

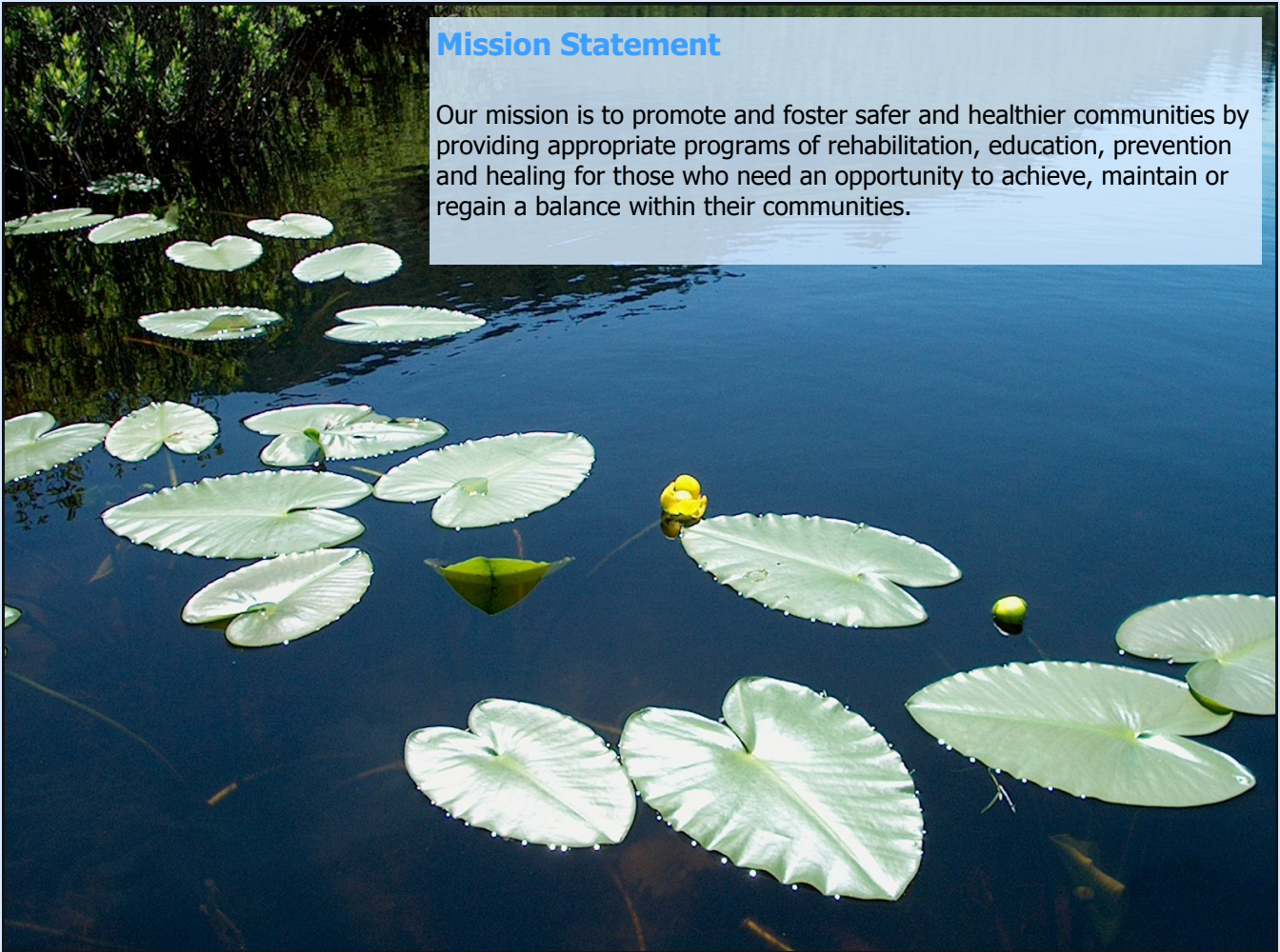
Annual Report 2011

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.

'A Healthy Balance' photo by Colleen Ross

### **Campbell River Community Services/ Administration**

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## Who We Are

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

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

A non-profit society with extensive experience in providing services for youth, children, adults, and families, The John Howard Society of North Island 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
- Port Hardy Youth Justice
- Duncan Youth Justice
- Activity Centre, Campbell River
- Robron Centre, Campbell River

JHSNI has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for a period of three years for its programs for children and adolescents in Community Youth Development, Counselling, Family Preservation and Support, Preservation/Diversion, Specialized or Treatment Foster Care, Support and Facilitation, Supported Independent Living, and Detoxification: Alcohol and Other Drugs/Addictions.

## Mandate

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

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

## Board of Directors

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

## Managers

**Executive Director**  
 Wendy Richardson

**Assistant Executive Director**  
 Carol Harling-Bleeks

**Program Managers**  
 Colleen Ross, Manager of Finance and Administration  
 Lori McKeown, Campbell River  
 Carol Harling-Bleeks, Campbell River  
 Vicki Luckman, Courtenay  
 Wendy Richardson, Youth Forensic Psychiatric Services  
 Vanessa Bramhill, Full Time Attendance Programs  
 Tanya Storr, Communications and Development

## Contents

Who We Are	1
President's Report	2
Executive Director's Report	2
CQI Annual Report	4
Board Profile	5
Staff Profiles	6
Committee Profiles	7
KidStart	8
Youth Activities	9
News and Accomplishments	10
Youth and Family Programs	12
Other Programs and Projects	14
Family Caregiver Profiles	15
Community Donations and Fundraising	16
Community Donations and Grants	17
Connections	18
Staff Members and Practicums	19
Auditor's Report	20
Financial Statements	21

# Year End Reports

## President's Report



Greetings to all! JHSNI staff, administration, members, and the board: kudos for all the fine work and good outcomes in the past year.

Naming some successes, KidStart in Campbell River and the Comox Valley qualified for gaming funds and for the support of many community organizations and other funders. Another notable mention is the Microsoft grant

received to update JHSNI computer equipment to current technical standards. Gratitude to the team in administration that made this happen. Then there is the 'Imagine Campbell River' Community Action Grant for inclusion, increased belonging, and other social markers to promote cooperation and development in individuals in our diverse populations. Good work JHSNI team in capturing these funds. You have taken every opportunity to promote JHSNI services, ideals, and mandate. This speaks to the quality and capability of staff and recognition of the Society.

Further, the Courtenay staff team has done some innovative work in several areas, including Continuous Learning and Professional Development, Youth and Family Substance Use programs that include collaboration with the schools, and a Community Kitchen for youth. Again there is fine collaboration in that community and visible programs which have resulted in much support in the Comox Valley for JHSNI. Thanks to all who make this possible.

Another highlight this year was JHSNI's participation in the Provincial Residential Services Review. From a philosophical stance one recognizes the JHSNI mandate in the "holistic approach, recognizing that safer, healthier communities are created through combined and diverse efforts . . ." The interactional role of JHSNI is strong, helpful, and supportive, making us a community/regional/provincial leader in innovation and outcomes. What an honour to be a board member for this Society.

I would like to acknowledge the board individuals, Terry Moist and Colin Gabelmann, who have taken up positions with Board Voice and JHSBC (John Howard Society of BC), thus adding to our profile as a leading John Howard Society. One last appreciation goes to the team who maintain JHSNI's sophisticated website and its well updated information.

May this missive find all staff and others looking forward to a productive and happy summer—one that is warm!

Sincerely,



Lois G. Liesch

## Executive Director's Report



As we commence the final year of our 2008 – 2012 Strategic Plan, it is useful to review our progress as a Society to meet the goals described in this plan. In this report, I will highlight our efforts and successes under each of the four broad areas of improvement that we identified in our plan.

### Capacity Building

Our first goal is to increase the capacity of the organization to respond to changing client and community needs. As a result, JHSNI was the lead agency in a Community Action Initiative called *Imagine Campbell River: A Place to Belong*. In partnership with many other community agencies, we were successful in our application for funding for a project to develop resiliency and social and emotional competency community-wide by focusing on social inclusion and increased belonging, mastery, and generosity in each citizen. Our project coordinator will recruit and train core ambassadors who will then be in positions to engage target groups and train other community members on key strategies such as asset building, empathetic, non-judgemental and compassionate listening skills, developing respect, increasing resiliency, being welcoming and inclusive, and knowledge of the risk factors known to be detriments to mental health and substance use.

In addition, after consultation with the Ministry of Children and Family Development (MCFD) and Community Living British Columbia (CLBC), we added other new programming in response to community needs. This included FASD Outreach Workers in Campbell River and Courtenay and a Behavioural Consultant to Caregivers in Courtenay.

Our waitlists in KidStart continued to grow. However, in response, we were able to increase the number of mentors in the program, particularly in Courtenay, and, in the first year of the KidStart Championship Initiative, find five Gold Champions, one Silver Champion and three Bronze Champions. Each Gold Champion invests at least \$100 per month to sponsor a child in KidStart. Each Silver Champion invests at least \$50 per month and each Bronze Champion invests at least \$25 per month.

Another important area of capacity building is our desire to build our cultural awareness. The Cultural Responsiveness Committee created the first Diversity Plan for JHSNI and members of the committee are reaching out to First Nations Elders who may be interested in sharing stories with JHSNI staff.

In addition, I attended a Federation of Community Social Services of BC (FCSSBC) workshop in Victoria on Working Bi-culturally, which was led by Wedlidi Speck and Paul Lacerte.

## Evaluation and Quality of Service

Our second strategic goal is to strive to meet the highest possible standards for client services. To achieve this we have been working to improve our ability to evaluate programs and measure outcomes, as well as identify best practices and find ways to continually improve our services.

Society-wide, caseloads have remained at the same level over the last two years. However, within program areas, there has been some fluctuation. For example, our Intensive Support and Supervision caseload has remained the same in Duncan and Port Hardy but increased in Nanaimo, Port Alberni, Parksville, and Campbell River.

Part of our evaluation process is to set targets for improvement. We established a target of 90% for clients self-reporting that they had made progress and a target of 95% for clients reporting that they had received good service from JHSNI. In both instances, our client satisfaction surveys indicate that we have exceeded our targets.

A province-wide review of residential programs is currently underway, led by the MCFD and the FCSSBC, to ensure there is an adequate array of services to meet the needs of children and youth. I was invited to participate in a two-day working session to identify gaps in services, examine best practices, and review services that are not meeting the needs of children and youth. We will receive a copy of the final report.

In response to recommendations from our last CARF site survey, two of our experienced staff developed a training module around assessments, individual plans, and transition and discharge planning. Feedback from staff about the training was very positive. However, 12 months later, evaluation of the improvements resulting from the training was not as good as expected so a further series of training sessions is being planned.

## Employer of Choice

The third goal in our strategic plan is to become an employer of choice. Our annual staff satisfaction reports indicate that, over the years, we have made significant improvements in a number of our human resource practices. I will highlight the three areas in which staff have reported the greatest increase in satisfaction. Supporting career and personal development is a key strategy in our efforts to be an employer of choice. As a result, we are especially pleased to see increased staff satisfaction in training opportunities from 27% in 2003 to 80% in 2010. The second largest area of improvement was in orientation to the job. 78% of staff reported being satisfied with their orientation in 2010, compared with 33% in 2003. We have also emphasised ways to involve staff in decision making at JHSNI through committees, staff meetings, surveys, and improved communication systems. We are pleased to report that, as a result, 78% of staff reported being satisfied with their involvement in decision making in 2010, compared with 41% in 2003.

Adequate equipment and software assists our employees to be more effective at work. A significant donation from Microsoft has allowed us to upgrade our out-dated Office software to the current version. In addition, funding from MCFD provided netbooks to our Intensive Support and Supervision staff and a projector and laptop for our Full Time Attendance programs.

Strengthening the healthy culture of the organization is another approach to becoming an employer of choice. Summer barbeques, staff retreats, the laptop purchase program, and corporate rates at a local gym are all initiatives that we hope will demonstrate our support for a positive culture at JHSNI.

## Sustainability and Growth

The final goal in our strategic plan is to secure the agency's ability to continue providing quality services to our clients and our communities. We have been experiencing cost pressures for the last few years as a result of cuts to some of our services, so we initiated some significant cost-saving strategies this year. By involving staff in our efforts to reduce our telephone costs, we achieved the 10% savings that we had set as our goal at the start of the year. In addition, we achieved an 8% reduction in the costs of office supplies thanks to efficiencies such as double-sided printing, which also contributes to our efforts to shrink our environmental footprint.

In the fall, we held our second Dollars for Youth Fundraising Gala. We were delighted to raise almost \$20,000 through this event and want to thank the many sponsors and donors as well as the staff and volunteers that worked so hard to make the event a success. The funds from this event will go to KidStart and our Youth Enhancement Fund.

New programming in Courtenay has improved the financial stability of our Courtenay office and increased our profile in this community.

During this fiscal year we were grateful to have more than 50 volunteers providing more than 7,500 volunteer hours. In addition, we would like to thank our very generous donors. Their valuable contributions of time and money hugely enhance our ability to offer quality services to our clients and make a difference in their lives.

To close I would like to once again thank our committed and caring Board of Directors, our hardworking and dedicated staff, our partners and our stakeholders. Together we can continue to contribute to safer and healthier communities.



Wendy Richardson

# Year End Reports

## Continuous Quality Improvement (CQI) Annual Report

April 2010 - March 2011

### Participants

The CQI team has seen some significant changes this year with Debbie Grant, Louise Scott, and Val Colquhoun all stepping down. Lane Litke is a welcome addition to the existing team of Gérard Choquette, Colleen Ross, and Natalie Meredith. The CQI team has found that with refined processes four members are adequate for this team.

Angie Prescott and Natalie Meredith were pleased to welcome two new members, Lorraine Redpath and Miranda Blomquist, to the Case Record Review (CRR) team. Significant improvement to the process was noted as a result of adding new members.

CRR is functioning adequately with four members but would like to encourage additional staff members to consider joining.

CRR provides a valuable learning experience for front line workers. A larger team would allow for transition time when existing members are preparing to step down.

### Referrals/Outcomes

CQI made two recommendations this year. One related to the storage of files and the second to management of brief service files. Steps have been taken to improve file storage systems to address both recommendations.

To address concerns raised around confidentiality and the Case Record Review process, the CQI team and management decided to gather feedback from all agency staff in regards to Case Record Review.

A survey went out in late March 2011 and 20 responses were received. The feedback was detailed and generally favoured a peer led review process.

CQI will be following up on this survey throughout the next year and making recommendations based on the survey results.

### Efficiency and Effectiveness

A flow chart outlining agency policies regarding reporting requirements has proven effective as a guideline for gathering information and ensuring it is collected continuously. This has made compiling information for reports much easier and has informed the agenda of CQI meetings.

In April 2009 CRR had begun to use electronic file reviews. However, the team found this process time consuming and it did not provide a comprehensive overview of files. As a result, CRR decided to discontinue the electronic file review, except for the off-site ISSP files.

The KidStart program has recently been brought into the review process and refinements will continue to be made. The Family Care Home review process will also be refined once aspects of these files are included in the agency's human resources software program.

Service delivery training was provided to all agency staff by September 2010. It was well received and feedback was positive. The intent of this training was to ensure that our CAMS data collection system matched the CARF requirements. Making data recording easier and looking for areas where processes could be simplified were key elements of this training.

CARF recommendations and requirements were incorporated into a more comprehensive training format and continue to be monitored by CRR. Improvements to areas of deficiency are now being noted. Service delivery training will continue to be offered to new staff and those who require refreshers. The training module will evolve to reflect changes to CARF standards and to focus on areas of weakness as noted in the CRR process.

### Access

A member from CQI and a member from CRR participated in Service Delivery Committee meetings this past year. This has helped to maintain clear lines of communication about service delivery changes to front line workers.

After reviewing the service delivery training module, the service delivery team implemented changes to the CAMS system to make recording the required information easier.

The assigning of functional managers to oversee specific aspects of the organization has helped with communication and the flow of information throughout the agency. Wendy Richardson is responsible for Human Resources, Lori McKeown for Service Delivery, Vicki Luckman for Continuous Learning and Professional Development, Vanessa Bramhill for Client Incident Reporting, Colleen Ross for Quality Management, Carol Harling-Bleeks for Occupational Health and Safety, and Tanya Storr for Communications and Development.

### Staff Satisfaction

The staff satisfaction survey was distributed in September 2010. The return rate was one of the lowest at 46%. CQI included a preamble to the survey results asking for feedback on how to make changes to ensure a higher return and CQI committee members attended staff meetings to discuss the committee and the survey process, and talk about some of the changes that have resulted from past surveys.

Our goal next year will be to increase participation in the survey as feedback from all staff is valued. Please send any ideas or suggestions to the CQI team on how to do this.



The chart below highlights some of the areas of improvement that have occurred over the years.

Survey Question	Good or Very Good 2003	Good or Very Good 2010	% Increase
Rate orientation to job	33%	78%	130%
Rate support from manager	68%	82%	20%
Involvement in decision making	41%	78%	90%
Workspace	52%	82%	63%
Access to resources	52%	80%	54%
Access to Equipment	60%	84%	40%
Training opportunities	27%	80%	190%
Opportunities to meet with co-workers	61%	80%	31%
Information relayed to staff	61%	81%	33%

### Extenuating and Influencing Circumstances

The CQI committee decided last year to alter our reporting period so data would coincide with the agency's fiscal year. This has resulted in a slightly longer reporting period for this year.

All subsequent reporting periods will match the fiscal of April 1 – March 31.

### Targets/Goals for Next Year

- CRR will involve management in the Case Record Review process for a one year trial basis and follow up with a staff survey to gather feedback.
- CQI will support the agency in meeting accreditation goals and deadlines.
- CQI would like to prepare a stakeholder satisfaction survey for distribution in 2012.
- CQI will create an outcomes spreadsheet for the Case Record Review process.

~ CQI Team

### Kim Kozuki

Board Member



Kim Kozuki was drawn to serve as a board member for JHSNI because she has a passion for providing accessible resources and services to vulnerable youth. She joined the board one year ago and is finding her involvement with the Society to be a rewarding experience.

"I enjoy working with such a committed group to support both individuals with specific needs as well as the community in developing appropriate resources for the people we serve."

Originally from Williams Lake, Kim studied psychology, guidance counselling, and school psychology at UBC. Her past work experience included teaching English in Japan, completing an internship with School District #27 in Williams Lake, and working for the Department of Education in Hawaii.

"The focus of my work in Hawaii was on students' behavioural health and the integration of community and state funded services to provide needed support. In addition, I served on the Suicide Task Force for the State of Hawaii where we collaborated on the development and implementation of a state action plan."

While serving on this task force, Kim was involved in coordinating the annual Statewide Suicide Prevention Conference, with the purpose of bringing stakeholders together to increase their knowledge of suicide prevention best practices. She also supported the ongoing training of community-based support staff in Applied Suicide Intervention Skills Training (ASIST).

Kim moved to Campbell River in 2009. She is currently a School Psychologist with School District #72. Kim believes strongly in education and prevention, and would like to see JHSNI expand programming in these areas.

"For example, the KidStart Volunteer Mentoring Program is such a great resource that many of our school-age children rely on to provide good role modeling. The results with students who use this resource are tremendous."

During her spare time, Kim is a Volunteer Instructor with the Vancouver Island Society for Adaptive Snowsports. "I love that we live in a place where we can spend a lot of time in the outdoors – with the family by the ocean and on the mountain."

Kim is proud to be a member of her family. "I am inspired by my parents and other people who are able to overcome life challenges."

## Staff Profiles

### Velma Mockett



Working as an Alcohol and Drug Counsellor for JHSNI is a good fit for Velma Mockett. She enjoys the relaxed, inclusive organizational culture and she believes strongly that young people's voices should be heard.

Velma first worked for JHSNI in 2008 as Youth Withdrawal Management Coordinator for the 180 Degrees Program in Nanaimo. The contract was a

positive experience for Velma, so when she saw a posting for a part-time Alcohol and Drug Counsellor in October 2010 she decided to apply. Velma commutes from Nanaimo to Campbell River two days per week for this position.

When not working at JHSNI, Velma spends the rest of her time working on her PhD in Interdisciplinary Studies (Population and Public Health, Social Work, and Law) at UBC. Velma plans to focus her research on the experiences of youth with FASD using services in addiction, mental health, and youth justice.

"Teenagers need to be aware that they have a voice. Everyone has a story and everyone tells their story differently. People have to be involved in the process of their lives—otherwise results are not likely to last."

Velma's interest in FASD began when she was exploring topics for her MSc in Psychology. She ended up completing a thesis on "The Needs of Parents with FASD" at UNBC.

Growing up in the Caribbean, Velma was a track and field athlete from the age of seven. In high school she was one of the top middle distance runners in Dominica. Knee surgery in 2000 put an end to Velma's running career, but she enjoys playing tennis and doing yoga.

Velma's interest in helping others was sparked when she volunteered at a hospital psych ward and a homeless shelter at the age of 14. Velma moved to Canada after high school, settling in Nanaimo 16 years ago.

Velma's work experience includes working as a Business Development Officer for a financial institution in the Caribbean, teaching Psychology at Vancouver Island University as a sessional instructor, and designing and facilitating workshops on FASD for parents and teachers.

In the future, Velma looks forward to completing her PhD and focusing on teaching and FASD consulting work. She loves to travel and is keen to explore more of the globe. "If I had tons of money I would take a year off and travel the entire world. Every place you never heard of I would be there."

### Guy Larkin



The day-to-day realities of working as an Alcohol and Drug Counsellor can be intense, but Guy Larkin credits his colleagues with helping him overcome the challenges. "I have always felt very supported by the people I work with. The job can be taxing, so it's important to be able to have a laugh over coffee break."

During his years with JHSNI, Guy has held several different positions. He began working for the agency in 1996 as a Youth and Family Counsellor at Lake Trail and Aspen Schools. His other titles have included Employment & Independent Living Worker and Intensive Support & Supervision Worker, and he did summer relief at the Challenge Centre. Guy's area of expertise is Alcohol and Drug Counselling. In this role he has worked for Campbell River Community Programs, Full Time Attendance Programs, and in his current position with Courtenay Community Programs.

Guy grew up in Saskatchewan in "just a wonderful family." After high school he travelled on and off for 10 years, working between trips and taking night courses in social sciences. He completed a Bachelor of Social Work degree from the University of Regina and took training from the Saskatchewan Alcohol and Drug Commission (SADAC). "I did my practicum at the John Howard Society in Moose Jaw. That's how I first learned about John Howard."

Guy has worked with youth since 1979, when he landed a job in a group home in Moose Jaw. Guy and his wife Nancy had two daughters in Saskatchewan before moving in 1989 to Prince George, where their third daughter was born. Guy worked in addictions with youth and adults during their time in Northern BC. In 1995 Guy, Nancy, their three girls, two dogs, and one budgie moved to Courtenay.

Guy still loves to travel and in 2001 took a leave of absence so his family could spend a year in Australia. While they were there Nancy taught school and Guy homeschooled their two younger girls. "It was a family highlight. We didn't take our kids to Disneyland, but we did take them to Australia for a year." Funnily enough, the house they rented was in the same neighbourhood that the Australian Prime Minister at the time, John Howard, lived in. "I can't get away from John Howard, it seems," laughed Guy.

Guy has been active in sports all his life and plays tennis at a competitive level. In 2008 he won a gold medal at the BC Senior Games. Looking ahead, Guy expects to retire from full time work within the next two years. "When I'm 60 I no longer want to work full time, but I'll probably still work with youth."



## Occupational Health and Safety

Whether it's conducting worksite safety checks or imparting lessons learned from the earthquake in Japan at staff meetings, JHSNI's Occupational Health and Safety Committee (OH&S) members work hard to make the agency as hazard free as possible. The OH&S Committee is made up of staff and management representatives consulting in a cooperative spirit to identify and resolve health and safety problems in support of a planned Occupational Health and Safety Program.

With members from Parksville, Courtenay, and Campbell River, the OH&S Committee is able to quickly respond to safety concerns in various worksites. Their responsibility is to recommend changes to the management team. The Executive Director and management team are responsible for considering and implementing these recommendations.

The committee also focuses its energies on prevention. OH&S representatives organize regular drills at worksites to prepare workers for emergencies. These drills are never announced beforehand in order to best simulate an emergency scenario. Drills include fire, earthquake, "the wounded client", and prevention of violence. Committee members check and update worksite first aid and earthquake kits regularly.

To keep up to date on health and safety issues and procedures, committee members review modules and attend training sessions and conferences. They also revise JHSNI's OH&S manual, ensuring the agency's procedures meet WorkSafeBC regulations. OH&S representatives explain procedures at staff meetings to ensure workers have all the information they need to do their jobs safely.

As committee members are spread out across several worksites, most monthly meetings are conducted by teleconference. Members review any accident, injury, hazard, or violent incident reports that have come in. They ensure that worksite OH&S checks have been completed and discuss issues such as safety procedures for staff working after hours. One of the measures of a successful Occupational Health and Safety Program is declining WCB premiums. JHSNI's premium has gone down over the years due to low injury rates.



OH&S members Carol Harling-Bleeks, Karen Robertson, Louise Scott, Kathy McCabe, Kristy Almond, & Vicki Luckman

## Case Record Review



The Case Record Review team consists of Angie Prescott, Lorraine Redpath, Miranda Blomquist, and Natalie Meredith

The Case Record Review team is a peer led team that monitors and reports back to management and front line workers on the quality and/or presence or absence of documentation in client records, across all programs within the agency.

This team also reports directly to CQI (Continuous Quality Improvement), identifying areas of strength and weakness in client records and making recommendations to forward to management for improvement.

The goals of Case Record Review are: to provide a mechanism, distinct from supervision, which will help to ensure that clients are serviced at the highest level possible and to encourage everyone to take responsibility for the quality of the work they do.

The Case Record Review team conducts a quarterly peer file review to evaluate the presence or absence of required documents and continuity of such documents.

Case Record Review works to ensure that accreditation standards are being met, and looks for areas where change can occur to streamline record keeping and help to make it more efficient for staff.

This year we sent out our very first survey requesting feedback on the CRR process. There was overwhelming support for the process with a lot of positive feedback and some constructive criticism on how to make improvements. Staff wrote that the CRR process helps to improve consistency and accountability, provides useful feedback to assist with learning and improvement, and helps to improve the quality of the file work.

We welcome interest and feedback from all staff and would like to see more front line staff involved in this process. If you are interested in joining this team or would like to sit in on a quarterly review please talk to your manager and/or one of the team members. We look for a commitment of at least one year, and have a member who has been a part of this team for the past eight years!

# KidStart

## Opening the Door to a Child's Potential

What does it take to turn someone's life around? What if you can support a person to choose the road that will lead to their success and happiness? What if you can be there for a youth when they're figuring out who they are? What if you are the key to open the door to a child's potential? This has been the role of Terry Kratzmann in the life of his KidStart mentee Travis Hartling. Through the KidStart Volunteer Mentoring Program, they were matched in 2008 and were able to spend a few hours together each week for more than three years.

The goal of KidStart is to help kids experience success. For Terry, this meant intentionally creating opportunities for Travis to gain confidence and life skills on every outing. It also meant role-modeling an attitude of gratitude and selflessness at every opportunity. Travis and Terry delivered Christmas hampers to families in need, volunteered their time on a roofing project for a struggling family, completed woodworking projects as gifts for family members, and explored the great outdoors through prawning, fishing, hiking, and adventuring.



"The huge positive changes in Travis are beyond my dreams," said Travis' mother Gayle Hartling. "Terry built Travis' confidence by giving him opportunities to accomplish things, showing him how it was done . . . and then standing back to let him do it himself." With each new skill, experience, or milestone, Terry would repeat "Don't worry Travis, if you don't get it this time, you'll get it next time," essentially setting Travis up for success regardless of the outcome. As Travis' self-esteem and confidence grew during his time in KidStart, so did his successes in academics, school attendance, relationship to his family and siblings, connection to his peers and the community, and, most of all, his ability to believe in himself.

He went from being a student who needed Educational Assistants in most of his classes to being on the B honour roll. He changed from being a young man who had difficulty

ever making eye contact to firmly shaking hands with a steady gaze to confirm his first part-time job. He transformed from a person with limited aspirations of his future to one who could see a world of possibilities and goals opening up before him. "I can't think of any other program in our community that could achieve the same results, and I'm so amazed at the difference it made in Travis," said his mentor Terry Kratzmann. "It was a two-way thing—we both believed in each other." Terry added, "This was one of the most rewarding experiences of my life."

"How is this possible?" you might ask. The answer is really simple. By being there for a child, you communicate that they matter. By encouraging them to try new things, you communicate that anything is possible. By saying that they are perfect just the way they are, you communicate acceptance and approval. By wanting to spend time with them, you communicate that they are worth something—that they are worth the most precious thing of all . . . your time.

~ by Tara Jordan, Campbell River KidStart Coordinator

## Making a Difference

Robin Lloyd wanted to make a difference in kids' lives. He figured being a KidStart mentor would be a good way to do it. Robin was matched with a nine-year-old boy just under one year ago. "He told me that his eight-year-old brother would enjoy KidStart too, so I became a mentor to him as well."

Robin enjoyed mentoring the two boys so much he asked Comox Valley KidStart Coordinator Wendy Thurlborn if there was another boy needing a mentor. Soon he was matched with a third boy who is nine years old.

Quality one-to-one time for Robin and his mentees can include playing squash, hiking, swimming, feeding the birds, and making campfires on the beach. "I look forward to the activities. It's good exercise for me too!" Robin said.

As well, Robin's desire to make a difference seems to be paying off. "Their parents report that since the boys have been in KidStart, they are getting better marks in school and finding it easier to make friends."

## Get Involved with KidStart!

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

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



## Youth Rap

*This rap by a youth in JHSNI's Headstart Program was one of the entries featured in School District #72's Go-Greener Student Film Awards Night on April 20, 2011.*

### Not Too Late Yet

This time is confusing, what people choose to be doing.  
Cause we're all sons of the mother earth, but since birth she's  
been destined to hurt, because her people don't think of  
them as equal to the earth.

It doesn't work out when we take life for granted.  
The evil people, still poison the land, water and air, in the end  
we get poisoned too but few people really seem to care.  
Most are willing to have Earth killed, just for some dollar bills.  
And if they litter the earth they think what does it matter, all  
around there's already garbage scattered.

But you don't have to live that way, to make the world pay,  
cause every person counts for what they do and say.  
You don't have to live like the ones who, only care for the  
money and power.  
They have no love and no effort to live.  
Tell me who, are the real cowards, still this is what they think  
life should be open yo eyes and see.

All you can do is help make what it could be, cause it seems  
most don't see too clearly.

They're blindfolded by the system, and hypnotized by the  
industry.

One must ask, can they go much further, before they're  
accused of attempted murder of the planet.

Don't know about you, but I can't stand it.  
So don't take the fall, start small.

Recycle what you use, reduce the abuse, use less plastic,  
solve a problem don't mask it.

Formulate plans to confiscate the world's hate and open  
gates for other sisters and brothers when you demonstrate  
ways to save Earth from its fate.

Spread word to those that need it, return what you ate from  
the earth and feed it.

~ CK

## Building Confidence through Hockey

Youth in JHSNI's Campbell River programs are sharpening their hockey skills and gaining confidence in the process. Thanks to several donors, the youth now have access to this typically expensive sport.

"We are very grateful to all the organizations, businesses, and individuals who have made this possible. We now have the gear and rink passes needed for the youth to play pond hockey at Strathcona Gardens," said Youth Justice Worker Lane Litke.



Pond hockey is an informal gathering of players of all ages and skill levels. JHSNI youth join in with other players on the ice, including parents, grandparents, and kids younger than them. Both male and female youth have been enjoying playing hockey.

"Our youth are interacting with others they wouldn't normally hang around with. It's a good bridge between the youth and the wider community. It brings people together in a fun way," Lane said.

Lane has noticed that pond hockey helps teens build their confidence. "For example, one youth has greatly improved his skating and puck handling skills. This has been a motivator for him. He looks forward to pond hockey each week."

## Quiet Moments Group

Experiencing the calming effects of sitting quietly is the focus of the Quiet Moments Group. Youth ages 14-18 are appreciating this opportunity to learn relaxation exercises. The group is facilitated by Deb Grant, Independent Living Program Worker, who leads the youth through the relaxation. Sometimes the group listens to a CD that guides them through the exercise of the day. Quiet Moments takes place weekly at Robron Centre in Campbell River.

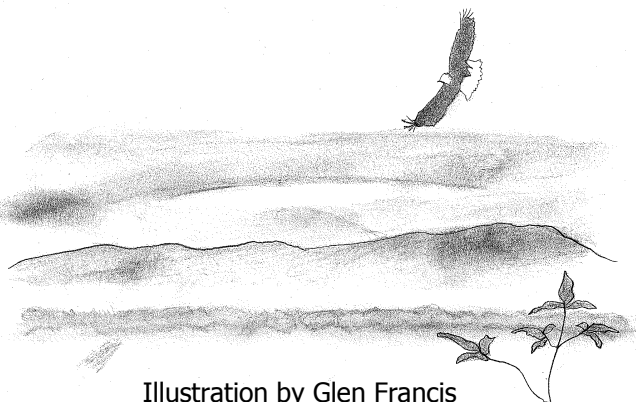


Illustration by Glen Francis



# News & Accomplishments

## Oasis Girls Program Recycling

For more than a year girls in the Oasis Full Time Attendance Program (FTAP) have been collecting recyclables from the Strathcona Regional District offices in Campbell River and taking them to the depot for processing. This service for the environment paid \$10/week and the money accumulated over time.

"We asked the youth what they would like to do with the money and someone came up with the idea of bikes," said Ryan Derry, FTAP Family Resource Worker. "Everyone liked the idea—it's environmentally friendly, the youth can use the bikes for fitness and to get to appointments, and future youth in the program will be able to use the bikes."

Thanks to the initiative of these youth, the Oasis program now has three new bikes with helmets. "We're really proud of them. The youth earned the money and will now benefit from the physical activity," said Vanessa Bramhill, FTAP Program Manager.



An Oasis youth and teacher with the new bikes and helmets

### Comments from Clients:

*"Thank you for being there and helping me. I understand it is your job so you kinda have to care, but it is nice to have someone. Thank you very much."*

*"My time at Barnett was very good and helpful. I learned a lot of life skills and how to manage my anger issues and depression."*

*"I suggest you refer more clients to the worker. She is great at her job and has definitely made a difference in my life."*

## Courtenay Youth Community Kitchen

Learning to cook healthy meals is the focus of JHSNI's Youth Community Kitchens in Campbell River and now Courtenay. Youth enjoyed the opportunity to socialize and prepare meals together at the new Courtenay Community Kitchen in spring 2011.

Loblaw's After School Grant Program contributed \$3,000 to this 8-week pilot project. Kitchen space at Lake Trail School was made available free of charge through the Lake Trail Neighbourhood Connection.

JHSNI staff and youth met weekly to cook and enjoy nutritious meals while talking about life issues. Miranda Blomquist, Youth Outreach Worker, collected recipes of the meals and compiled a cookbook for each youth who attended.

Up to six male and female youth who are transitioning to independence or living semi-independently came to the Community Kitchen each week. Courtenay's Youth Community Kitchen will start up again in September.

## Youth and Family Substance Use Services Offers Group for Concerned Parents

Parents or caregivers concerned about a youth's substance use had the opportunity to attend a new group in Campbell River in February-March 2011. JHSNI Youth and Family Substance Use Services Counsellors Gary Hartford and Velma Mockett facilitated the weekly sessions.

The group, called PAYS (Parent Awareness of Youth and Substances), provided strategies for addressing youth substance use.

"Being confronted with a youth's drug or alcohol use is very scary for most parents," stated Velma. "We were pleased to help caregivers and parents feel more confident in their ability to address this concern. Increased understanding and some practical strategies can go a long way."

Gary added that, in his experience, youth and their parents or caregivers often have common goals. Communication challenges and other problems can make it hard to see that.

"We are glad that parents and caregivers took advantage of this opportunity to talk about teen substance use in a meaningful way," he said.

The group explored a variety of topics, including common perceptions of addiction and why they may not represent a complete picture, and the Stages of Change Model. Approximately 12 parents or caregivers attended the weekly sessions.

### Spirit of John Howard Award

The Spirit of John Howard Award recognizes an individual who makes a major contribution to the youth justice system, the young people we serve, our communities, and The John Howard Society of North Island. The 2010 recipient, Larry Morrison, is a retired Youth Team Leader for the Ministry of Children and Family Development (MCFD) and long-time champion of children and youth in Campbell River.

Those who worked with him praised his ability to get things done. He was instrumental in bringing Integrated Case Management to Campbell River, getting the Campbell River Alcohol and Drug Action Committee off the ground, and initiating and supporting numerous John Howard Society projects. Campbell River Program Manager Lori McKeown says of Larry: "Going to meetings with him meant knowing decisions were going to be made. He excelled at turning theory into practice."

Larry's pro-active qualities helped broaden John Howard's mandate in the North Island. He was good at identifying needs in the community and then identifying John Howard as the society who should address them. In this way, he expanded our organization into non-justice ventures by supporting the development of tremendously successful programs like Independent Living and Youth/Parent Mediation. Once implemented, he supported them as much as he could and challenged us along the way to explore more ways to deliver these services.

At the heart of Larry's inspired ideas is a passion for helping youth. He operated from a strengths-based, client-centered practice, and strongly believed in the capacity of youth programs to make a difference in our community. He probed deeply into services to find underlying concerns, and when something didn't work, he always tried to find out why. His thorough investigations into programs, however, more often than not focused on revealing their strengths. He asked our staff for success stories and inquired into what was working. He worked hard to identify youth needs in this community and mobilized all his resources to address them, building and supporting programs in a way that always put clients first.

Larry was instrumental in forging the strong relationship between The John Howard Society of North Island and the Ministry of Children and Family Development. As an extremely well-respected team leader – both by his staff at MCFD and those who worked with him from outside agencies – he helped build a culture of collaboration and partnership, not just between MCFD and John Howard, but between all community agencies and the Ministry. His invaluable creativity, support and enthusiasm will be greatly missed in this community.



Executive Director Wendy Richardson presents Larry Morrison with the Spirit of John Howard Award at JHSNI's 2010 Annual General Meeting

Thank you, Larry, for all that you have done for The John Howard Society of North Island. We wish you all the best in your retirement.

### Veronica and Vernon's Closet

Veronica and Vernon's Closet is an event where youth ages 12-19 can pick out a "new to them" outfit for free. JHSNI's Youth Outreach Support Worker Karen Robertson has organized six Veronica and Vernon's Closet projects in Campbell River to date, thanks to the many generous donors and helpers that make each event possible.

"Many teens cannot afford to purchase clothing for job interviews and other situations requiring a 'dress for success' approach," said Karen. "Veronica and Vernon's Closet hopes to help youth increase their self-confidence by offering them a new outfit, haircut, and other 'glam services' at no charge."

The latest Veronica and Vernon's Closet took place in the spring of 2011, with more than 30 Campbell River youth benefitting from this free service.

#### Comments from Clients:

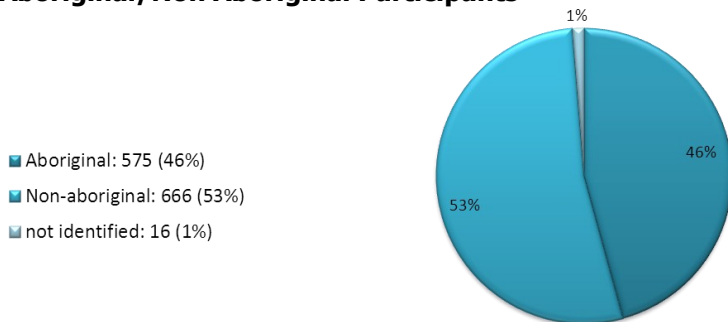
*"JHSNI has done a lot for me and has been doing a fine job of being a support and friend."*

*"I really enjoyed seeing the worker, he helped me lots and made me feel a lot better about who I am."*

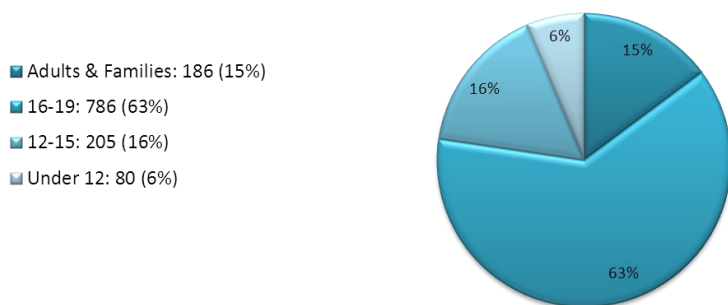
*"We are working on all aspects of getting along and living together under the same roof. Thanks."*

# Youth and Family Programs

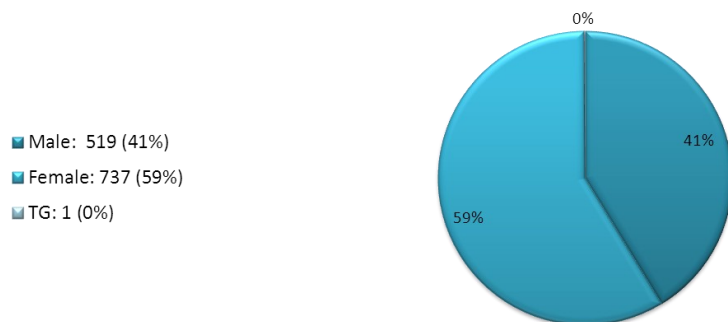
## Aboriginal/Non Aboriginal Participants



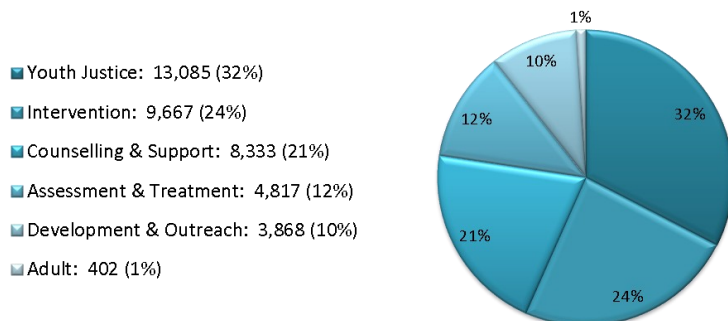
## Participants by Age



## Participants by Gender



## Service Utilization (Hours)



## Counselling and Support

### Caregiver Support

**24** foster parents referred by the Ministry of Children and Family Development were supported in Campbell River. Due to the excellent results of this program the Ministry of Children and Family has expanded it to include the Comox Valley. **96%** indicated that program services have assisted them in managing issues related to fostering and **100%** acknowledged that the quality of service was excellent.

### Youth/Parent Mediation

**116** teens and families were provided crisis intervention, mediation, conflict resolution, and parent education courses. **80%** of teens reported that their relationship with parents had improved and **100%** of the parents reported their parenting approach was more effective. One parent said, "You turned my upside down world upright again."

### Independent Living

**93** youth were provided advocacy, support, life skills, education, employment readiness skills, counselling, and assistance exploring independent living options. **89%** of youth reported that they gained confidence and further developed their life skills to help them avoid living on the streets.

### Barnett House Transitional Youth Housing

**15** youth who were homeless or at risk of homelessness were provided transitional housing. Youth living in Barnett House participated in developing a service plan that determined the skills they needed to acquire in order to live independently. **100%** indicated they had some form of improved life and self-sufficiency skills.

### Youth and Family Substance Use Services

**155** youth were provided alcohol and drug counselling including assessment, treatment, and individual, group, and family counselling. **80%** indicated a decrease in alcohol or drug use.

### 180 Degrees Detox and Supportive Residential

**6** youth developed an individualized treatment plan to withdraw from drugs and alcohol. **50%** completed the program. **11** youth were supported in the recovery process and **90%** completed supportive residential. **100%** of the youth indicated an increase in their physical health while in the program. One youth expressed his gratitude with a note: "Thank you so much for being in my life and being one of my biggest supports ever!"

### Collaborative Planning

**133** members of families shared in the decision-making and plan development process for families receiving child welfare services. **93%** of participants felt they had increased their understanding of the needs and/or concerns for their children/youth and **95%** have increased their knowledge of community resources.



## Assessment and Treatment

### Youth Forensic Psychiatric Services

**19** Comprehensive Psychological/Psychiatric assessments as ordered by the courts and **18** Psychological/Psychiatric assessments for Youth Probation Officers were completed. **49** court and non-court ordered youth and their families received treatment.

## Development and Outreach

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

**63** school-based youth were provided alcohol and drug prevention/intervention. Grade 9 students of G.P. Vanier Senior Secondary participated in a World Café to encourage meaningful dialogue around substance abuse. **100%** of the participants reported their knowledge of drugs and their effects had increased.

### Youth Outreach Support

**306** connections were made with disenfranchised youth and their families requiring assistance with high risk behaviour. **82%** of the youth reported increased connection to community supports.

## Intervention

### Interagency High Risk Children and Youth

**16** families whose children and youth were identified as "high risk" were provided with intensive intervention strategies through interagency coordination.

### KidStart

**50** mentees were matched with mentors who committed to volunteering **7,488** hours to provide positive role modeling for children and youth ages 6-18 through recreationally-based friendships. **100%** of mentors completing service stated they were very happy with their KidStart experience.

## Youth Justice

### Intensive Support and Supervision

**112** high risk youth referred by probation received support and supervision in developing healthy functioning in education, work, family, and community settings. **94%** indicated that their JHSNI worker was "very good."

### Headstart Boys Program and Oasis Girls Program

**18** youth participated in alternative to custody programs for male and female youth ages 14-18. Youth in the programs resided with **10** Caregiver Families who provided positive supportive homes. **68%** successfully completed the 6-month full time attendance programs.

### Youth Justice Community Beds

**3** beds were reserved for **6** youth attending treatment programs and one-to-one counselling with the Youth Forensic Outpatient Clinic.

## Adult Programs

### Adult Forensic Treatment

**10** provincially sentenced adult sex offenders attending treatment by probation order or as a condition of parole received **45** hours of specialized treatment provided by a Registered Psychologist and Co-therapist.

### Adult Forensic Outreach

**11** mentally disordered offenders and those found not criminally responsible were provided outreach support with a goal to decrease risk factors and enhance stabilization in their community. Where needed and appropriate, clients were assisted with activities of daily living and encouraged to be independent in areas such as cooking, financial management, hygiene, shopping, and making and keeping appointments.

## Other Services

### Intake

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

## Supports

### Fundraising

JHSNI staff fundraised **\$19,730** towards our KidStart and Youth Enhancement Funds. One JHSNI staff member expressed, "If I won the lottery I'd give a million to the Society. I know how far they can stretch a buck!"

### Youth Enhancement Fund

Our Youth Enhancement Funds provided for emergency needs, including groceries and transportation to school or work, work clothing, short term courses required for employment, dental treatments, healthy activities, eyeglasses, and household items, for **37** youth.

### Youth for Seniors

Since the inception of Youth For Seniors in 2009, **63** youth have provided **696** hours of support to **98** seniors. JHSNI youth perform "odd job" services at no charge to seniors who do not have the means to hire someone. Youth earn a wage and gain useful employment skills while doing yard work, light housekeeping, and other tasks for Campbell River residents over the age of 60. One senior commented, "The workers worked very hard. Very friendly and polite. Keep up the great and friendly service. Thank you."

# Other Programs and Projects

## Other Programs and Projects

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

- Campbell River Youth Community Kitchen, sponsored by Thrifty Foods
- Comox Valley Youth Community Kitchen, sponsored by Loblaw Co. Ltd. (Superstore)
- Summer Quest, funded by MCFD
- Presentations for schools and parent groups
- Supported Independent Living for Youth, funded by Queen Alexandra Foundation
- Campbell River Community Services Directory
- Campbell River Girls' Yoga Group
- Comox Valley Girls' Yoga Group
- Parent Drop-in, Comox Valley
- Youth for Seniors, sponsored by the Campbell River Community Foundation, Robron Centre, and public donations
- Youth Art Café, sponsored by Campbell River Arts Council
- REACH group, sponsored by VIHA
- Oasis Recycling, sponsored by Strathcona Regional District
- Staying Safe/Substance Use Awareness Day, G.P. Vanier Secondary School, Comox Valley
- Campbell River Girls' Group
- Elm School Group, sponsored by VIHA
- Parenting of Teens Group
- Parent Awareness of Youth and Substance Use (PAYS) Group

## Thanks to our Funders

JHSNI greatly appreciates the support of our funders:

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

## Agency Committees

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

## Vanier A & D Girls Group

For the past four years a group of girls at G.P. Vanier Senior Secondary School has been meeting once a week. They discuss their drug and alcohol use, their progress, their setbacks, their social lives, and support each other through all the successes and frustrations of the change process.

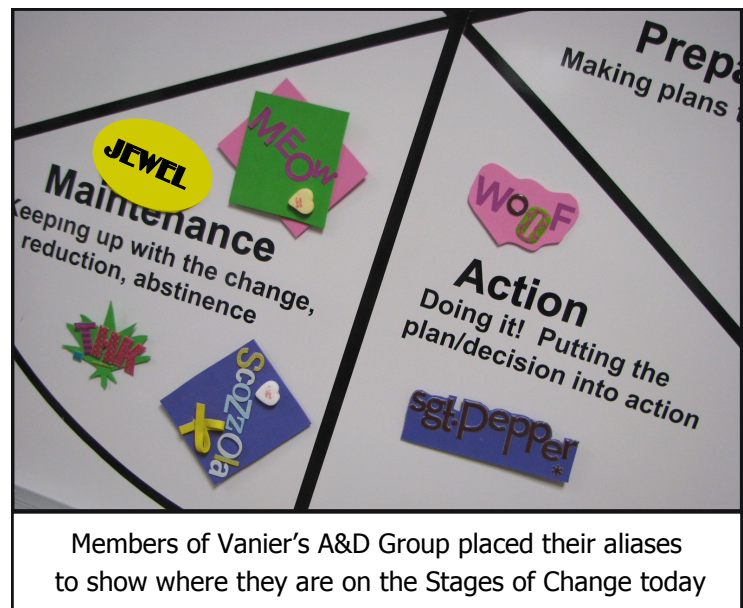
JHSNI's Wendy Morin and Guy Larkin facilitate the group. This June all of the girls will graduate, an accomplishment that seemed out of reach when they started meeting. "It's safe to say none of the girls thought they would graduate or that post-secondary education was a possibility. When they first started coming to group there were so many life issues getting in the way. Now they all feel like there's life after high school," said Wendy.

Although the girls all attend group for a common purpose, they can't be defined by their struggles with alcohol and drugs. "They are all so talented. We try to help them see that," Wendy explained.

One of the girls has been accepted into university to do a Bachelor of Science degree, another has applied to art school, one is looking at Early Childhood Education, and a fourth is interested in taking writing courses in college.

"The group has given them a sense of hope for the future. Being able to come and talk about life issues in a safe place has fostered a sense of connection and support," said Wendy.

Comments the girls have posted on their group blog show their appreciation for the support: "I never would've thought this is where I'd be today, trying to stay sober", "You got me off the streets, off the drugs, and onto a path that actually has hope", and "I love you all like a family, what a real family should be like - loving, listening, and laughing."



Members of Vanier's A&D Group placed their aliases to show where they are on the Stages of Change today

## Jane and Norm Herbin



Since they began providing a family care home for boys in JHSNI's Headstart Program five years ago, Norm and Jane Herbin have learned a great deal. They have even learned to control their fear of snakes. Neither Jane nor Norm like snakes, but they had a youth stay with them who loved

them. In fact, during one walk with his caregivers he enthusiastically captured and brought them 21 snakes to view up close before he let them go.

"He was so thrilled with the snakes we didn't want to show our fear," Jane remembered.

Norm and Jane know JHSNI's Youth Justice Resources Worker, Thanh Tazumi, through their church. She encouraged them to consider caregiving. Jane has worked as a youth pastor and a junior high and high school teacher, and Norm's experience with youth comes from raising a daughter and coaching softball. They enjoy being part of their teenage grandchildren's lives.

Jane was keen to give caregiving a try immediately, but Norm was enjoying retirement and came round to the idea a little more slowly. One day in Tim Horton's he bumped into Mark Tazumi, JHSNI's Youth and Family Support Worker, with a group of youth from Headstart.

"One who was 14 years old had his ball cap on sideways and couldn't look me in the eye when we were introduced. I came home and told Jane that if he was my grandson I'd want him to be in caring home. We became caregivers pretty quickly after that," Norm recalled.

For Norm and Jane, the biggest highlight of caregiving is forming relationships with the youth. "If you connect with a youth early and have him with you for the entire six months of the program it's ideal," said Norm.

Watching youth succeed and become stronger is another highlight. One youth in their home finished high school while in Headstart and went to college after he finished the program. He then got a job in Fort McMurray. Another one was hired by a construction company and did really well.

Providing a healthy family unit and structure is very important when caregiving. Demonstrating compassion, patience, and consistency is essential. "The youth intuitively know if you have positive feelings for them," said Norm.

Jane and Norm appreciate the training offered by JHSNI and the support of other caregivers and staff. "JHSNI staff members are very available and want to see the youth succeed too."

## Sharon Cobey



When Sharon Cobey applied to be a caregiver for JHSNI in early 2008, she thought it was a volunteer position. "I didn't realise I would be paid!" Sharon has always been drawn to teens experiencing difficulties. In the past she provided a home for her niece for five years as well as several of her children's friends who had nowhere else to go.

Sharon is a caregiver for JHSNI's 180 Degrees Detox and Stabilization Program. She finds that challenges she has overcome in her own life help her relate to youth in 180. "I taught my children that for every action there is a reaction: positive = positive, negative = negative. We all make mistakes – take responsibility, correct if possible, and move forward."

Sharon was diagnosed with Multiple Sclerosis when she turned 40. She closed her hairdressing business and went to college, taking prerequisites and then a Certified Social Service Worker Program. She did her practicum at the Native Courtworker and Counselling Association of BC in Duncan.

Taking in a youth who is angry, scared, and feeling unsafe and seeing them slowly start to trust and open up is a rewarding experience for Sharon. "Once they start to let you in they are feeling safe, secure, and cared about. This is amazing to watch unfold."

Sharon feels privileged to be a part of helping youth start to rebuild self-esteem. "I enjoy watching them go from scowling to laughing and making jokes, hearing them talking politely and being compassionate to others, and seeing them glow when I compliment them on something they've said or done. Being acknowledged like this may be so foreign to them."

If a youth shuts down and refuses to talk, Sharon respects their privacy but lets them know she is available any time of day or night if they need someone to talk with. Sharon appreciates being able to call Kerry Hammell, 180 Degrees Youth Withdrawal Management Coordinator, for advice or new ways of handling situations. "The youth learn what they live, it is my responsibility to validate them but to never try and change them."

Although caregiving can be emotionally draining at times, Sharon said there are many rewarding moments. "It is impossible to put it all into words or choose one moment that means more than another."

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 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



Vancouver Island InsuranceCentres presents a "Dollars for Youth" Fundraising Gala Event Partnership cheque of \$2,500 to JHSNI. Pictured are Kathy Ferreira, Kim MacDonald, Sharon Geoghegan, Wendy Craig, Tracy Strain, and Vicki Luckman

JHSNI's second "Dollars for Youth" Fundraising Gala was a fantastic event. Thanks to the generosity of sponsors, donors, attendees, and volunteers, we raised **\$19,730** for JHSNI's KidStart Mentoring Program and Youth Enhancement Fund. More than **120** people attended the gala held at Crown Isle Resort in Courtenay on November 5, 2010. The evening featured entertainment by Todd Butler, a buffet dinner, music by the Bonnie Mayo Jazz Trio, silent and live auctions with many fantastic donated items to bid on, door prizes, and more. Special thanks goes to our Event Partners, Vancouver Island InsuranceCentres and /A\ News Vancouver Island, and our Gala Sponsor, Crown Isle Resort & Golf Community.

Eight youth participated in Campbell River's Summer Quest and eight in Courtenay's Summer Livin'. Summer Quest received **\$1,200** in funding from MCFD Youth Probation for activities. Strathcona Park Lodge gave a generous discount for activities, food, and lodging. Campbell River Multicultural and Immigrant Services Association (MISA) contributed food and time for Vietnamese cooking. Aboriginal Child and Youth Mental Health gave honoraria to elders who did story telling. Campbell River Parks and Recreation donated use of the Sportsplex and staff time. The LINC Youth Centre (City of Courtenay Recreation) contributed staff time to Summer Livin'.

JHSNI's Employee Giving Program, which allows employees to donate via a small payroll deduction, raised **\$3,430** from seven staff members. These funds went to KidStart and the Youth Enhancement Fund. Larry and Peggy Cagna gave **\$500** to the Kevin Cagna Memorial Fund.

The Youth Enhancement Fund received a **\$300** Christmas donation from the grandparents of a youth who successfully completed 180 Degrees Detox and Supportive Residential. Comox Valley Community Information System Society contributed **\$250** to the Youth Enhancement Fund from the Operation Red Nose fundraiser.

Walmart gave **\$5,000** to KidStart and Youth for Seniors as part of its grand opening in Campbell River. Altrusa International of Campbell River donated **\$1,000** to KidStart from the proceeds of their Halloween dance. Healthyway Natural Foods in Campbell River held a matching donations day for KidStart and raised **\$635**. Ricky's All Day Grill in Campbell River donated **\$500** to KidStart raised through \$1 from every kid's meal and chocolates sold by donation. JHSNI received a number of individual donations from people who chose to make a donation to KidStart in lieu of buying Christmas presents. The donations included **\$1,000** from one couple. Canadian Western Bank in Courtenay contributed **\$250** to KidStart.

The KidStart Champion Initiative has made great strides this year. This program makes it possible for individuals, businesses, service clubs, and other groups to sponsor local children in the KidStart Mentoring Program. Gold Champions pay \$100/month, the full cost of supporting a child in KidStart. Silver Champions donate \$50/month and Bronze Champions give \$25/month.

Thanks to all the KidStart Champions who have signed up to date: Willow Point Lions Club (Gold), Chan Nowosad Boates Chartered Accountants staff team (Gold), Campbell River Lions Club (Gold), Wendy Richardson (Gold), Colleen Ross & Lori McKeown (Gold), Tazumi Family (Silver), Bud McKeown (Bronze), Tanya Storr (Bronze), and Anonymous Group (Bronze). This represents **\$7,500** per year.



Willow Point Lions members Tom McKenzie, Vic Samuels, Ivan Charette, & Dave Shaw give a KidStart Gold Champion sponsor cheque to JHSNI's Wendy Thurlborn & Leila Hartford

# Community Donations and Grants

The Campbell River Kinsmen Club donated **\$700** towards Christmas activities and gifts for youth in the Full Time Attendance Program (Oasis and Headstart). This donation provided some special activities for youth who were not able to go home during the Christmas season, including tubing at Mount Washington, skating, swimming, visiting the Campbell River Museum, extra visits to the gym, and making gingerbread houses. JHSNI staff initiated another successful hamper drive, raising more than **\$500** that purchased gifts and food for a Campbell River family. The hamper drive has become so popular that community members are now contributing to the cause as well. Four Comox Valley youth clients received hampers from the Salvation Army and other youth clients received hampers from G.P. Vanier Senior Secondary School.

Thrifty Foods continued to contribute **\$100/month** for JHSNI's Youth Community Kitchen in Campbell River. Courtenay Community Programs started up a Youth Community Kitchen in the spring of 2010, thanks to a **\$3,000** donation from the Loblaw After School Grant Program. The Lake Trail Neighbourhood Connection supported this initiative by arranging the use of Lake Trail School's home economic kitchen at no charge.

Veronica and Vernon's Closet free clothing project for youth received donations from Real Canadian Superstore, Shoppers Drug Mart, Warehouse One – The Jean Store, Ragdolz, Pat Root, Ghislaine Lauzon, and many other individual donors.

A two-day wellness event at G.P. Vanier Secondary on April 27 and 28, 2011, was funded by the Community Drug Strategy Committee/City of Courtenay, District Parent Advisory Committee (DPAC), and G.P. Vanier Secondary. Food and door prizes were donated by Superstore, Walmart, Mudsharks, Dominos, Panago, Little Caesars, Boston Pizza, Hot Chocolates, Zen Zero, Zocalo Cafe, Applebees, Ski Tak Hut, London Drugs, Courtenay Recreational Association, Comox Valley Sports and Aquatic Centre, and The LINC.

Youth for Seniors received a number of donations from individual supporters totalling **\$425**. The Chernoff Family Foundation donated 300 copies of Teensmag to JHSNI programs. Video Works gave complimentary rentals to staff working with youth in Campbell River. The City of Campbell River is continuing to provide a Permissive Exemption from Taxation for Barnett House until 2016.

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

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

## Grants

JHSNI's KidStart Mentoring Program was fortunate to receive two generous grants this year. The Province of BC's Gaming Policy and Enforcement Branch approved a **\$32,000** Direct Access Grant for KidStart in Campbell River and the Comox Valley.

The RBC Foundation showed its continuing support by donating **\$7,500** to KidStart in Campbell River and the Comox Valley.

JHSNI received a convening grant for **\$9,270** from the Province of BC's Community Action Initiative. This money went towards developing a Community Action Initiative project proposal to promote upstream approaches to preventing mental health and substance abuse.

The Community Action Initiative proposal was successful in securing a grant in the amount of **\$178,394** for this 18-month project, called "Imagine Campbell River: A Place to Belong." JHSNI is the lead agency in the project with the collaboration of many other local agencies and individuals. The goals are to develop resiliency and social and emotional competency community wide by focusing on social inclusion and increased belonging, mastery, and generosity in each citizen.

Microsoft gave JHSNI a software donation valued at **\$65,000** U.S. This included 50 Office Standard 2010 licenses and 50 Office Professional 2010 licenses, with all updates assured through 2012.

The Campbell River Community Foundation contributed a **\$1,500** grant to Youth for Seniors. This money will be used to pay youth wages as they provide free "odd job" services to low income seniors in the summer of 2011.



JHSNI's Wendy Thurlborn, Leila Hartford, and Lori McKeown accept a grant of \$7,500 for the KidStart Mentoring Program from Peter Phillips and Matt Bruining at RBC



# Connections

## Community Connections

JHSNI works cooperatively with numerous agencies and organizations to assist clients and promote community development. They include:

- Ministry of Children and Family Development (Probation and Social Workers, Child Protection, Resource Team, Child & Youth Mental Health Team, and Youth Forensic Psychiatric Services)
- Vancouver Island Health Authority
- Transition Societies
- The John Howard Society of British Columbia
- Chambers of Commerce
- Campbell River Family Services
- North Island Employment Foundations Society
- Opportunities Career Services Society
- RCMP
- Service Clubs
- St. Joseph's Hospital (Adolescent Day Therapy, Substance Abuse Intervention Nurses, Crisis Nurses)
- Campbell River Hospital
- Comox Valley Family Services
- Women's Resource Centres
- School Districts #71, #72, and #85
- North Island College - Human Service Worker and Nursing Programs
- Community Justice Centre of Comox Valley
- Crown Counsel Office
- Adult Corrections
- First Nations Bands
- Laichwiltach Family Life Society
- Wachiay Friendship Centre
- Campbell River Association for Community Living
- Municipalities of Campbell River, Comox, Courtenay, Cumberland, and Sayward
- Strathcona Park Lodge
- Family Resource Services
- Campbell River Assessment and Resource Service Society
- Salvation Army
- Courtenay Recreation Association and The LINC
- Comox Valley Military Support
- Comox Valley Boys and Girls Club
- Comox Valley Child Development Centre
- Island JADE Society
- Campbell River Volunteer Society
- Campbell River & Area Multicultural & Immigrant Services Association
- Campbell River Literacy Now
- Vancouver Island Public Library - Campbell River Branch
- Safe Harbour Program, Comox Valley & Campbell River
- Volunteer Comox Valley
- Dawn to Dawn Action on Homelessness Committee, Courtenay
- Career Centre, Parksville-Qualicum Beach
- Discovery Nanaimo
- Society of Organized Services (SOS) Parksville

## Committee Involvement

JHSNI's mandate recognizes that safer and healthier communities are created through the combined and diverse efforts of citizens, organizations, and governments. Society managers and staff are involved in numerous committees and community initiatives in the various communities where we work. By getting involved we hope to help design and support resources that will enhance services and better places to live. These committees and initiatives include:

- AIDS Vancouver Island
- Regional Youth and Family Addictions meetings
- Campbell River Relationship and Sexual Violence Response Committee
- Frontline Youth Workers, Comox Valley
- Comox Valley FAS in Action Committee
- Campbell River Circle Meetings
- Comox Valley Family Court and Youth Justice Committee
- Community Alcohol and Drug Action Committee
- United Community Services Co-op
- Provincial Association of Residential & Community Agencies (PARCA)
- Joint Foster Parent Education Committee
- Behavioural Consultant to Caregivers Advisory Committee
- Campbell River Sexual Exploitation Action Team
- Campbell River and Area Critical Incident Stress Management Society
- Agencies for Suicide Awareness and Prevention
- Comox Valley Community Non-Profit Administrators Network
- Community Drug Strategy Committee, Comox Valley
- CARI's Childcare
- Youth Justice Advisory Committee
- Youth Forensic Psychiatric Services to Aboriginal Youth, Families, and Communities Committee
- Courtenay Community Against Sexual Exploitation of Youth (CASEY)
- Public Safety Community Strategy
- Campbell River Education and Practice Enhancement Working Group
- Campbell River Aboriginal Visioning Meetings (CAVE)
- Regional Family Group Conferencing
- Alternatives to School Suspension with School District #71
- Campbell River Foster Parent Alliance
- MCFD and Foster Parent Partnership Committee
- Campbell River Threat Assessment Team
- Campbell River Street Reach
- Association of Substance Abuse BC
- Community Action Initiative Steering Committee
- Campbell River Youth Clinic
- Alternative to Suspension Review School District #72

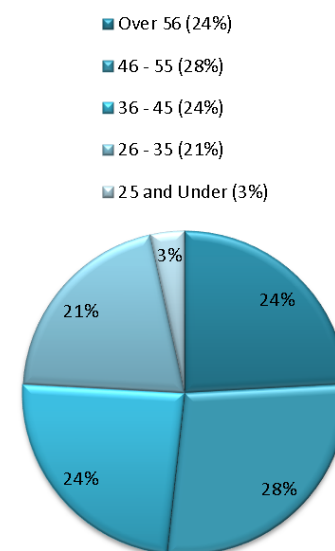


## Our Staff Resource

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	Carol Harling-Bleeks	Lisa Nightingale
Sarah Badgero	Gary Hartford	Clifton Pinder
Tova Barnett	Leila Hartford	Angie Prescott
Ken Bell	Robin Havelaar	Michael Quarress
Chris Bennett	Kirsten Hess	Don Ramer
Suzanne Bennett	Margot Janz	Lorraine Redpath
Judy Bloomfield	Sarah Jarvinen	Wendy Richardson
Miranda Blomquist	Tracy Johansson	Karen Robertson
Vanessa Bramhill	Tara Jordan	Colleen Ross
Kate Broadhead	Lorraine Kemper	Mark Ross
Gérard Choquette	Peter Kinskofer	Louise Scott
Valerie Colquhoun	Rosita Kitto	Cindy Shulz
Deb Cowper	Guy Larkin	Leigh Simms
Heather Cowper	John Leever	Mel Stangeland
Moss Dance	Lane Litke	Krystal Stevens
Ryan Derry	Vicki Luckman	Tanya Storr
Melanie Devine	Kathy McCabe	Heather Summers
Jenn Errico	Lori McKeown	Mark Tazumi
Joanna Foster	Nicole McKeown	Thanh Tazumi
Heron Free	Alisha McLain	Gillian Thibedeau
Ian Cooper	Ian MacLeod	Wendy Thurlborn
Jen Furst	Natalie Meredith	Hazel Trego
Sharon Geoghegan	Velma Mockett	Althea Vermaas
Debbie Grant	Wendy Morin	Patty Waters
Gordon Gross	Russell Mowatt	Godfrey Wearne
Jody Hagel	Stacy Neary	Paul Weisgerber
Kerry Hammell	Jetty Niet	Richard Williams

## Staff Profile by Age



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

## Practicums

JHSNI's Full Time Attendance Programs (FTAP) hosted four practicum students from April 2010 – March 2011. Three were from North Island College's Human Services Program and one was from Discovery College's Community Support Worker Program. These four students completed a total of **600** practicum hours. One of the former practicum students is now a caregiver for the program. FTAP also hosted 12 North Island College second and third-year nursing students who spend two - three days observing the program and running small projects with youth.

Campbell River Community Programs hosted three practicum students. A fourth-year Child and Youth Care Program student worked with JHSNI's Behavioural Consultant and SummerQuest Program. A third-year Bachelor of Social Work

student worked with the Supported Independent Living Program and Youth Outreach. She also updated the Campbell River Community Services Directory. A Master's in Counselling student did his final practicum with the Youth and Family Substance Use Services REACH Group. Courtenay Community Programs had five practicum students from the Human Services Program at North Island College. Their placements were with the Youth Outreach Worker and the Youth & Family Substance Use Team, including the Alcohol and Drug Indicated Prevention and Early Intervention position at Vanier Senior Secondary School. These five students completed a total of **750** practicum hours. JHSNI greatly appreciates the contribution practicum students make to our services.

## MOELLER & COMPANY

### CHARTERED ACCOUNTANTS

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

Kent A. Moeller, B.A., G.D.P.A., C.A.\*

\* Incorporated Professional

### INDEPENDENT AUDITORS' REPORT

To the Directors of The John Howard Society of North Island

#### *Report on the Financial Statements*

We have audited the accompanying financial statements of The John Howard Society of North Island, which comprise the statement of financial position as at March 31, 2011, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### *Management's Responsibility for the Financial Statements*

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

#### *Auditors' Responsibility*

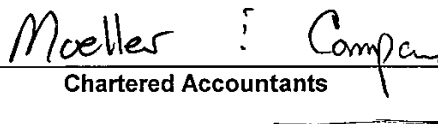
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable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

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

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

#### *Opinion*

In our opinion, the financial statements present fairly, in all material respects, the financial position of The John Howard Society of North Island as at March 31, 2011 and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

  
Chartered Accountants

Campbell River, Canada  
June 9, 2011

## STATEMENT OF FINANCIAL POSITION

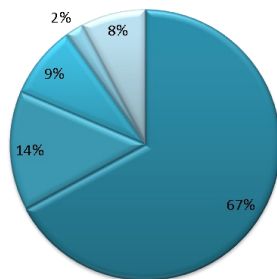
MARCH 31, 2011

	<u>2011</u>	<u>2010</u>
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash	903,860	881,044
Cash - restricted	179,765	189,377
Accounts receivable	40,667	40,497
Prepaid expenses	17,064	36,793
	<u>1,141,356</u>	<u>1,147,711</u>
Investments	2,900	2,900
Property And Equipment	610,866	650,139
	<u>1,755,122</u>	<u>1,800,750</u>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts payable	49,359	173,122
Wages and benefits payable	202,494	211,732
Deferred revenue	105,764	55,532
	<u>357,617</u>	<u>440,386</u>
<b>NET ASSETS</b>		
Equity In Property and Equipment	610,866	650,139
Externally Restricted	116,956	134,432
Internally Restricted	62,810	24,986
Unrestricted	606,873	550,807
	<u>1,397,505</u>	<u>1,360,364</u>
	<u>1,755,122</u>	<u>1,800,750</u>

Audited financial statements are available on request.

## Expenditures

- Wages and Benefits (67%)
- Client Support Costs (14%)
- Program Support Costs (9%)
- Program Administrative Support (2%)
- Facility Expenses (8%)



## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2011

	<u>2011</u>	<u>2010</u>
	\$	\$
<b>Expenditure</b>		
Wages And Benefits		
Wages	2,089,327	2,268,247
Benefits	502,779	565,347
Client Support Costs		
Client activities	28,448	56,133
Family payments	412,225	474,993
Supplies and program materials	110,532	260,026
Program Support		
Contract fees	134,542	202,823
Telephone	54,197	68,947
Training and development	20,132	35,460
Travel and accommodation	96,573	96,239
Unrecoverable Goods and Services Tax	31,279	16,556
Program Administrative Support		
Advertising	4,913	1,920
Community relations	3,227	3,293
Insurance	19,819	19,956
Interest and bank charges	74	3,630
Office supplies, small equipment and postage	41,256	41,887
Professional fees	14,052	38,448
Facility Expense		
Amortization	56,524	50,745
Maintenance and repairs	33,596	31,214
Rent	184,165	183,616
Utilities	24,234	21,823
	<u>3,861,894</u>	<u>4,441,303</u>
<b>Funding</b>		
Ministry of Children and Family Development	2,977,569	2,927,772
Vancouver Island Health Authority	667,892	666,405
School Districts	1,922	144,783
Rent	33,775	30,470
Ministry of Health	64,716	62,022
Miscellaneous	60,285	30,695
City of Campbell River	---	3,000
Donations and fundraising	50,742	63,023
Gaming proceeds	39,975	46,640
Ministry of Human Resources	2,159	2,659
	<u>3,899,035</u>	<u>3,977,469</u>
<b>Excess (Deficiency) of Revenue Over Expenditure</b>	<b><u>37,141</u></b>	<b><u>(463,834)</u></b>



## How You Can Help

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

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

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

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

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

Donors may send contributions to:

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

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



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E-mail: [mail@jhsni.bc.ca](mailto:mail@jhsni.bc.ca) Website: [www.jhsni.bc.ca](http://www.jhsni.bc.ca)