown, Alan Storr, Comox Valley Crimestoppers Society, Judy Storr. **Bronze:** RBC/Peter Phillips, Marco Investments, École Des Deux Mondes, Karen Lakberg, Bud McKeown, Colleen Baerg, Dr. Kerry Baerg, Gérard Choquette, Mary Catherine Williams, Tanya Storr, and Anonymous Group. This year the KidStart Champions Initiative raised **\$19,090**.

Other donations to KidStart included **\$700** from Alpine Start Publications, **\$500** from JHSNI board member Lois Liesch, and **\$500** from Chances Playtime Gaming in Courtenay. On the Rocks Climbing Gym in Campbell River held an 'Endless Summer Beach Climbing' fundraiser for KidStart and raised **\$655**. Roisin Doran, Bas Tankink, and their family and friends raised **\$300** for KidStart through Facebook. We would like to thank the individuals who made donations to KidStart to honour a family member or friend for their birthday or Christmas. These donations totaled **\$354**. JHSNI received several other individual donations for KidStart at Christmas and throughout the year. We greatly appreciate local businesses who provide free or discounted admissions and gift certificates so that mentors and mentees can enjoy fun outings. In the

past year these included Mount Washington Alpine Resort for providing a ski day for KidStart during Spring Break (free day passes and lessons for mentees, and discounted day passes and lessons for mentors) and Codes Country Lanes for discounted bowling. Huge thanks also goes to all our KidStart volunteer mentors for donating their time to improve the lives of children and youth who need extra support.



*KidStart mentees and mentors get the scoop on snowboarding during a lesson at Mount Washington.*

JHSNI's Employee Giving Program, which allows employees to donate via a small payroll deduction, raised **\$4,576**. 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 they included work clothing, first aid course tuition, emergency dental treatment, winter clothing, replacement I.D., emergency groceries and other living expenses, travel expenses to a medical appointment, fees for medical paperwork required to attend treatment, and a used bike for transportation.

The Sears stores in Campbell River and Courtenay each put up a Tree of Wishes that gave customers the opportunity to purchase gifts for children and youth in KidStart and other JHSNI programs, as well as their siblings, during the holiday season. Gifts went to **38** children in Campbell River and **30** children in the Comox Valley who would not otherwise have received a present as their families are struggling financially. Gift requests included pajamas, slippers, and children's toys. One four-year-old girl asked for a warm sweater.

Thanks to Quinsam Coal United Steel Workers Local #9347, **five** youth living in Barnett House received bags filled with gifts at Christmas. BC Liquor Store, Campbell River, donated teddy bears that were given to children in KidStart. Margaret Spencer and friends in Nanaimo once again prepared generous gift bags for youth in the Intensive Support and Supervision Program.

# Community Donations and Grants

Youth who attend the Delaware Youth Drop In enjoyed holiday feasts at Easter and Christmas, thanks to donors who contributed funds and food for these events. One of these donors, Pat Root, a dedicated community supporter and advocate for the youth in Delaware, died in a tragic accident in April 2014. Pat's family asked that donations be made to Delaware in her memory. Pat's concern for Campbell River's most vulnerable youth lives on through these contributions.

Delaware received **\$500** in grocery donations from Thrifty Foods. Campbell River Family Services contributed **\$100/month** worth of groceries to the program. Healthyway Natural Foods donated granola bars and other breakfast items. Child Youth Family Health Nanaimo made a group donation of **\$305** to Delaware in memory of William Gallant. Warehouse One – The Jean Store, New-2-U Consignment, Nifty Thrifty, and individual donors gave clothing, food, and other items. Two Quadra Island knitters made toques for youth. Bikram Yoga Campbell River provided free hot yoga classes to youth and Crystal Lanes Bowling Alley gave a discount. Richard and Laurel Cronk donated a pool table. Shari from Tangles gave free haircuts to the youth.

Campbell River Daybreak Rotary gave **\$7,000** to Youth for Seniors. The project also benefitted from several donations from community members. Larry and Peggy Cagna gave **\$500** to the Kevin Cagna Memorial Fund.

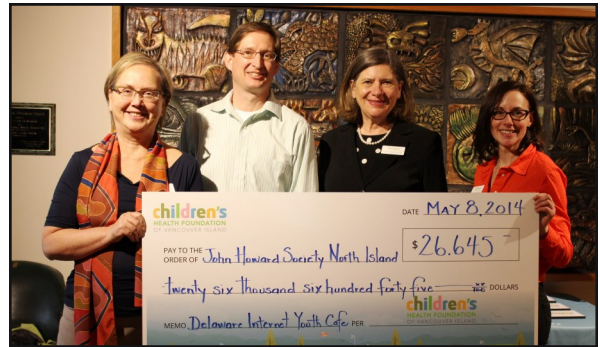
JHSNI is participating in Home Depot's fundraising campaign, the Orange Door Project, from May 29-July 2, 2014. This campaign is aimed at reducing youth homelessness. We are very grateful to the staff at the Campbell River Home Depot for their hard work raising funds for Barnett House. The City of Campbell River is continuing to provide a Permissive Exemption from Taxation for Barnett House until 2016.

An anonymous donor paid the fees so that two teenage girls from Campbell River could attend summer camp. Hugh and Marg Smith provided a Kawasaki Flux men's bike with accessories to our Courtenay youth programs. Cloverdale Paint gave **\$380** worth of paint to Courtenay youth programs. Gold River Supervalu donated groceries to youth in need. 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 to cultural performances. Campbell River Kinsmen, VIP Productions, and businesses donated **50** tickets to the Seeing is Believing Magic Show. We are grateful to all of the donors who contributed household items for youth.

JHSNI would like to thank the local media in the communities we serve for promoting our programs free of charge. We appreciate all those who are helping us get the word out by befriending and following us on Facebook and Twitter.

Thank you to the many individuals, businesses, and groups who made donations to support programs at JHSNI. Your help makes the world a better place for our clients!

## Grants



*Children's Health donating to Delaware.*

The Children's Health Foundation of Vancouver Island renewed its support for JHSNI's Delaware Youth Drop In with a **\$26,645** grant. ParticipACTION Teen Challenge contributed a **\$500** grant to Delaware to fund recreational activities and also gave **\$250** to our Courtenay Summer Challenge Project.

KidStart was fortunate to receive 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**. The Allen and Loreen Vandekerkhove Foundation gave **\$5,000**. United Way Central & Northern Vancouver Island donated **\$4,469**.

The First Nations Health Authority provided a **\$15,000** grant to support the continuation of our Resilient Aboriginal Youth Project. Some of this funding was used to support the work of our Elders' Council with youth in JHSNI programs. The Children and Youth in Challenging Contexts (CCYC) Network gave **\$3,000** to RLife to fund production of a professional video. The Canadian Centre on Substance Abuse gave a **\$1,000** presenter subsidy to RLife team member Mary Catherine Williams for the Issues of Substance Conference in Ottawa.

New software and upgrades at JHSNI this year were made possible by corporate donors. Microsoft donated Lync software with a value of **\$5,468**, Windows 7 Professional Upgrade with a value of **\$4,440**, and Adobe Photoshop Elements and Premiere Elements with a value of **\$200**. Telus gave a **\$2,500** grant for JHSNI to produce a Youth Outreach Video.

Service Canada approved JHSNI for a **\$3462** Canada Summer Jobs Grant. The funding is to support a summer student to coordinate Youth for Seniors in 2014.

The Courtenay Drug Strategy Committee gave **\$775** to the Girls Speak Out Group. The committee also provided **\$500** to the Committee Against Sexual Exploitation of Youth (JHSNI is a member) for a project in high schools on the age of consent.

Community Addictions Dialogue Action Committee (JHSNI is a member) is collaborating with the City of Campbell River to develop a Municipal Alcohol Plan (MAP). JHSNI is administering the project's **\$7,000** grant from BC Healthy Communities.



# Delaware Youth Drop In

## Delaware Youth Drop In

*"Delaware has given me a stable place and helps me control my impulses to use substances. I've known many workers who are positive role models for me. They got me interested in completing puzzles which helps my skills. Access to a pool table and bowling has given me healthy recreation. I've built meaningful relationships with peers and co-workers."*

- a Campbell River youth, age 22

JHSNI, in partnership with other community agencies, first opened Delaware Youth Drop In three years ago. Delaware is a service for young people ages 13-24 located in JHSNI's Activity Centre in the Campbell River Community Centre. The drop in is open five mornings per week and offers a nutritious breakfast, a healthy start to the day, and connections to literacy, health, employment search, and other community resources. Delaware exists thanks to grant funding from the Children's Health Foundation of Vancouver Island, donations from local businesses, and staffing support from partner agencies (Aids Vancouver Island Outreach, Campbell River Literacy Now, Campbell River Family Services, and North Island Alcohol and Drug Information Society). We are also fortunate to have the support of volunteers from the community.

Delaware was created to help address the needs of a section of the youth population who were not accessing services in our community. Instead, they were caught up in a daily cycle of substance use. Since the project's inception, substance use for this group of youth has decreased. Many



*Fishing at Discovery Pier was one of the recreational activities that Delaware participants enjoyed in summer 2013.*

of the youth report improved health and wellbeing.

'Delaware—We Are Always There' is the name the youth chose for the project. The youth created the guidelines for Delaware and hold weekly Youth Council meetings to provide direction. Respect for each other, respect for the space, and attending sober are cornerstones they have decided on. Approximately **75%** of attendees are Aboriginal. Each year roughly **2,500** youth visits to Delaware take place (an average of **10** youth attend per day with our highest attendance being **23** youth in a day). Pregnant youth and single parents with young children attend regularly.

Thanks to grants from ParticipACTION in summer 2013 and again this summer, we are able to offer a weekly recreational activity day to Delaware participants. Activities include hiking local trails, working out at the gym, going to hot yoga, hitting balls at the driving range, fishing off the pier, playing beach volleyball, skim boarding, and climbing at On the Rocks Climbing Gym.

One 19-year-old youth was two months sober when he began attending the weekly activity day. He appreciated the opportunity to try out activities that he might like. He said he was trying to find out who he is as a sober person and explore different things. He made connections through the activity day to other youth who are sober.

Delaware provides youth with access to basic necessities and then connects them with tools that will help them move forward in their lives. Youth who attend Delaware have reengaged with school, found employment, gone to substance use counselling and treatment programs, and secured safe, affordable housing as a result of the support they've received from the project.

Perhaps one of the most important strengths of Delaware is the consistent support available to youth if and when they need it. One youth, age 23, said:

*"Whenever I was arguing with family I knew that I had workers who would take me out to go talk. It's good knowing that I have positive supports to turn to when I need help."*

## 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



## Our Staff Resource

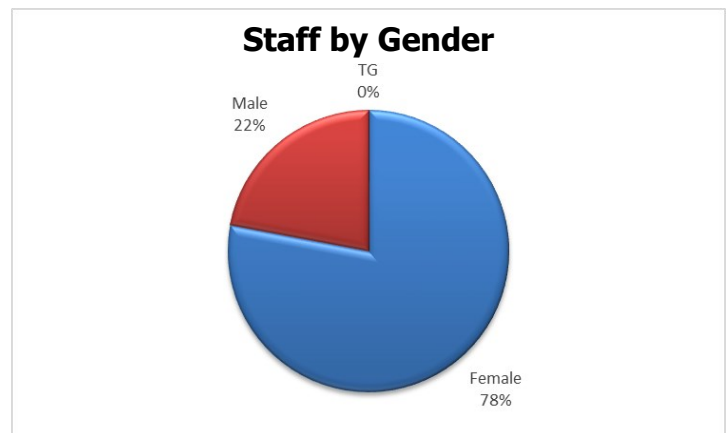
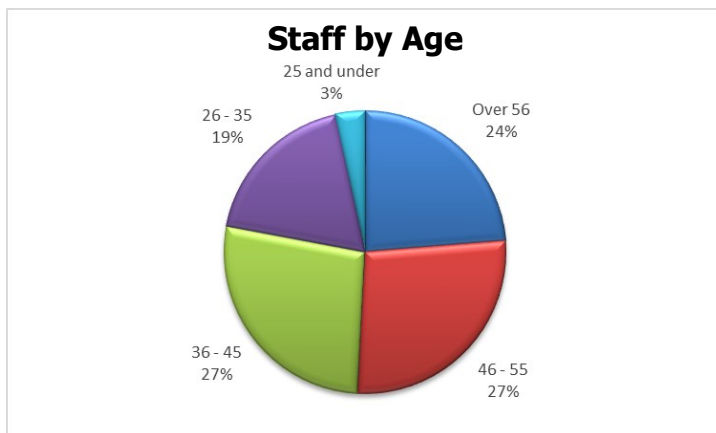
The Society's greatest resource is a talented team of professionals who focus on client service. This past year the active staff and contractor list included:

Kristy Almond  
 Steve Ayers  
 Ben Badgero  
 Sarah Badgero  
 Elizabeth Barry  
 Mylah Beckton  
 Chris Bennett  
 Erica Benson  
 Miranda Blomquist  
 Chris Bouey  
 Sherry Breckon  
 Sheena Campbell  
 Gérard Choquette  
 Edward Clarke  
 Sara Cottell  
 Heather Cowper  
 Kelsey Creviston  
 Diane Daigle  
 Barrie Davidson

Sarah Davidson  
 Anne-Marie Delawsky  
 C-Ann Deraiche  
 Ryan Derry  
 Erin Dusdal  
 Jenn Errico  
 Nici Ethelston  
 Anny Finnegan  
 Joanna Foster  
 Jen Furst  
 Breanne Gornall  
 Michelle Giles  
 Jeanna Glendinning  
 Debbie Grant  
 Kerry Hammell  
 Kirsten Hess  
 Judith Hayes  
 Angela Hicke  
 Laura Honey

Sarah Jarvinen  
 Tara Jordan  
 Peter Kinskofer  
 Rosita Kitto  
 Guy Larkin  
 Carolyn Larson  
 Susi Lawson  
 John Leevers  
 Lane Litke  
 Anne Logan  
 Vicki Luckman  
 Kathy McCabe  
 Leanne McIntee  
 Lori McKeown  
 Nicole McKeown  
 Alisha McLain  
 Natalie Meredith  
 Velma Mockett  
 Wendy Morin

Tricia Murphy  
 Lisa Nightingale  
 Justin Pallen  
 Carly Papagiannis  
 Angie Prescott  
 Morag Ramsey  
 Wendy Richardson  
 Colleen Ross  
 Mark Ross  
 Leigh Simms  
 Mel Stangeland  
 Tanya Storr  
 Mark Tazumi  
 Thanh Tazumi  
 Wendy Thurlborn  
 Godfrey Wearne  
 Mary Catherine Williams  
 Richard Williams  
 Jennifer Williamson



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 two first-year practicum students from North Island College's Human Services Program in the spring of 2013. In total they completed **180** hours. One student was placed with the Youth and Family Substance Use Counsellor and the other with the Youth Criminal Justice Act Family Support Worker. The Full Time Attendance Programs (FTAP) had one second-year practicum student from NIC's Human Services Diploma Program in April - June, 2013. This student focused on supporting caregivers and writing a training manual for new caregivers. He also spent time with the youth in Oasis and Headstart. As well, he solicited donations and built a roof for the deck on the Oasis side of our Beech Street facility.

Campbell River Community Programs hosted three practicum students. A Grade 12 student from Timberline completed **150** hours updating the Community Directory and helping with the RLife Project. A University of Calgary student who is doing a B.A. in Community Rehabilitation and Disability contributed **120** hours to JHSNI in the fall of 2013. She was working on a research project and produced a health and wellness online learning tool for the agency. A fourth-year practicum student from the University of Victoria's Bachelor of Social Work program completed **350** hours assisting with Delaware Youth Drop In, Sober Group, KidStart, and a group at Robron for teens dealing with anxiety. JHSNI greatly appreciates the contribution practicum students make to our services.

## MOELLER & COMPANY

### CHARTERED ACCOUNTANTS

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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, 2014 and the statements of changes in net assets, operations 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, 2014 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.

Campbell River, British Columbia  
June 23, 2014

  
CHARTERED ACCOUNTANTS

## STATEMENT OF FINANCIAL POSITION

MARCH 31, 2014

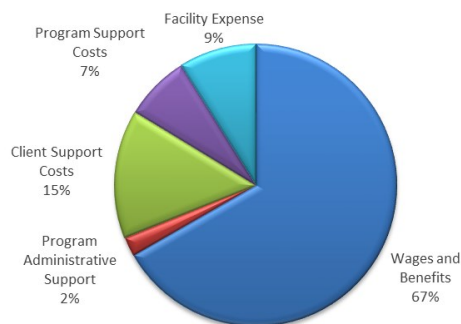
	<u>2014</u>	<u>2013</u>
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash	854,468	835,514
Cash - restricted	210,507	210,499
Accounts receivable	21,995	52,161
Prepaid expenses	17,143	16,285
	<u>1,104,113</u>	<u>1,114,459</u>
Investments	2,900	2,900
Property And Equipment	651,451	691,077
	<u>1,758,464</u>	<u>1,808,436</u>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts payable	113,668	110,261
Wages and benefits payable	151,063	126,472
Deferred revenue	56,167	---
	<u>320,898</u>	<u>236,733</u>
<b>NET ASSETS</b>		
Equity In Property and Equipment	651,451	691,077
Externally Restricted	176,678	175,122
Internally Restricted	33,829	35,377
Unrestricted	575,608	670,127
	<u>1,437,566</u>	<u>1,571,703</u>
	<u>1,758,464</u>	<u>1,808,436</u>

## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2014

	<u>2014</u>	<u>2013</u>
	\$	\$
<b>Expenditure</b>		
Wages And Benefits		
Wages	2,234,771	2,157,671
Benefits	603,057	576,748
Client Support Costs		
Client activities	23,147	26,006
Clinical supervision	44,496	---
Family payments	408,772	458,868
Supplies and program materials	149,612	127,785
Program Support		
Contract fees	113,567	200,794
Telephone	44,116	43,663
Training and development	26,333	27,918
Travel and accommodation	117,555	111,760
Unrecoverable Goods and Service Tax	14,813	38,449
Program Administrative Support		
Advertising	3,681	5,933
Community relations	22,076	6,069
Insurance	12,722	10,967
Interest and bank charges	28	66
Office supplies, small equipment and postage	34,488	40,243
Professional fees	20,672	21,972
Facility Expense		
Amortization	93,425	91,986
Loss on disposal of property and equipment	---	1,363
Maintenance and repairs	38,495	31,407
Rent	226,017	226,684
Utilities	19,148	19,545
	<u>4,250,991</u>	<u>4,225,897</u>

Audited financial statements are available on request.



## Funding

Ministry of Children & Family Development	3,008,098	3,048,237
Unearned Revenue	(30,825)	(70,300)
Vancouver Island Health Authority	719,941	711,392
Rent	41,908	41,977
Ministry of Health	18,400	12,873
Miscellaneous	57,556	257,872
Community Living BC	166,667	147,241
Donations and fundraising	81,957	112,346
Gaming proceeds	49,690	48,150
Ministry of Human Resources	3,462	27,755
	<u>4,116,854</u>	<u>4,337,543</u>

**Excess (Deficiency) of Revenue Over Expenditure** (134,137) 111,646



## Make A Difference!

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, signing up as a KidStart Champion monthly sponsor, making a donation, or providing a discount on recreational activities.

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.



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