

# JohnHoward

The John Howard Society of North Island

**Annual Report 2015-2016**

A photograph of two people practicing yoga in a snowy forest. They are standing on a snow-covered path, with their arms raised in a yoga pose. The sun is shining through the trees, creating a bright spot in the sky. The background shows a dense forest of evergreen trees under a clear blue sky.

**Building safer and healthier communities**  
[www.jhsni.bc.ca](http://www.jhsni.bc.ca)

## Our Mission

We provide programs and support to help children, youth, and families lead safer, healthier lives.



*Yoga' cover photo by Bluetree Photography*

*Reflection' photo by Colleen Ross*

## Our 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.

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## Who We Are

The John Howard Society has served community justice and social services needs on northern Vancouver Island 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 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 **9** 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
- Robron Centre, Campbell River
- Gold River and Tahsis Health Centres

John Howard programs are situated in the territories of the Kwakwaka'wakw, Nuu-chah-nulth, and Coast Salish peoples. John Howard 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 John Howard. 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  
 August Johnson, Mowachaht/Muchalaht  
 James Quatell, Wei Wai Kum  
 David Somerville, Mohawk/Kwagiulth

The John Howard Society of North Island was re-accredited for a period of three years to October 2018 by the Commission on Accreditation of Rehabilitation Facilities (CARF) for the programs: Behavioural Consultants, Youth/Parent Mediation, Independent Living, Barnett House, Youth & Family Alcohol & Drug Counselling, 180 Degrees, Collaborative Planning, Alcohol & Drug Prevention & Early Intervention, Youth Outreach, Child and Youth Mental Health Outreach, KidStart, Intensive Support and Supervision, Headstart, Oasis, Youth Justice Homes, and Community Living Outreach.

## Board of Directors

Terry Moist, President and Board Voice Rep  
 Kim Kozuki, Vice-President  
 Patrick Field, Treasurer  
 Colin Gabelmann, John Howard Society BC Rep  
 Kathi Camilleri, Director  
 William J Havelaar, Director  
 Susan Landell, Director  
 Anna Kindy, Director  
 Judith Hayes, Director

## Managers

**Executive Director**  
 Wendy Richardson

### Program Managers

Steve Ayers, Campbell River  
 Vicki Luckman, Courtenay  
 Lori McKeown, Campbell River  
 Natalie Meredith, Intensive Support and Supervision & Youth Forensic Psychiatric Services  
 Angie Prescott, Full Time Attendance Programs  
 Colleen Ross, Finance and Administration  
 Tanya Storr, Communications and Development

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# Year End Reports

## President's Report



The past year for John Howard was highlighted by the extremely complimentary accreditation report the society received in October 2015. The team of CARF investigators were very impressed with the high degree of professionalism of our managers and staff and the exceptional programming provided to the community. Very high praise, indeed.

A three-year full accreditation was the most visible, but certainly only one of the many successes of last year. The difficult issue of homelessness is much on the minds of most citizens. John Howard has been able to take some small but important steps to alleviating the problem with the implementation of a new program, Homeless Prevention and Outreach, and increased funding to our Adult Forensic Outreach program. The programs provide affordable housing for some adults.

In addition, I feel that the provision of our excellent ongoing programs, from 180 Degrees to FTAP to Kidstart to ISSP, to name only a few, is a highlight of any year. Congratulations to all our staff for their continued commitment to their programs.

The year also marked the retirement of two valued staff members. Debbie Grant took her well-deserved retirement after **23** years of great service in the Independent Living program. Her innovative approach and dedicated caring will be missed. Thanks, Deb.

Judith Hayes also retired after **5** years as the Clinical Consultant to many of our programs. Judith's work and wise counsel were admired by all. On the upside, Judith has agreed to join the board and will serve a vacated two-year position. Welcome to the board, Judith.

There is much more I could say but I conclude by summarizing 2015-2016 as a year of great success with exuberant optimism for The John Howard Society of North Island's future.

Respectfully submitted,

T.L. Moist

## Executive Director's Report



### Strategic Plan Goals

We are now three years into our four-year strategic plan and feel that we are making great strides towards our goals. These goals are organized into four themes: supporting our communities, building on excellence, leading the field, and increasing resiliency. This year, I will focus on a few of our successes under each of these themes.

### Supporting our Communities

Identifying and responding to community needs led us to build an extraordinary partnership between John Howard and many key service providers in Campbell River to create a submission to the BC Integrated Youth Services Initiative (BC-IYSI) for a youth friendly health and social services centre for Campbell River. There will be five BC-IYSI pilot projects in British Columbia – one per health region. We recognized that mental health and substance use challenges are a huge issue in Campbell River which ranked second out of 14 Island Health areas for deaths by suicide and drug induced deaths. In Campbell River, per capital alcohol sales are **32%** higher than the provincial level. The area has seen an increase in youth presenting to the Campbell River Hospital Emergency with substance use and/or mental health concerns.

Our proposed centre will provide integrated, accessible, timely, trauma-informed, and culturally responsive services that promote and enhance the overall wellbeing of young people and support them to reach their best potential. The range of services will include mental health and substance use treatment and prevention programs; primary and sexual health services; a range of social services including support for employment and housing; as well as peer support and navigation. Our partners are: Child and Youth Mental Health (MCFD), Adult Mental Health (VIHA), Public Health (VIHA), MCFD Youth Services, School District #72, NIEFS, KDC, Sasamans Society, Campbell River Family Services, Campbell River Community Literacy Association, and the Division of Family Practice.

Another support to the community this year has been the addition of our Homeless Prevention and Outreach Program which opened in December. The goal of this program is to prevent homelessness by offering outreach, case management, and financial supplements

that help individuals during transitional difficulties, such as leaving custody or hospital, or fleeing abuse.

We continued to focus on providing supports to youth transitioning to adult services. We developed opportunities for youth in our Full Time Attendance Programs to learn and practice independent living skills through our youth transitional housing program. This included the possibility of spending one to three nights in Barnett House to test their skills in a supportive setting.

Using stakeholder feedback to guide improvements led to several initiatives this year. Partnering with the local Division of Family Practice has allowed our youth to access the province-wide initiative *A GP for Me*. Each youth can be linked with a local GP who is aware of our programs. This is particularly helpful for the young people in our Full Time Attendance Programs who previously relied on walk-in clinics. After years of preparing manual tax returns for clients, we joined Revenue Canada's Community Volunteer Income Tax Program which provides free software and training to increase our capacity to assist our clients at tax time. The need to offer an adequate Foods course as part of our Headstart and Oasis school programs led to the building of a kitchen at our Beech Street facility. This has been well received by teachers, staff, and pupils.

Increasing the amount of feedback we received was essential if we were to depend on feedback for program improvements. As a result, early in the year, we established a monthly draw at each worksite for all the stakeholders who contribute feedback that month. We were pleased to see an increase in submissions. By the end of the year, many staff were achieving at least a **40%** feedback rate from their clients.

## Building on Excellence

We are continuing to measure whether staff report that training is effective. We ask staff to rate the usefulness and the quality of the training they attend during the year. For the 2015-2016 year, we received the following ratings on the usefulness of staff training: **91%** was very applicable to the work staff do, **8%** was somewhat applicable, and **1%** was not useful. We received the following ratings on the quality of the training: **63%** excellent, **35%** good, and **2%** fair/poor.

To continue to strengthen our internal and external communications systems, we re-established our Communications Committee this year and spent some time reviewing our branding and name recognition. We made the decision to adopt the logo being used by John

Howard Societies across Canada and to work at building the John Howard name recognition within the communities that we operate in. In addition, thanks to Colleen Ross, Charlie Begg, and the Social Media Committee, our new website, a huge improvement on the old one, will be live any day.

We appreciate the willingness of long-term staff to offer mentorship to newer or younger staff. I would like to thank the following staff for their mentorship roles: Leigh Simms, Diane Daigle, Judith Hayes, Ryan Derry, Kerry Hammell, and Steve Ayers. I am sure the staff who have benefitted from your knowledge are very grateful.

## Leading the Field

In late October we had the site visit for our fourth round of accreditation. We have been working to build accreditation into the culture of our organization and it paid off when we earned another three-year accreditation with only five minor recommendations for improvement. The survey team highlighted some of our many strengths. I will quote a few of their comments here:

- The staff team is a dedicated, compassionate, and highly qualified group that is very tuned in and responsive to the needs of the youth it serves.
- Staff members are well respected in the community for providing an effective service that often goes above expectations in helping persons served.
- The organization has cultivated a strong culture of teamwork, and staff members stated they feel supported and valued by one another and leadership. Several staff members referred to their colleagues as family.
- Carehome providers expressed that they feel they are part of a great community. They spoke very highly about the training they receive, the accessibility of staff, and the open-door policy of staff.
- Stakeholders reported that the organization really goes the distance for the youth it serves and offers outstanding mentorship through its programs.
- There is a strong sense of "being on the team." It is very apparent that the leadership and management have fostered an environment of mutual respect and appreciation.

Our efforts to continue to improve our ability to offer culturally responsive services have included training and specific cultural events this year. Training has included ensuring that all new staff participate in Kathi Camilleri's workshop 'Building Bridges Through Understanding the Village.' Other examples of cultural competency training

# Year End Reports

included conferences and training hosted by KDC, a trans-inclusion workshop, and online training in cultural competency. Events included a brushing ceremony by an Elder at Delaware, Walking with our Sisters, closing ceremonies by Elders at Delaware, and ongoing support for our programs by various Elders.

## Increasing Resiliency

Diversifying our funding sources continued this year with the addition of BC Housing to our funding mix as well as an increase to our funding from Forensic Psychiatric Services Commission.

As always, we are grateful for all the grants and donations given to KidStart. This was the first year that we managed to raise enough funds to meet the annual cost of KidStart. KidStart Champions contribute ongoing funding by sponsoring a child in the program. We would like to offer a huge thank you to our current **17 Gold Champions (\$100/month)**, **8 Silver Champions (\$50/month)**, and **10 Bronze Champions (\$25/month)**.

Through our proposal for an integrated youth services centre, we have strengthened existing partnerships with many organizations in the community and added some new partners, in particular, families and young people with lived experience. In the process we have learned about FamilySmart™ which is about listening, understanding, and responding to the mental health of children, youth, and families. In practice, this means that families and young people are participating at all levels, including defining, developing, implementing, and evaluating programs, systems, policies, and practices.

## Acknowledgements

It has been incredibly rewarding this year to work with such dedicated people who all share the same commitment to keeping our communities safer and healthier. I am excited to move forward with our growth and expansion, none of which would have been possible without the steady commitment and unlimited enthusiasm of our managers and staff, and the unwavering support and encouragement from our board of directors. It has been a year of extraordinary collaboration between John Howard and our community partners and I am extremely thankful to each stakeholder, funder, and donor for their support of, and belief in, the goals of our society. Each year I take immense pride in recognizing our mentors and volunteers who generously give back to our community and our youth – thank you for continuing to prove that “we make a living by what we get, but we make a life by

what we give.” To our compassionate and giving caregivers, thank you for providing our youth with not only a home, but also a family. It is a pleasure to work with so many caring and supportive people and I look forward to what the future will bring to John Howard.



Wendy Richardson



*'Peacock' by Christina O'Malley, age 18. See Christina's art at <https://www.facebook.com/Christamira/photos?pnref=lhc>*

## Continuous Quality Improvement (CQI) Annual Report

April 2015-March 2016

### Participants

Members of the CQI committee for this year included Natalie Meredith, Ryan Derry, Mark Ross, and Joanna Foster. Joanna joined the committee in February 2016.

### Recommendations/Outcomes

This year CQI focused on ensuring that reports capture data and information that is useful and not duplicated in other areas. John Howard is making significant changes to how we record and present client feedback. As well, we are moving towards a biannual reporting process and are slowly transitioning our reporting areas into this schedule.

### Efficiency and Effectiveness

CQI continues to streamline its processes. Looking ahead, the committee's focus will be on producing the outcomes

## CQI Report Continued . . .

report twice per year; compiling annual incident and training reports; conducting the annual Staff Satisfaction Survey; and continually improving case records. CQI has determined that we will begin reporting on actual numbers of client feedback and compare these numbers to 'in program' clients to determine response rates on a program basis. We will also include positive comments about programs and workers to ensure staff are receiving due accolades.

## Access

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

## Staff Satisfaction

There was an **85%** return rate this year, which is significantly high. Consequently, we can assume that the answers were representative of staff across the agency. Overwhelmingly, staff have positive responses to all question areas and are generally happy with their employment at John Howard. The survey went out at the same time as a concentrated effort was being made to address service delivery and training deficiencies. This did not appear to negatively influence the survey responses. We all need to take credit for the incredible work being done within this agency.

## Extenuating and Influencing Circumstances

There are always challenges in getting tasks completed in a timely manner when working from the 'side of one's desk.' It had been CQI's goal to release the staff satisfaction survey in a timelier manner but we ran into team scheduling and editing challenges.

## Targets/Goals for Next Year

- Follow through on how John Howard reports and presents client feedback.
- Continue to streamline and troubleshoot how training is being tracked to ensure efficiency and minimal duplication.

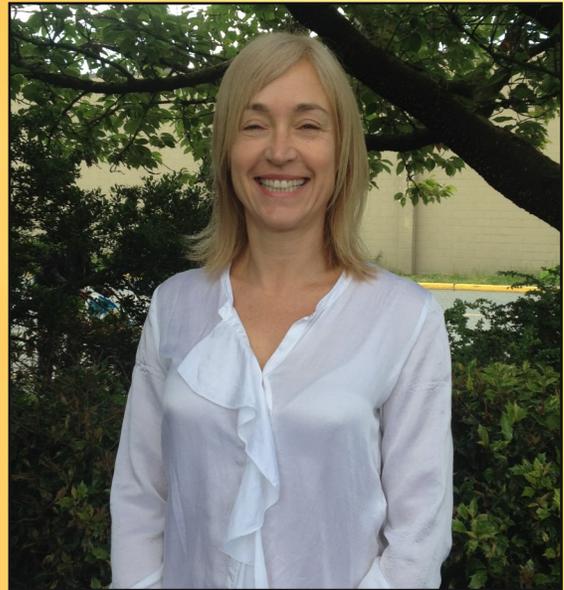
## Thanks to our Funders

John Howard greatly appreciates the support from:

- Ministry of Children and Family Development
- Vancouver Island Health Authority
- BC Housing
- Forensic Psychiatric Services Commission
- Donations, grants, and fundraising initiatives
- Province of BC—Gaming
- Community Living BC

## Dr. Anna Kindy

Board Member



Dr. Anna Kindy joined The John Howard Society of North Island's board one year ago. A current board member's wife is a colleague of Anna's and felt she would be a good fit.

Anna is an M.D. with a specialty in addictions. She is honoured to be a director on John Howard's board and finds it rewarding to be part of an organization "that does so much good work."

Anna said there are multiple challenges facing the social services sector at this time, including a lack of resources and front line workers, and caseloads having multiple issues. She would like to see John Howard expand to increase our number of front line workers and help more people in need.

Anna was born in Montreal and grew up in Quebec and Alberta. Her heritage is Ukrainian and French Canadian. Campbell River has been her home for the past 19 years.

During her time off, Anna enjoys sports, especially outdoor activities like skiing and hiking. Anna is an avid downhill skier and competed in women's moguls in the 1992 Olympics in Albertville, France. Her interests include driving fast cars, reading, and world politics.

When asked what brings her pride, Anna said her heritage and family. She is inspired when she sees someone succeed against all odds.

# Elders' Council Member Profile

## Darren Blaney

Elders' Council Member



Darren Blaney is an honoured Elder from the Homalco (also spelled Xwemalkkwu) First Nation, who has a great love for his traditional territory and teachings. His great-grandmother came from Squamish, his grandmother came from Sechelt, and Darren and his other family members came from the Church House

Village area for countless generations. Church House Village, just south of the mouth of Bute Inlet, is the Northern point of the Coast Salish Territories that extend down to Northern California. The Homalco People were known as the “Keepers of the North” in the Coast Salish communities. Most of Darren’s childhood was spent in Church House. Darren attended St. Mary’s Residential School in Mission for grades 8-12. He graduated in 1978 and went on to Langara College.

Darren was raised by his grandmother and grandfather until he was sent to residential school. His early years gave him a strong grounding in the traditions of his people. Darren described his grandfather as his anchor. “He called me ‘Wee Was’ meaning ‘young man with spirit.’ We would go berry picking and we made a dugout canoe together. He gave me unconditional love, his greatest gift to me. My strength and self-worth comes from that.”

Darren’s grandmother taught him about being of service. “She always got me to help the Elders with firewood, cleaning, harvesting, and sharing our food. The service work I do now is because of her. She taught me to be humble and not to be greedy. She told me to be aware of the earth’s limitations and to give thanks when taking the first salmon or berries. She was a woman who prayed and gave gratitude all of the time.” Darren’s grandmother also taught him about rites of passage. “She told me about the importance of bathing and praying in the river every day for a year from the time my voice began to change. This is a ceremony that I passed on to my boys, and I can see that it has helped them a lot in their life journeys.”

Darren was lucky enough to have access to one of the most knowledgeable people in Homalco culture, the late Ambrose Wilson, an honoured Elder and distant cousin. “He spent time with me and told me the stories, songs, legends, and beliefs of our people.” Wilson and Darren’s other Elders taught him of the importance of humility and

gratitude in daily practice. “We weren’t supposed to brag about our ceremonies, so people often don’t talk about the details unless they’re asked.”

In his 20s, Darren worked as a tree spacer, and then as a Native Court Worker in East Vancouver. He worked in jails and on the streets, supervising clients who were on bail or probation. After moving back to Vancouver Island with the goal of helping his people, Darren was elected as a member of council for the Homalco First Nation. He has served six terms, two of them as chief, and is still on council.

Darren is an accomplished artist and often donates his artwork to fundraisers. He is a painter, wood carver, jewelry maker, canoe builder, drum maker, printer, and more. Darren enjoys teaching youth about culture and art. “Children raised in ceremony are much more resilient to alcohol and drugs,” he said.

Darren has sat on many boards, including the Hey-way'-noqu' Healing Circle for Addictions Society, United Native Nations, and Georgia Strait Alliance. Darren was pleased to join John Howard’s Elders’ Council. “It’s another way to help out. There are a lot of youth who are struggling.” Darren would like the Elders’ Council to do more to help shape the healing journey for youth facing struggles with alcohol and drugs. This could include one-to-one mentoring, doing art with youth, and role modelling.

Darren observed that many residential school survivors and their children are growing up in neglect, without boundaries, and where drug and alcohol addiction are rampant. “There are so many kids who are just beyond our reach because of addiction. I am very grateful to my grandmother for teaching me the importance of avoiding drugs and alcohol. She always told me ‘if you drink you won’t amount to anything.’ I got into some trouble in my younger years, and was descending into an alcoholic fog, but I recently celebrated 34 years of sobriety.”

When asked about his hopes for the future, Darren said he would love to see his people happy, useful, and whole. “It occupies my mind a lot, how to heal our people—how to uncolonize our people who are beaten down. I would like to see young kids with tons of ambition and goals, with the belief that they can do whatever they want.”

Darren is married to MP Rachel Blaney and is the proud father of Rebecca, Johnnie, Henry, and Kai. “My kids amaze me every day. They know about the issues our earth and our people are facing, and how those struggles are impacting many First Nations people, and they are becoming leaders to create change.”

## Godfrey Wearne

Intensive Support and Supervision Program Worker



Intensive Support and Supervision Program (ISSP) worker Godfrey Wearne has been with the program since its beginnings 16 years ago. ISSP started as a pilot project in Nanaimo in 2000 when the Youth Criminal Justice Act came into being. The program helps youth on probation to develop healthier lifestyle choices.

“The Intensive Support and Supervision Program works with youth in the community and assists them in whatever areas they need—school, training, job search, life skills, mentorship, and connecting them to resources. My position provides a great opportunity to make a difference for young people and help them through a difficult patch in their lives,” said Godfrey.

Prior to starting with ISSP, Godfrey worked for the Salvation Army’s Wiseman House in Nanaimo for 10 years. Under the ISSP pilot project with the Ministry of Children and Family Development, workers provided service to various Vancouver Island communities from Nanaimo. Contracts were then awarded to community-based agencies to manage, including John Howard. In July 2016 Godfrey will reach his 15-year milestone of working for our agency.

His years with ISSP have given Godfrey great respect for the program. He feels that ISSP is a much better model for youth than the former halfway house approach.

“Being able to mentor youth in their own community makes a huge difference. We can connect them with healthy activities and social opportunities. We link them to all kinds of resources, including doctors, dentists, and housing if needed. Helping youth prepare for and attend appointments, and advocating for them with professionals is a big part of the job.”

ISSP can help youth address the socio-economic issues in their lives. “Halfway houses made youth comfortable for a while, but then they were released and thrown back into the problems that got them into trouble in the first place—such as poverty, drug use, crime, gangs, and peer pressure. ISSP allows us to assist youth in many areas while mentoring them in their own community.”

Godfrey has a Bachelor of Social Sciences and a Post Graduate Diploma in Industrial Relations, both from the University of Natal in South Africa. At the university he was student chairman of the YMCA. He has worked with many youth groups and camps over the years. After moving to Canada in 1985, Godfrey was a delegate to the Youth Synod of the Anglican Diocese of BC.

Working with youth who are experiencing challenges in their lives is a good fit for Godfrey. “Having lived under the Apartheid system and witnessing the social injustices in South Africa, I chose to leave and wanted to make a difference in my new country of choice.”

Godfrey has countless memories and highlights from his years with John Howard to date, including socializing with ISSP team members while at a conference in Victoria and at after work gatherings. He recalled the time Gérard Choquette and Kerry Hammell dressed up as elves at an ‘all staff day’ during the Christmas season.

Every part of the job has been a challenge at one time or another. “It’s what keeps it interesting and why I keep doing it. No two clients are the same. We are always trying to meet clients’ needs in the extraordinarily difficult situations that they are living in. We need to be creative when finding programs and services to connect clients with.”

Working with a team and having monthly meetings is helpful. “The challenge is to stay up to date with the latest training, and have many tools in your tool belt so you have things to try. What doesn’t work with one client might work with the next one.” As well, Godfrey has a strong spiritual belief. “It lets me know I am not in control of situations—I’m only a partner in change.”

Godfrey appreciates the other ISSP team members and their manager, Natalie Meredith, who “always has her staff’s backs.” Although the members may change, the team’s fun loving, wacky culture remains. Retired ISSP worker Gérard Choquette handed over to Godfrey the responsibility of keeping up the fun culture of the team. “Gérard’s shoes are big ones to fill.” Godfrey enjoys opportunities to connect with the wider John Howard team whenever possible.

Godfrey stressed the importance of taking care of yourself because then you can do the same for others. Enjoying what you do every day and having fun doing it will change your success rates. “That way you always win, even when what you try to achieve fails.”

# Donor Profile

## Margaret Spencer and Friends

Donors Supporting Youth



The work we do with children, youth, adults, and families at John Howard is greatly enhanced by the generosity of our donors. In Nanaimo, Margaret Spencer and her friends have been giving thoughtful donations at key times of the year for youth in the Intensive Support and Supervision Program (ISSP) for the past 10 years.

ISSP assists youth referred by probation to make positive lifestyle choices. Program workers help youth gain work experience and prepare for employment, access community supports, and participate in healthy social and recreational activities. Program budgets are always tight, and that is where donors like Margaret and her friends fill the gaps.

“I have been lucky enough to meet ISSP worker Godfrey Wearne and hear about the situations of the youth. Once you know, you have a choice to give and try to help a young person in need. I am not what most people think of as a rich lady but I think I am rich. We own our own house and we have an annual income of around \$22,000. I have more stuff than I can take care of, need, or want. When I hear of a young person being embarrassed to go to school because their shoes are duct taped together or I hear of a child who shares a coat with a sibling, I have to give,” said Margaret.

At Christmas, Margaret and her friends put together gift bags containing warm jackets and other clothing, movie and swim/skate/gym passes, bus tickets, calendars, and baking. At Easter they bring chocolates and other treats. When needed, they have supplied work boots, raincoats, and other clothing for youth who would have gone without. They purchase or make the donations themselves.

“Asking my friends to help has been one of the easiest things. Once they hear about the need they are so happy to help. Not one of us needs a new pair of shoes more

than a child with duct taped shoes in the winter,” Margaret said.

Godfrey and his co-workers call them ‘Margaret and her angels’ because they do so much for the youth in the program.

“They make our jobs much easier by donating exactly what the youth need at critical times of year. Margaret will call us and ask how many youth are currently in the program, their genders, and clothing sizes. Then she shows up with the items the youth need to be successful,” said Godfrey.

Godfrey pointed out that little things can make a world of difference to a youth who is struggling.

“It’s hard to do a job search when you are hungry. If we can give a youth a granola bar, when we take them out to meet employers it goes much better for them.”

The beginning of a new school year is an anxious time for youth. Many of the teens we serve live in poverty. This often means that new haircuts and supplies for going back to school are out of the question.

“Margaret and her angels give clothing, haircut certificates, and hygiene kits for going back to school. Our clients have a lot of problems getting these things because they don’t have the money for them. With these donations, they can present well at school. The big hurdle is getting to school on the first day,” said Godfrey.

Margaret remembers the sting of being a teenager without the perfect wardrobe.

“One year my mother bought me a pink and green plaid coat. She thought it was beautiful and I thought it was so embarrassing. I think we all have those thoughts but imagine not having anything new to start the school year EVER. My heart goes out to them. I try every year to give them something. We all have so much. Next time you try to decide which shoes to buy, think of a rainy fall day, a young person without much joy in his life, and a group of teenagers teasing him.”

John Howard greatly appreciates the kindness and care that Margaret Spencer and her friends consistently demonstrate towards youth in our Nanaimo program. Thank you for all that you do!

# KidStart Mentor Profile

## Vanessa Marshak

John Howard KidStart Mentor



When looking for a volunteer opportunity to be involved with as a pre-requisite for a program at North Island College, Vanessa Marshak heard about John Howard KidStart. She had worked with adults in a similar support program in

Ontario, and was interested in volunteering with kids.

Vanessa became a mentor three and a half years ago when she was matched with an 11-year-old girl. She and her mentee do many activities together, including going for bike rides and walks, playing games at the rec centre, cooking, and going out to eat. They also enjoy doing a variety of crafts, taking photos, and scrapbooking.

When asked what she enjoys about mentoring, Vanessa said she loves seeing life from a new perspective, being a part of someone's life that she would not normally be a part of, and sharing new experiences with someone else.

"I also really enjoy the slow process of being there for a youth and developing trust over time. It is very rewarding—for both of us. And I just love having fun with my mentee."

When asked about the challenges of mentoring, Vanessa said that sometimes schedules conflict, but she and her mentee check in the day before visits and make sure they can set an alternate time if something else has come up. They have talked about risky behaviours, but that has not been so much a challenge as a big step.

"We continue to discuss things, and I check in with my mentee about things mentioned in the past."

Vanessa is from Ontario and more recently lived in Whitehorse, Yukon Territory. She now lives in Courtenay. When Vanessa was growing up, her mother was her biggest inspiration, along with all the female relatives in the family.

"My mother also had many good friends who inspired me. One of her good friends ran the community care group

called C.O.P.E. in Ontario. My mother was a volunteer there for years."

Vanessa has worked in a variety of occupations, including the service industry, sound recording, theatre, carpentry, catering, and childcare. Mainly, she has worked in restaurants, both managing and serving.

When she looks at her own life, Vanessa realizes she always feels best when she is able to help someone else: bringing them joy, helping them through a tough time, or just watering their garden.

"I feel proud when I know I am living life to its fullest potential, and even more so when I can help someone else reach for that goal."

Vanessa's advice for someone who is considering becoming a mentor is to remember that all you really need to do is just be there.

"Then, be patient. You are not there to be their best friend and learn their secrets. You are there so they can count on you, be shown some fun new things, maybe do something they thought they never could!"

Vanessa said it is important to remember that you are not failing if your mentee does not share things with you right away, or laugh, or seem like they are having fun.

"It takes time. The commitment of being there for them, giving them that time, letting it all unfold . . . that is what it is all about. The moments when they laugh, or say thank you, or share a story with you . . . those are the extra gold. Be a mentor because you want that kid to have a better chance of finding those moments. And enjoy!"

## John Howard KidStart Needs You!

If you have three or more hours a week available and enjoy spending time with kids, consider becoming a KidStart mentor. No time to mentor but want to help out? Make a donation! KidStart depends entirely on donations, grants, and Province of BC—Gaming funds to continue helping vulnerable children and youth. Interested in signing up as a regular supporter? Become a KidStart Champion!

To find out more, call John Howard at 250-286-0611 in Campbell River, 250-338-7341 in the Comox Valley, or visit us online: [www.jhsni.bc.ca/kidstart](http://www.jhsni.bc.ca/kidstart)

# News from John Howard

## Spirit of John Howard Award

The Spirit of John Howard Award is presented at the society's annual general meeting. In 2015 the award recognized Alan Markwart, former Assistant Deputy Minister with the BC Ministry of Children and Family Development, for his extraordinary contributions to the youth justice system in British Columbia.

The award was presented to Alan by retired John Howard Executive Director Paul Barnett. Paul said that during his 26 years as Executive Director, two of the most significant "forces of goodness" were Alan Markwart and Tim Agg, recently retired PLEA Community Services Society Executive Director. Tim, who attended the AGM, stood at the front with Paul during the award presentation.

"Alan always had a vision for how to provide top rate services to the youth in challenging situations who we work with. It was largely through his and others' demands for high standards that John Howard got where it is today," said Paul.



*Paul Barnett (left) presenting the Spirit of John Howard Award to Alan Markwart (centre). Tim Agg (right) also expressed his appreciation to Alan for his contributions to the BC youth justice system.*

Alan has more than 40 years of experience in youth justice as a youth probation officer, director of a youth custody centre, policy director, national project leader and executive manager. He has published several academic articles and book chapters on youth justice and is recognized as a national expert in the field. In addition to being responsible for youth justice and forensic services as an assistant deputy minister, Alan also

had responsibility at various times for youth services, child and youth mental health services, services for special needs children, and childhood early development and childcare services.

Since retiring from his position in 2013, Alan has continued to work part-time as a consultant, adjunct professor with the School of Criminology at Simon Fraser University, and member of the BC Review Board. He is currently working on projects for BC's representative for children and youth.

On receiving the Spirit of John Howard Award, Alan said he was "very honoured, surprised, and pleased to accept it."

## Parent Support Group

Since January 2015, John Howard's Youth & Family Alcohol & Drug Counselling program has been offering a support group for parents in the Comox Valley. A total of 42 parents (10 couples and 22 single parents) participated over the past year. The group takes place weekly, except in the summer when it meets every two weeks.

Each evening session involves a breathing exercise, short meditation/relaxation, debrief of the past week's topic, and a new topic. The topics have included surviving crisis, stress and mental health, co-dependency, self-care, transitions from youth to adult, healthy boundaries, and recovery-what to expect. Snacks and tea are provided. In the past year, the group was supported by a \$500 grant from the Courtenay Drug Strategy Committee.

One parent commented: "I appreciate the breathing/mindfulness aspect of the evening, the informative/educational parts, as well as the camaraderie of conversing with other parents who are struggling to parent a child with substance abuse issues. This group has been most helpful for me to find my own path of parenting from a place of love and acceptance."

Another parent said, "The group is a fantastic SAFE place to bounce off ideas. I learn positive and productive ways to deal with stress. I can talk openly without being judged. It's encouraging to know that other parents care about their teens and that they are learning great parenting skills. It's a tremendous relief to meet others who are going through similar situations. I always leave group with less stress than when I arrived."

## New Kitchen at Beech Street



*Youth and staff cooking up a storm in the new kitchen at our Beech Street program space.*

We're cooking! John Howard's Beech Street program space in Campbell River has a brand new kitchen. Youth in the Full Time Attendance Programs (FTAP) and community programs now have the facility they need to learn how to prepare nutritious food, an important life skill. By taking cooking classes in the Beech Street kitchen, youth can also earn high school Foods credits towards graduation. Joanna Foster, Independent Living Worker, has used the space for community kitchen sessions with clients. "It's a fantastic, fully equipped kitchen," she commented. School District #72 provided funding for the appliances. John Howard would like to thank all those who gave valuable input to make our kitchen a success, especially Colleen Ross for designing the space.

## Work Experience for Adult Clients

John Howard's Adult Forensic Outreach program in the Comox Valley is offering participating clients the opportunity to help seniors with yard work that they are unable to do themselves. The projects to date have ranged from simple yard clean up to some major gardening tasks, including rebuilding beds and trimming shrubs and underbrush away from windows and houses. Clients have also cleaned gutters and helped rebuild arbours and grape trellises.

This work experience has provided the clients with a great sense of accomplishment. "You can visibly see the increase in self-esteem and joy this work has given them," said Kevin Broughton, adult forensic outreach worker.

"In the past, these clients have had difficulty finding work due to the challenges they face. The work they are doing

for seniors shows them and the community the valuable contribution they can make if given the chance."

## National John Howard Conference

A presentation by Angie Prescott, Full Time Attendance Programs (FTAP) manager, and Chris Bennett, FTAP clinical counsellor, at The John Howard Society of Canada conference was well received. Held in Vancouver in May 2016, the national conference explored several themes including Community Corrections: Improving Outcomes, Truth and Reconciliation Focus – Indigenous Relations, Contributions from those who have experienced the Criminal Justice System, and Corrections from the Inside: Update.

Presenting on Trauma-Responsive Practice in Youth Justice, Angie and Chris mapped out the evolution of The John Howard Society of North Island's FTAP from trauma-informed to trauma-responsive practice. They looked at the trends and challenges that motivated the changes to practice, and also provided an overview of the practice models and theoretical frameworks now being utilized. The presentation included time for discussion around next steps in meeting the complex needs of youth justice clients in therapeutic residential and day programs.

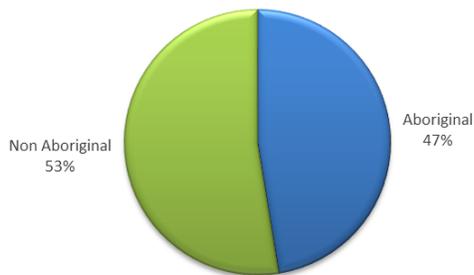
John Howard board member Kathi Camilleri also presented at the conference, facilitating the workshop 'Building Bridges Through Understanding the Village'. Participants found the workshop to be a very moving and powerful experience.



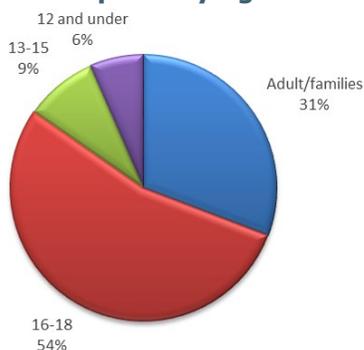
*Chris Bennett and Angie Prescott preparing for their presentation at the John Howard Society of Canada conference.*

# Youth and Family Programs

## Aboriginal/Non Aboriginal Participants



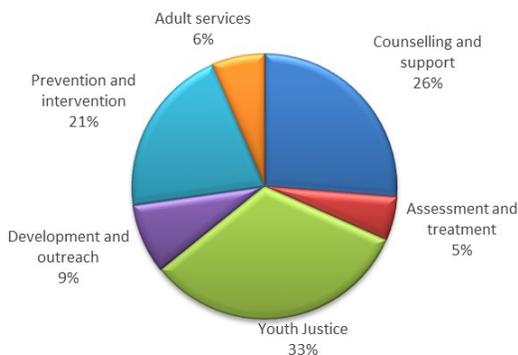
## Participants by Age



## Participants by Gender



## Service Utilization



## Assessment and Treatment

### Youth Forensic Psychiatric Services

**17** Comprehensive Psychological/Psychiatric assessments as ordered by the courts and **13** Psychological/Psychiatric assessments for youth probation officers were completed. **33** court and non-court ordered youth and their families received treatment.

## Counselling and Support

### Behavioural Consultants

The program supported **26** foster families in Campbell River. This included providing individualized support for foster parents, group training, and research on best practice. Training included the video series 'The Whole Brain Child,' the documentary 'How a People Live,' and a training session on 'Supporting Healthy Sexual Development.' Feedback received from foster parents included: "Thanks for all of your help and support, it was great to have you in our corner and to have your perspective. It was so much to try and deal with."

In the Comox Valley **56** foster families were supported. Referrals involved increased support for individual foster parents and transition support for new placements and new foster parents. **72%** of foster parents increased knowledge and skills, and accessed resources to provide for the children in their care. Staff also helped plan training for foster parents, social workers, and the community on 'Sensory Input and Feeding Ur Children,' 'Emotional Wellness and Self Care,' and 'The Whole Brain Child.'

### Youth/Parent Mediation

There were **40** families who participated in the program this year and an additional **50** people who received 'brief service.' The majority of families either self-referred or were referred by the school district. **94%** of people giving feedback said they would refer a friend or family member to the program if they needed support. Feedback included: "I feel better and happier. Kids at school are noticing me, I think because I am happier and that's because of all the stuff we have talked about here." And, "When I leave the counsellor's office I feel heard and understood, and I feel like a good enough parent."

### Independent Living

This past year **25** youth were clients of the program. **139** were provided with brief service support. Based on feedback collected, **100%** of the youth would recommend the service to family or friends; **100%** experienced improvement in developing a support system and accessing food and clothing; and **78%** felt their financial and housing situation had improved.

# Youth and Family Programs

## Barnett House

9 youth who were in need of transitional housing stayed at Barnett House this past year. 2 of the youth have been at Barnett House for one and a half years. 89% are aboriginal youth. 100% of youth who provided feedback said they would recommend Barnett House to family and friends. 80% indicated an improvement in school attendance and 90% felt their skills to live on their own had improved.

## 180 Degrees

10 youth developed individualized treatment goals to withdraw from drugs and alcohol, and 90% successfully completed their goals. 10 youth attended the supportive residential services program and 64% of the youth completed the program. 11 additional youth were supported to access other withdrawal programs on the Island. 90% of the youth identified that their risky behavior was reduced and 90% said that their emotional health had improved. 100% of the youth felt their caregivers supported them in reaching their recovery goals.

## Youth & Family Alcohol & Drug Counselling

There were 39 youth and 3 sets of parents who received one-to-one counselling in Campbell River this past year. The program also had approximately 50 brief service contacts and provided substance use information and awareness sessions at the Robron Alternate School. Feedback included: "It's so easy to talk with you, I don't feel judged and I am glad I decided to come." And, "I'm not sure what you said to my son, but he was in a really good mood today and said you really helped him. His anxiety appears to be reduced even in the home. Thank you."

98 young people received one-to-one counselling and numerous others participated in group sessions with our counsellors in the Comox Valley. 90% of youth said they had decreased their use of alcohol and drugs, and 76% indicated a reduced risk of harm in their lives related to alcohol and drug use.

## Youth and Family Counselling

32 young people received one-to-one service this past year in Gold River and Tahsis. There were an additional 45 brief service contacts. The program also assisted with a girls' group at the high school. 78% of the youth giving feedback felt school, family conflict, and their coping skills improved. Feedback included: "John Howard has offered me support in so many different areas (180 Degrees, Independent Living, and Youth & Family Alcohol

& Drug Counselling). Thanks for everything." And, "We appreciate the service you give our students and your flexibility to work with the school for timing and location of appointments. We've come to rely on you as the John Howard counsellor to help meet the mental health needs of our students. I've had nothing but positive feedback from the students you work with."

## Collaborative Planning

The program assisted with more than 160 meetings between families and social workers, providing neutral facilitation, working to maintain a collaborative atmosphere, and helping families understand and participate in the process. Feedback received from participants included: "Your facilitating style is really helpful. I feel safe and sure that things will stay on track."

## Development and Outreach

### Youth Outreach

There were 600 contacts with young people and 25 contacts with parents in Campbell River. Most of the youth contacts were for mental health/emotional support or practical/life skills support. The youth outreach worker connected with the Robron Alternate School, the Youth Clinic, and other area schools. She also assisted with Delaware Youth Drop In and spent time with youth in the 180 Degrees program. 94% of youth providing feedback felt their situation was better or much better, and 94% said they would refer a friend or family member to the program if they needed support.

51 youth received assistance with high risk behavior in the Comox Valley. 30% of outreach youth were connected with community supports, 15% were connected with employment or some other form of financial assistance, 13% were connected with resources to provide for immediate basic needs, and 9% were connected with mental health services and/or substance use services. 55% of youth in this program received regular support rather than short-term outreach services.

### Alcohol & Drug Prevention & Early Intervention

48 youth and families were provided with alcohol and drug prevention and/or early intervention. Of the feedback received, 61% indicated they had achieved their goals related to understanding and strategizing to improve overall health (physical, emotional, and mental health). A girls' group was held in the summer to develop alternative healthy activities and lifestyle choices. 82% of the girls shared that the group helped with their anxiety

# Youth, Family, & Adult Programs

and depression, and increased their confidence. A peer support group was also held. **100%** of the youth who participated said they increased their knowledge about mental health resources.

## Prevention and Intervention

### Child and Youth Mental Health Outreach

**14** families whose children and youth were identified as “high risk” were provided with intensive intervention strategies through interagency coordination in the Comox Valley. **100%** of the families submitting feedback reported a decrease in crisis in the family, and **75%** felt that there was an improvement in family relationships. One parent gave this feedback about the worker: “I want to tell you that you make a difference and I know there are children who are growing up better because of you.”

### KidStart

There were **44** matches in Campbell River over the course of this past year and mentors volunteered **5,950** hours. Feedback included: “My son is doing so much better. I’ve seen such a change and that is so amazing. I can see it is linked to his mentor and what they do together.” And, “The program is a big help to students. There is such a positive difference in them when they have a mentor. Sad the program doesn’t receive core funding so it could be expanded.”

**32** mentees were matched with mentors in the Comox Valley who volunteered **5,420** hours. From the feedback we received, **80%** said they were doing better in school, **85%** felt they had increased connections with peers and friends, and **80%** believed their relationships with family had improved.

## Youth Justice

### Intensive Support and Supervision

There were **112** clients, on average, in the program this year. Clients are in program an average of **275** days. Of the discharged clients, **85%** successfully completed the program with no new charges. **75%** of discharged clients who were supported in the community did not have to go to custody. More than **70%** of clients reported that transportation and having someone to talk to were the most helpful aspect of the service, while **60%** of clients indicated recreation, employment related activities, food, and reminders were also helpful. Clients gave the following feedback: “Thanks for going the extra mile to make sure I was where I needed to be,” “Too bad I

couldn’t work with my worker after probation,” and “My worker is the best support worker I have ever had.”

### 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. **56%** of the youth successfully graduated. When asked to identify the most helpful thing in the program, youth said: “Opening me up to new activities; the counselling and motivation to do better; going to the gym regularly; staff being able to tolerate my swearing and unnecessarily vulgar humour; and support from staff, caregivers, and everyone else.” **100%** of youth who completed final satisfaction surveys indicated that they felt they had benefited from the program, had been involved in setting their own goals, and had achieved what they wanted while in the program.

### Youth Justice Homes

**4** youth resided in youth justice community homes while attending treatment programs and one-to-one counselling with the Youth Forensic Outpatient Clinic. Of the **3** youth discharged, **2** youth graduated after completing the program and **1** was exited.

### Bail Bed

Over the course of the year, **4** youth, **1** female and **3** males, occupied the Youth Justice Bail Bed in Courtenay. Of the youth who utilized this service, **100%** fulfilled their court order to reside where directed until they returned home to family or to another living arrangement.

### Youth Justice Family Support

**7** youth and families referred by local youth probation officers received support and counselling. Of the youth providing feedback, **100%** had no further youth justice involvement while receiving this support.

## Adult Programs

### Adult Forensic Outreach

**12** adults were provided outreach support in the Comox Valley and Campbell River. **2** of the adults resided in John Howard’s subsidized apartment during this time period. Clients reported that their daily lives are much improved due to the worker helping them with things like acquiring house insurance, fixing household items, accessing the dentist, getting cable, and shopping for groceries. **4** participants are gaining casual employment through doing yard work for seniors, a service set up by the worker in the Comox Valley. **100%** of the clients who provided feedback felt they are better able to handle



# Community Donations and Fundraising

## Community Donations and Fundraising

### John Howard KidStart Champions

Children and youth are supported to participate in John Howard KidStart thanks to our KidStart Champion monthly donors. Champions can be individuals, families, or groups who pool small contributions to make a larger monthly donation. We greatly appreciate their support.

**Gold (\$100/month):** Altrusa International of Campbell River, anonymous group, Balfe/Somers Wealth Management of RBC Dominion Securities, Campbell River City Hall employee group, CEP Chinook Local #630 (2 sponsorships), Colleen Ross, Curtis Wright, Fraternal Order of Eagles #3097 Ladies Auxiliary, Jay Havelaar and Leanne Wood, Judith Hayes, Judy Storr, Moeller Matthews Chartered Professional Accountants, Sandra Allen-Investors Group, Southgate Middle School, Wendy Richardson, Willow Point Lions (2 sponsorships), Young Professionals of Campbell River (2 sponsorships).

**Silver (\$50/month):** Alan Storr, anonymous group, Cory Evans, David Frisch, Florence Robertson, Kathi Camilleri, Lori McKeown, Terry Moist and Patricia Trasolini.

**Bronze (\$25/month):** Busy B's Glass, Colin Brownlee, Comox Valley Monarch Lions Club, Dr. Kerry Baerg, Kira Neumann, Leigh Simms, Mary Catherine Williams, RBC/Peter Phillips, Tanya Storr, Tara Jordan.

### Clothing Bin

Our KidStart clothing donations bin is located in front of our Courtenay office at 1455 Cliffe Avenue. We sell the donated clothing, fabric, and shoes to Value Village via a partnership with Big Brothers Big Sisters (BBBS) in Victoria. Kuddles Children's Consignment and many individual donors contributed to the used clothing fundraiser. The bin raised **\$1,364** in the past fiscal year.

### Giving Tuesday

John Howard's third annual Giving Tuesday campaign on December 1, 2015, brought in **\$1,100** for KidStart. Our campaign included a matching donations day at Healthyway Natural Foods in Campbell River that raised **\$890**; an online campaign via Facebook, Twitter, and e-mail; and direct mail to local businesses.

### Burger and Beverage Night

We held a very successful burger and beverage night for John Howard KidStart at Campbell River White Spot in March 2016. This fundraiser brought in **\$1,280**. Our thanks goes to all who donated door prizes and the **120** people who came out to support the event.

### Other KidStart Fundraisers

John Howard KidStart benefitted from a number of fundraisers over the past year. Grocery bagging by

volunteers at Superstore brought in **\$940**. A hot dog sale at Save On Foods raised **\$316**. Campbell River Salmon Festival, River City Arts Fest, and Lunch in the Square attendees made donations totaling **\$279**. Campbell River Boston Pizza contributed **\$132** from their Earnback program. When customers write "John Howard" or "KidStart" on the back of their bill, **10%** of the amount they spent goes to the program. At her fifth birthday party, Grace Collins raised **\$110** by asking her friends and family to donate to KidStart instead of bringing her a gift. Mudsharks Coffee Bar in Courtenay collected donations over the month of November. Erin Gill held an Epicure fundraiser. Western Financial Group held a hot dog sale and a Walk for the Cause. We are very grateful to all who raise funds for John Howard KidStart.



*A birthday donation to KidStart.  
(L-R) Steve Ayers and Grace Collins.*

### Other KidStart Donors

John Howard KidStart had a successful year of fundraising and we were able to break even for the first time. This was due in part to some very generous donations from individuals and businesses this year. B. MacLeod gave **\$10,000**. An anonymous donor contributed **\$1,000**. Other donations included **\$300** from William Marks, **\$250** from Playtime Gaming in Courtenay, **\$210** from Scott Kilby, and **\$105** from Vancouver Island InsuranceCentres staff.

KidStart benefits greatly from businesses and organizations who provide free or discounted admissions and gift certificates so that mentors and mentees can enjoy recreational activities. In the past year these included Campbell River Kinsmen and VIP Productions for giving **50** tickets to the Seeing is Believing Magic Show, Mudsharks Coffee Bar for contributing **25** tickets to the outdoor skating rink in Courtenay, Mount Washington Alpine Resort for **45** free snow tubing tickets for mentees and **10** discounted tickets for mentors, Laurie Tinkler School of Dance and Triple Heat Dance for donating recital tickets, and Landmark Cinemas 5 Campbell River for giving 2-for-1 movie passes.

# Community Donations and Fundraising

My Tech Guys donated a repurposed laptop to a 14-year-old KidStart mentee. Simon Philp gave restaurant gift cards with a total value of **\$165**. Thank you also to those who made donations to honour a friend or family member for their birthday or Christmas.

## Employee Giving

John Howard's Employee Giving Program, which allows employees to donate via a small payroll deduction, raised **\$5,412**. These funds went to John Howard 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 emergency groceries, clothing, dental treatments, fees for I.D., travel expenses for medical tests, and healthy recreational activities.

## Camp Sponsorships

An anonymous group paid **\$1,086** for **3** teen girls to attend Camp Bob's 3-week Campfire Leadership Training.

## Christmas Giving

Courtenay Sears put up a Tree of Wishes for children in KidStart and other John Howard programs. In total, **16** children ages 0-19 received gifts. In Campbell River **58** children and youth in John Howard programs received gifts through the Angel Tree project, including **6** bikes from Swicked Cycles. The Shoebox Project provided **10** boxes of personal care items valued at **\$50** each for women in our Homeless Prevention and Outreach Program. Youth in the Nanaimo Intensive Support and Supervision Program received shoes, coats, haircut certificates, movie and skate/swim/gym passes, and other gifts from Margaret Spencer and friends.

## Delaware Youth Drop In

Delaware provided a nutritious hot breakfast and connections to community resources five mornings per week for street involved youth. Campbell River Family Services contributed **\$100/month** of groceries to the program and Thrifty Foods gave **\$500** in groceries. The Home Depot Campbell River donated **\$300** in grocery cards. Campbell River Food Bank Society provided a monthly food basket. Nursing students from Discovery Community College donated the proceeds of a bake sale. Warehouse One – The Jean Store and New-2-U Consignment gave regular clothing donations. Christmas was made brighter for the youth, thanks to donations for a feast at Delaware. Businesses and individuals contributed food, gifts, knitted hats, gift certificates, and prizes. John Howard operated Delaware in partnership with Campbell River Family Services, Campbell River Literacy Now, and Aids Vancouver Island.

## Permissive Tax Exemptions

The City of Campbell River provided permissive exemptions from taxation for **3** of our facilities: Barnett House, 10th Avenue administration building, and our leased Beech Street program space.

## Youth for Seniors

Youth gained work experience by doing yard work and other tasks for seniors in summer 2015. The project received donations from appreciative seniors.



*Thanking a youth for a job well done.*

## Other Donations

John Howard staff received a Young Adult Outreach Scholarship valued at **\$520** to take SMART Recovery training. Thank you to the Cagna family for giving **\$500** to the Kevin Cagna Memorial Fund. Karmas Collectibles gave gift certificates to our Comox Valley programs with a total value of **\$400**. Our summer groups for youth in the Comox Valley received **\$250** from Thrifty Foods and **\$100** from Quality Foods in groceries. We appreciate General Paint's donation of **7** gallons of product for our Courtenay office renovation. Symantec donated Symantec Endpoint Protection (for **1** Endpoint). Quality Foods in Campbell River's Merecroft Village enables customers to donate their points to our charity Q Card account under "John Howard Society." Ocean Mountain Yoga provided free classes for youth. Flow Yoga donated the proceeds from a yoga fundraiser. Video Works gave complimentary rentals. Thank you to all the donors who contribute items for youth living independently.

John Howard greatly appreciates the media in the communities we serve for publicizing our press releases free of charge. We thank all those who are helping us promote our services by following us on Facebook and Twitter. Our heartfelt gratitude goes to the many individuals, businesses, and groups who made donations to support programs at John Howard. Your generosity makes a world of difference!

# Communications Committee, Awards

## Communications Committee



*John Howard's Communications Committee:  
(L-R) Tanya Storr, Alisha McLain, Colleen Ross,  
Charlie Begg, and Wendy Richardson.*

Communicating effectively and getting the word out about how we can help children, youth, families, and adults is very important to John Howard. With this in mind, our Communications Committee set to work on some key tasks this year. With guidance from our board of directors and working closely with our Social Media Committee, the Communications Committee developed a new brand and logos for our agency. 'The John Howard Society of North Island' is a bit of a mouthful, and so is the acronym 'JHSNI.' Where possible, we are substituting 'John Howard' instead.

Committee members took a close look at all our program names and shortened or altered some to better reflect how the programs help clients. They wrote short descriptors to accompany program names in our promotional materials, including on our new website. Committee members worked on a style theme for John Howard documents with the goal of maintaining a consistent, professional look. Currently, the committee is developing a brand and style guide for the agency.

## Kindness and Compassion Awards

The John Howard Awards for Kindness and Compassion are one of our agency's newest initiatives. These awards are given out twice a year to projects or activities that promote kindness and/or compassion. The awards are open to students in School Districts #71, #72, and #84. Projects or activities can be done by individuals, small groups, classes, or entire schools. We gave out **8** awards in November and **4** awards in May.

One of the winners was the Grade 2/3 class at Royston Elementary. As part of a yearlong kindness project, the class set a goal of performing **2,000** acts of kindness from

January 1 to the end of the school year. The students ended up surpassing their goal and performing more than **3,000** acts of kindness. Examples of student activities included writing thank you notes for things they appreciate, and making a poster to encourage others to "be kind to people who are different from you." Their teacher, Kathi Sirrs, said the John Howard Awards for Kindness and Compassion helped to inspire her pupils.

"We had our School Review last week and two of my students presented our yearlong kindness project to the senior management and the trustees of our school district. The students did an amazing job impressing and inspiring our guests with all the acts of kindness they have undertaken this year. It is such a treat to see the students recognizing the importance of the expression 'if you can be anything . . . be kind.' They have been living this motto all year long and have come to the realization that kindness really does make a difference in this world. Please pass along my appreciation and gratitude to the organizers of the John Howard Awards for Kindness and Compassion. Your organization has been instrumental in helping my students become kinder and more caring individuals who have definitely made this world a better place."

## Practicum Student Success



*Tera Cooper*

While she was a student in North Island College's Social Service program, Tera Cooper completed a practicum for a quantitative research project at John Howard in 2014 and 2015. This project was made possible through a research partnership with North Island College (NIC), McCreary Centre Society, and John Howard. The project explored how youth identify, set, and achieve their goals while living in John Howard's supportive and independent living programs. Tera completed a reviewed research paper and a poster that she presented to John Howard. Looking back on the research she accomplished during her practicum placements, Tera said: "Without the help of John Howard, NIC, and McCreary, I know my passion for assisting youth would not have been realized or experienced." Tera was awarded the Lieutenant Governor's medal at her graduation in June 2015. This award goes to a student who has not only excelled in their studies, but has also contributed in a positive way to the life of the college or the community. Tera is now enrolled in the Bachelor of Social Work program at the University of Victoria.

## 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:

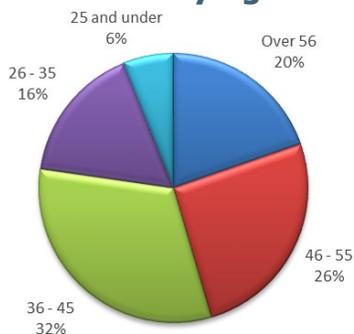
Amanda Adams  
 Kristy Almond  
 Lauma Avens  
 Steve Ayers  
 Elaine Bakstad  
 Mylah Beckton  
 Charlie Begg  
 Chris Bennett  
 Chris Bouey  
 Sherry Breckon  
 Kevin Broughton  
 Kate Cairnie  
 Jordan Campbell  
 Heather Cowper  
 Kelsey Creviston  
 Diane Daigle  
 Dawn Day  
 Sarah Day  
 C-Ann Deraiche

Ryan Derry  
 Jenn Errico  
 Nici Ethelston  
 Anny Finnegan  
 Gary Fort  
 Joanna Foster  
 Michelle Giles  
 Kalli Gordon  
 Debbie Grant  
 Kerry Hammell  
 Judith Hayes  
 Kirsten Hess  
 Laura Honey  
 Jeremy Hook  
 Sarah Jarvinen  
 Bryanne Johnson  
 Tara Jordan  
 Peter Kinskofer  
 Rosita Kitto

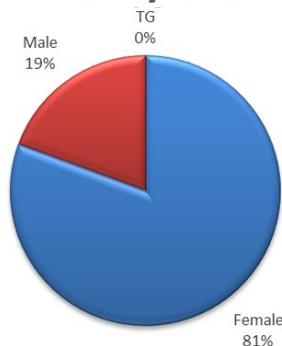
Rebecca LaFleur  
 Lane Litke  
 Anne Logan  
 Vicki Luckman  
 Kyla May  
 Leanne McIntee  
 Lori McKeown  
 Nicole McKeown  
 Alisha McLain  
 Laura McLaren  
 Natalie Meredith  
 Wendy Morin  
 Tricia Murphy  
 Dawn Marie Nicholls  
 Lisa Nightingale  
 Sadie Ostler  
 Brittany Palmer  
 Joanne Petersen  
 Wes Piasecki

Angie Prescott  
 Wendy Richardson  
 Amanda Ridgway  
 Colleen Ross  
 Mark Ross  
 Leigh Simms  
 Erika Sterritt  
 Petra Stewart  
 Tanya Storr  
 Laura Swinton  
 Jayne Sylvester  
 Mark Tazumi  
 Thanh Tazumi  
 Wendy Thurlborn  
 Godfrey Wearne  
 Mary Catherine Williams  
 Richard Williams  
 Jennifer Williamson

**Staff by Age**



**Staff by Gender**



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

## Practicum Students

Campbell River Community Programs hosted two practicum students over the past year. One was from the Family and Community Counselling program at Native Education College in Vancouver. This student completed **300** hours shadowing sessions in the Youth & Family Alcohol & Drug Counselling program, focusing on work with First Nations youth. The second student was from Discovery Community College in Campbell River. She completed **75** hours, primarily assisting at Delaware Youth Drop In. Comox Valley Community Programs hosted three practicum students. One was from the Human Services program at North Island College. She completed **210** practicum hours with the Youth & Family Alcohol & Drug Counselling program. The second student

was from the School of Social Work at the University of Victoria. She spent **350** hours with the Youth Outreach and Youth & Family Alcohol & Drug Counselling programs. This student developed two education resources for our programs: 'Internet Safety and Awareness' PowerPoint presentation and brochure (presented to our KidStart mentors) and 'Sexual Assault and Relatable Issues' PowerPoint presentation geared towards youth. A third student, who is completing a Bachelor of Social Work at Vancouver Island University, fulfilled a practicum of **350** hours with Youth Outreach. One of our Comox Valley practicum students is now a respite caregiver for John Howard programs.

# Auditor's Report



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admin@moellermatthews.ca  
www.moellermatthews.ca

Kent A. Moeller, CPA, CA\*  
Kyle E. Matthews, CPA, CA\*  
\* 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, 2016 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, 2016 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 27, 2016

  
CHARTERED PROFESSIONAL ACCOUNTANTS

# Financial Statements

## STATEMENT OF FINANCIAL POSITION

March 31, 2016

	<u>2016</u>	<u>2015</u>
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash	852,860	532,872
Cash - restricted	45,632	208,940
Accounts receivable	39,177	45,126
Prepaid expenses	<u>29,287</u>	<u>29,269</u>
	966,956	816,207
Investments	2,900	2,900
Property And Equipment	<u>1,391,036</u>	<u>1,433,319</u>
	<u>2,360,892</u>	<u>2,252,426</u>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts payable	94,498	114,547
Wages and benefits payable	188,074	153,397
Deferred Revenue	91,364	81,074
Current portion of long term debt	<u>16,265</u>	<u>14,519</u>
	390,201	363,537
Long Term Debt	<u>419,215</u>	<u>435,481</u>
	<u>809,416</u>	<u>799,018</u>
<b>NET ASSETS</b>		
Equity In Property And Equipment	955,555	983,319
Externally Restricted	175,730	175,676
Internally Restricted	32,129	33,264
Unrestricted	<u>388,062</u>	<u>261,149</u>
	<u>1,551,476</u>	<u>1,453,408</u>
	<u>2,360,892</u>	<u>2,252,426</u>

Audited financial statements are available on request.



## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2016

	<u>2016</u>	<u>2015</u>
	\$	\$
<b>Expenditure</b>		
Wages And Benefits		
Wages	2,391,325	2,282,825
Benefits	644,035	668,480
Client Support Costs		
Client activities	1,979	21,148
Clinical supervision/contract fees	66,117	43,008
Family payments	398,199	371,494
Supplies and program materials	117,699	175,769
Program Support		
Contract fees	---	39,258
Telephone	44,150	41,837
Training and development	14,766	24,494
Travel and accommodation	119,363	99,666
Unrecoverable Goods and Services Tax	---	32,883
Program Administrative Support		
Advertising	40	3,949
Community relations	---	19,580
Insurance	13,193	11,815
Interest and bank charges	14,124	---
Professional fees	15,182	14,065
Facility Expense		
Amortization	86,411	84,565
Maintenance and repairs	35,667	41,214
Rent	249,731	228,333
Utilities	<u>24,815</u>	<u>20,330</u>
	<u>4,236,796</u>	<u>4,224,713</u>
<b>Funding</b>		
Ministry of Children and Family Development	3,126,418	3,047,202
Unearned Revenue	(12,667)	(4,365)
Vancouver Island Health Authority	727,140	722,320
Rent	74,291	46,172
Ministry of Health	39,765	15,496
Miscellaneous	28,762	165,787
Community Living BC	94,558	109,743
Donations & fundraising	123,697	87,364
Gaming proceeds	46,700	50,836
BC Housing	<u>86,200</u>	<u>---</u>
	<u>4,334,864</u>	<u>4,240,555</u>
<b>Excess Of Revenue Over Expenditure</b>	<u>98,068</u>	<u>15,842</u>

## Make A Difference!

The John Howard Society of North Island encourages and welcomes donations to support our work in building 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 John Howard's initiatives that currently need support are the KidStart Mentoring Program and the Youth Enhancement Fund.

John Howard 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. KidStart relies on donations, grants, monthly sponsors (KidStart Champions), and the Province of BC—Gaming funds.



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.

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.

Please send your donation 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) Your donation will be processed by Canada Helps, a safe 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)