

# JohnHoward

The John Howard Society of North Island



2023-2024  
Annual Report

· Building Safer and  
Healthier Communities ·

# Annual Report 2023-2024

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*On the cover: Cedar bracelets made by members of our 2SLGBTQIA+ groups with Elder Gina Hunt.*

## Our Mission

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



*'Sometimes We Need to Look Up' photo by Chris Cullen*

## 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.

## Who We Are

John Howard has served community justice and social services needs on northern Vancouver Island for 57 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 13 locations:

- Campbell River Community Programs/Foundry
- Comox Valley Community Programs/Foundry
- Beech Street, Campbell River
- The Junction, The Station, and Barnett House
- Parksville Youth Justice
- Nanaimo Youth Justice
- Port Alberni Youth Justice
- Port Hardy Youth Justice
- Duncan Youth Justice
- Robron Centre, Campbell River
- Gold River and Tahsis

John Howard programs are situated in the unceded territories of the Kwakwaka'wakw, Laich-kwil-tach, Nuuchahnulth, and Coast Salish peoples. We have a First Nations Elders' Council to advise the agency on matters relating to culture and inclusion. The Elders help to support culturally appropriate programming.

## Our Team



**119** employees



**10** family carehomes



**60** volunteers

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## Our Clients

In the past year, we served **3,734** individuals.

We also provided brief service to **1,912** additional individuals.

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## Those participating in our services are:



**36%**  
male



**47%**  
female



**17%**  
trans/non-binary

**26%**  
**Indigenous**

*Our statistical representation in these categories is based on self-identification by persons served.*

## President's Report



*Jay Havelaar*

Our last year has been another one of change, both in terms of leadership and programming.

I am pleased to announce that our IT systems have been fully restored since the hack in the spring of 2023. Following the recommendations of specialists in the field, we have upgraded our security and information management systems, drastically reducing the chances of a future attack. I am especially pleased that we did not pay one penny of the demanded ransom to the criminals who attacked our system.

After running The Junction supportive housing building in Courtenay for the past five years, we made the difficult decision not

to renew our contract with BC Housing. This will enable us to concentrate our resources on the areas in which we truly excel: the delivery of programming to youth and families. Our staff have done an exceptional job of aiding the transition of The Junction to a new operator, and despite the challenges we have faced in running the facility, I am very proud of our hardworking staff who took on this difficult project.

Following a successful year as executive director, Natalie Meredith resigned to pursue other opportunities. We are grateful to Natalie for all her years of service to John Howard, including many years on the leadership team, and wish her the best in the future.

We are incredibly fortunate that our recently retired director of finance, Colleen Ross, agreed to step in as interim executive director following Natalie's departure, giving us time to engage in a comprehensive and successful recruitment campaign for a new ED. Colleen's steady hand and guidance led us through the ED search, the aftermath of last year's IT hack, and changes to our programming. The board is

incredibly grateful to Colleen for her leadership over the past year.

Our new ED, Tyler Fainstat, has already shown us that he possesses exceptional leadership qualities, and I am fully confident that he will continue the agency's legacy of outstanding achievements from the ED position.



*Tyler Fainstat*

Tyler comes to us from Ottawa, where he was ED of the local John Howard Society, having previously worked all over the world with Doctors without Borders. I wish Tyler every success in his new position, and I hope that he and his family will enjoy living on Vancouver Island as much as I do. We are looking forward to working with Tyler.

A handwritten signature in blue ink, appearing to read 'Jay Havelaar'.



## Executive Director's Report



*Colleen Ross*

### New Challenges

We thank Natalie Meredith for her many years of commitment and exceptional contributions to the agency. Over her 24 years working in many programs and roles, including program manager and executive director, Natalie developed meaningful relationships with staff and was a valued member of the management team. In November 2023 Natalie resigned as executive director, with a legacy of important accomplishments including the development of The Junction. We wish Natalie all the best in the future.

I was honored to be asked by the board to be interim executive director while the board selection committee, in conjunction with PFM Executive Search, conducted a very thorough recruitment process for a new executive director. Tyler Fainstat was appointed as our new executive director effective August 1, 2024. Tyler was executive director of the John Howard Society of Ottawa for the past eight years and prior to that was ED of the John Howard Society of Kingston for three years. Tyler has a Master's in International Relations and Economics from the London School of Economics and a BA (Hons) in Political Studies from Trent University.

Tyler's application impressed us immediately, and subsequent interviews and informal discussions with him confirmed our initial impressions. He is strongly committed to the work of John Howard, understands the needs of our clients, and has a collaborative, kind, and inclusive management style with strong administrative skills. His enthusiasm, skills, and values will

benefit us and the wider community.

### Responding to Emerging Needs and Opportunities

In May 2023 our network was attacked by hackers demanding a ransom. Although this was massively disruptive, we have rebuilt our systems more securely. We hired Mandiant, global experts in cyber incident response services, to guide us through the entire remediation process. Mandiant conducted a forensic scan of our servers to determine the extent of the attack, and identified which files were possibly breached. We compiled a list of affected individuals and engaged Equifax to implement the notification process of the data breach and to provide credit monitoring services for one year. We also engaged one of the largest legal firms in the country, Fasken, to ensure that we met our legal obligations.

Mandiant worked with our systems and network administrator, James Simon, as he restored or rebuilt all agency servers. The accounting team (Kevin Meier, Michelle Steininger,

## Executive Director's Report

Angie Nunn, and Colleen Ross) worked through July and August to re-enter over 35,000 source documents to complete the entire accounting for the fiscal year, so it would be ready for the AGM in September and to meet our reporting requirements. Going forward, the board and management team are committed to improving IT security. We are increasing the budgets for maintaining and improving systems, and exploring and installing new technology. Security is a strong focus.

### Stabilizing Operations

After much thought and discussion, our board of directors made the difficult decision to cease operating The Junction adult supportive housing by August 2024. BC Housing will seek a new non-profit operator through a competitive process. We are committed to working with BC Housing to transition operations and keep residents and neighbours informed. No residents will be displaced as a result of the change. Current staff will have options during the transition, including the opportunity to participate in a

priority hiring process once a new service provider is chosen.

Our staff team at The Junction has worked very hard in challenging circumstances and we are grateful for their dedication and efforts. The decision to not renew the contract is mainly based on the large amount of resources it takes to operate The Junction from various John Howard departments, and the impacts this has on other programming. Unlike John Howard, other service providers that operate similar programs have “economies of scale” that make it more feasible to maintain this type of contract.

### Strengthening Services and Staff

During the past year, we transitioned our public website, staff website, onboarding and training, room bookings, and donor management to cloud-based infrastructure. Fortunately, most of this work had been done prior to the cyberattack, and having these systems intact was very helpful as we rebuilt the rest of our infrastructure. One of the benefits of cloud-based systems is that staff can work and train off-site as needed.

### Conclusion

I could not have taken on the role of interim executive director without the support of the management team. The invaluable combined knowledge of Angie Prescott, Alisha McLain, Kevin Meier, Chris Bennett, Tanya Storr, Katie MacLaurin, and Joanna



*John Howard management team with Wendy Richardson, February 2024.*

Foster will serve John Howard well in the future. We've learned over the past few years that it can be really difficult to leave the John Howard “Family”. Over the past year we have seen the return of many old faces to our work sites, including Wendy Richardson and Lori McKeown, who both came out of retirement to support the organization in the absence of a long-term executive director. Thank you to all who have made a difference this year!

A handwritten signature in blue ink, likely belonging to the interim executive director, is located at the bottom right of the page.

# News from John Howard

## 2SLGBTQIA+ Groups



Last summer, our weekly 2SLGBTQIA+ youth groups at Foundry Campbell River learned the traditional practice of

cedar weaving from Elder in Residence Gina Hunt, through a partnership with Sasamans Society. Youth made cedar roses and bracelets, working outdoors in a nearby park with Gina. Some of the discussions that came up centred around the varying cultural connections and traditions in the participants' lives, connections to nature, and how spending time outdoors can be grounding and healing during challenging life experiences.

At Foundry Comox Valley, the Queer Space youth group also met weekly for support, social connection, and recreation. They did a group painting project, tie dye, baking, and much more. One youth said, "When I'm there I feel like I can just be myself." Another said, "Queer Space is where I met my friends."

## Spirit of John Howard Award

The Spirit of John Howard Award recognizes individuals who make a major contribution to the people we serve, our communities, and our agency. Last year the Spirit of John Howard Award went to retired Executive Director Wendy Richardson and retired Director of Finance Colleen Ross.



*Colleen Ross and Wendy Richardson with their Spirit of John Howard Awards.*

Jay Havelaar, board president, presented the award, saying Wendy and Colleen's dedication and vision have played a huge role in making The John Howard Society of North Island the vibrant and well-respected agency it is today. Thank you, both, for all you've done for John Howard!

## Accessibility Grant

We appreciate feedback about our services and facilities, and strive to make improvements based on what we hear. This past year we received feedback from clients, staff, and Elders that our washroom doors at our Foundry Campbell River and Foundry Comox Valley centres were very heavy and difficult to open for people with mobility issues. We were fortunate to receive a grant from the Enabling Accessibility Fund to rectify this situation, and had push button automatic door openers installed at both Foundry centres. This project has made our Foundry locations more accessible to people with disabilities.



*This project is funded in part by the Government of Canada's*



# JohnHoward KidStart

**KidStart** matches volunteer adult mentors with children and youth ages 6-12 who could benefit from building a positive relationship with a buddy, getting out in the community, and having fun. Many of these relationships continue into the teen years, helping young people grow, thrive, and connect with the community they call home.

**A Snapshot:** In the past year, **57** mentees were matched with mentors who volunteered **3,591** hours.

## Areas Served

Campbell River  
Comox Valley  
Denman Island  
Quadra Island

## Portion of John Howard budget:

**1%**

## Frontline Staff

**2** part-time employees

**53** volunteers

**KidStart is funded entirely through grants, donations, and Gaming funds.**

## KidStart participants are:



**56%**  
males  
32



**40%**  
females  
23



**4%**  
trans/non-binary  
2

**58%**  
Indigenous  
33

## From the families and mentors who gave feedback this year:

97% said KidStart increased their child/mentee’s self-confidence.

100% said KidStart had a positive impact on their child/mentee’s life.

*“This program creates meaningful change and promotes resilience for the mentees, families, and mentors involved.” – Mentor*

*“My son’s mentor was amazing—really helpful and encouraging.” – Mom*



# Supports to Families

Our **Behavioural Support** and **Youth and Family Conflict Resolution** programs provide the support families and caregivers need when they are facing challenges.

**A Snapshot: 105** families participated in one or more of our support programs.

The Youth and Family Conflict Resolution program served **66** people (youth, adults, and families) over the past year.



## Families who participated are:

**14%**

**Indigenous**

**15** (self-identified)

## Areas Served

Campbell River  
Comox Valley

## Portion of John Howard budget:

**1%**

## Frontline Staff

**1** full-time employee

**1** part-time employee

The Behavioural Support program focuses on education and support for MCFD caregivers. One of the greatest strengths of this program is its flexibility in meeting the needs of the clients. This includes the ability to meet caregivers one-to-one and/or in small groups for training, socializing, and support in a confidential setting.

Feedback from a Behavioural Support program participant:  
*“I appreciate you so much. Thank you for helping me in my own communication and behaviour modification in support of the kids.”*

Feedback from a Youth and Family Conflict Resolution program participant:  
*“I really liked working with you. It was very helpful. You helped me to realize that I really want to resolve things with my Mom.”*



Our **Youth to Adult Transition (YTAT), Collaborative Planning, Barnett House,** and **The Station** programs provide housing and/or life skills support for youth.

**A Snapshot:** In the past year, **113** youth received support from our transition to adulthood programs.

**Areas Served**

Campbell River  
Comox Valley

**Portion of John  
Howard budget:**


**8%**


**Frontline Staff**


**3** full-time  
employees

**3** part-time  
employees

**YTAT, Collaborative Planning, Barnett House, and The Station  
participants are:**

 **41%**  
males  
47

 **50%**  
females  
56

 **9%**  
trans/non-binary  
10

**40%**  
Indigenous  
45

**From the clients who gave feedback this year:**

*“This has been a very good  
learning experience for me,  
living alone for the first time  
and with your support.” –  
Barnett House resident*

*“The Collaborative Planning  
program is truly youth  
centred and client driven. It’s  
also very strengths focused.”  
– community partner*

# Youth Transition to Adulthood

## The Station

The Station offers supportive, transitional youth housing in Courtenay for young people. The program accepts referrals for youth ages 16-22. A total of nine young people participated in the Youth Transitional Housing program at The Station over the past year. The average length of stay was 230 days, while the longest was 477 days. Youth who have longevity with the program can provide mentorship to new youth on arrival. Over the past year, the average age of youth entering the program was 16.

The Station provides life skills programming focused on budgeting, self care, employment and education resources, household maintenance, and cooking. Due to the low availability of secure, affordable housing for youth to transition into after The Station, they cannot afford to move out unless they have roommates or family to share with.

One client said, ““Everything was great, I just need more independence now.”

## Learning Skills for Independence

In Campbell River, the Youth to Adult Transition (YTAT) and Collaborative Planning programs work with youth and young adults who are learning and practicing life skills that promote independence. Youth have completed RentSmart training, learned how to make healthy meals in Cooking Group, and attended Youth Transition Conferences to plan for independent living. Elders in Residence regularly participate in Cooking Group, providing cultural support while helping with meal preparation. Holiday meals in collaboration with Sasamans Society are always well attended.



*Elder Ole Henderson carving a turkey at a 2024 holiday meal for youth and families*

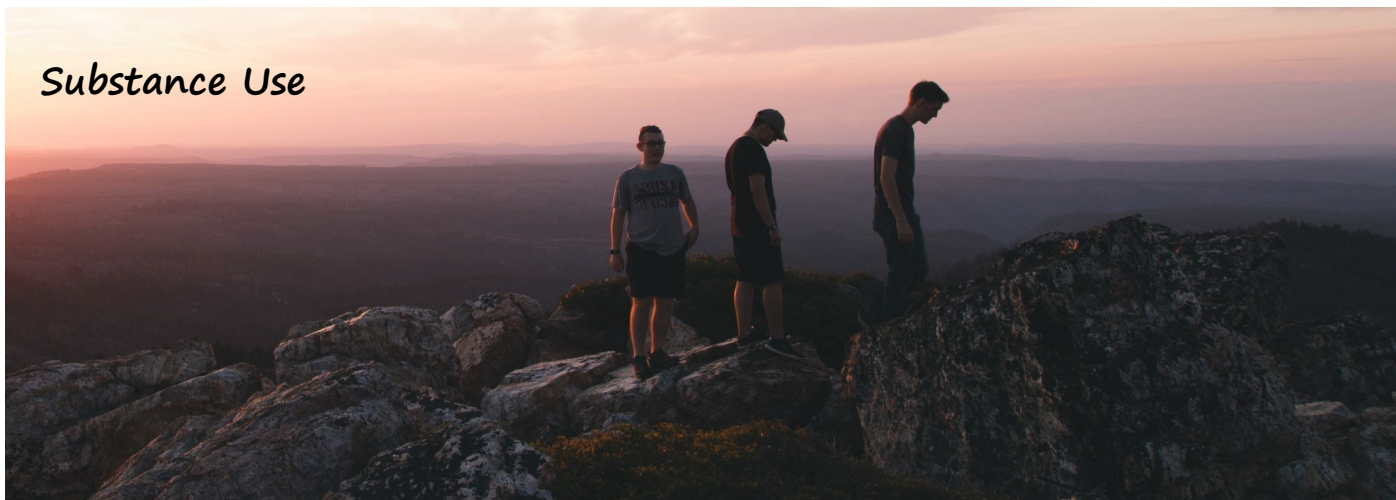
In total, 53 young people participated in these programs over the past year. Referrals to the programs came from MCFD, other programs at John Howard/ Foundry, youth self-referring, families, and community agencies. Collaboration with other programs is a strong focus, particularly with Barnett House and Foundry Works & Education.

## Barnett House

Barnett House provides five units of transitional housing for youth ages 16-19, with the support of an onsite independent living coordinator. Over the past year, 10 young people lived at Barnett House. Barnett House gives youth the opportunity to practice living alone while also having the availability of enhanced support. They receive the message that people have confidence in them.

One resident said, “I really appreciate the coordinator making the time and always encouraging me and helping me stay on track, and not judging, and having a safe space for me to cry, to laugh, and to feel my emotions.”

## Substance Use



Our **Substance Use Counselling, 180°, Youth Outreach, Gold River Youth & Family Counselling, Level UP @ The Station**, and **Substance Use Prevention & Early Intervention** programs provide support for youth and families.

**A Snapshot:** In the past year, **367** youth and family members received substance use services.

### Areas Served

Campbell River  
Comox Valley  
Gold River & Tahsis

**Portion of John  
Howard budget:**

**24%**

### Frontline Staff

**13** full-time  
employees

**5** part-time  
employees

**7** casual employees

### Substance use services clients are:

♂ **43%**  
males  
157

♀ **50%**  
females  
183

♂♀ **7%**  
trans/non-binary  
27

**27%**  
Indigenous  
98

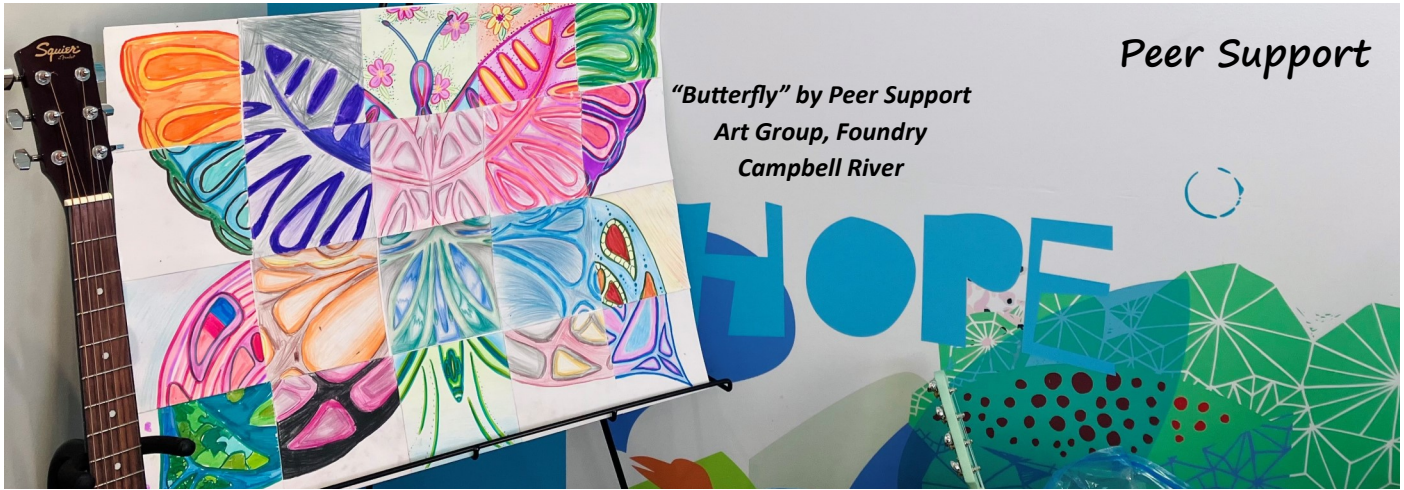
### Youth feedback:

*"My caregivers are really  
supportive and believe in me.  
If they believe in me, maybe I  
can believe in myself."*

*- 180° client*

*"Now I am clean and have  
been doing a lot better with  
my life. I can definitely say  
that substance use counselling  
has been a big part of it."*  
*- S.U. counselling client*





## Peer Support

*"Butterfly" by Peer Support  
Art Group, Foundry  
Campbell River*

Our **Peer Support** programs provide emotional, experiential, social, and practical support on a peer level for youth ages 12-24 at Foundry Campbell River and Foundry Comox Valley. Peer support workers are trained to walk alongside youth in their wellness journey. Peer Support offers one-to-one sessions, drop-in, and groups.

**A Snapshot:** In the past year, **37** youth came to one-to-one peer support sessions and an additional **210** attended drop-in and groups.

### Areas Served

Campbell River  
Comox Valley

**Portion of John  
Howard budget:**

**4%**

### Frontline Staff

**4** full-time  
employees

**4** part-time  
employees

Peer Support groups offered in Campbell River over the past year included Safe Space Saturday, Art Group, and Study Group. In the Comox Valley, Peer Support workers co-facilitated Queer Space, SMART Recovery®, and the Creative Collective.

### Youth feedback:

*"Since accessing Peer Support,  
I've been getting along better  
with people."*

*– Foundry Campbell River  
client*

Foundry Peer Support and Primary Care collaborated to offer a weekly three-hour clinic at Glacier View Alternate Secondary School. Each week, up to **6** students accessed healthcare through this innovative new partnership.

## Mental Health



Our **Child and Youth Mental Health Outreach**, **Foundry Mental Health Counselling**, **Foundry Psychiatry**, and **Foundry Works** programs help children, youth, and families.

**A Snapshot:** In the past year, **1,743** children, youth, and families received mental health services.

### Areas Served

Campbell River  
Comox Valley

Portion of John  
Howard budget:

**13%**

### Frontline Staff

**7** full-time  
employees

### Mental health services participants are:

♂ **44%**  
males  
767

♀ **41%**  
females  
715

♂ **15%**  
trans/non-binary  
261

**18%**  
Indigenous  
314

### Feedback:

*“I love talking to the people here. It feels really safe.”*  
– Foundry client

*“This place is a lifesaver. Every day I’m grateful the option is here and available.”* – parent

The Child and Youth Mental Health Outreach program supports families by increasing parenting skills.

# Primary Care

Our **Sexual Health Clinics, Family Practitioners (FPs), and Nurse Practitioner** provide primary care services on a contract basis at Foundry Comox Valley and Foundry Campbell River. Services include physical health, mental health, sexual health, gender affirming care, prescription renewals, and other primary care requests as needed.

**A Snapshot:** In the past year, **889** young people made **2,821** visits to our Foundry centres for primary care services.



## Areas Served

Campbell River  
Comox Valley

## Portion of John Howard budget:

**3%**

## Frontline Staff

**1** full-time employee

**1** part-time employee

+

several contractors (Family Practitioners, Nurse Practitioner, and Sexual Health Nurses)

*“The counsellors are always helpful and understanding and the doctors are always warm and welcoming.” – Foundry Comox Valley client*

Of all the youth visiting Foundry Comox Valley in the past year, **34%** came to access primary care services.

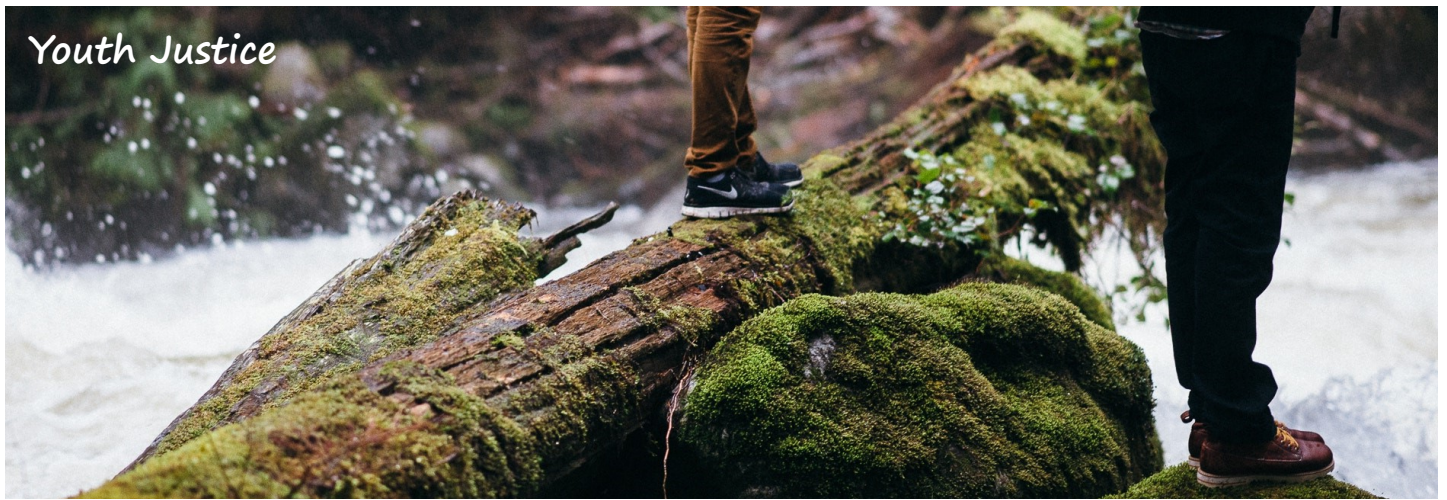
A nurse practitioner started at Foundry Campbell River in November 2023 and quickly began building a busy caseload.

FPs and the nurse practitioner work with psychiatrists at Foundry to support initial mental health screening and assessment as well as ongoing treatment.

Public Health nurses provide sexual health clinics weekly at Foundry Campbell River and Foundry Comox Valley. Youth are supported on a drop-in basis.



## Youth Justice



Our **Full Time Attendance Programs (FTAP)**, **Intensive Support and Supervision Program (ISSP)**, **Youth Forensic Psychiatric Services (YFPS)**, and **Bail Bed** provide a wide range of services from residential programs to community-based one-to-one support.

**A Snapshot:** In the past year, **158** youth accessed our youth justice services.

### Areas Served

Campbell River  
Comox Valley  
Duncan  
Nanaimo  
Parksville  
Port Alberni  
Port Hardy

### Portion of John Howard budget:

**31%**

### Frontline Staff

**15** full-time employees

**8** part-time employees

**2** casual employees

### Youth justice participants are:

♂ **78%**  
males  
124

♀ **21%**  
females  
33

♀ **1%**  
trans/non-binary  
1

**56%**  
Indigenous  
88

### From the youth who gave feedback:

*"I found out that I like helping people, which is my goal."*

*"I now have a different outlook on substance use."*

*"My caregivers made good food and made me feel comfortable in the house. They didn't force me to take part in things—they invited me. They wanted me to be a part of their family."*



## Youth Justice

### Full Time Attendance Programs

This year the Full Time Attendance Programs (Compass) bid adieu to long-time staff member Sherry Breckon, who retired in spring 2024.



Sherry Breckon, youth counsellor and cultural lead for the Compass and 180° programs, at her retirement celebration

Sherry started with the agency in 2012 with Youth for Seniors. Over the years, she also worked in our CLBC, ISSP, and Family Group Conferencing programs. Her calm, thoughtful approach helped youth feel comfortable and discover their strengths. She worked hard to connect youth to culture through attending events, inviting Elders to participate in programs, and making culture a priority. Thank you, Sherry!

### Intensive Support and Supervision Program

John Howard's Intensive Support and Supervision Program (ISSP) has a long track record of providing responsive service to clients, despite the barriers associated with working across large geographic and remote areas. This team, consisting of staff who work remotely from Duncan all the way to Port Hardy, has always needed to exercise independence, creativity, and problem-solving skills to ensure that their youth receive the most comprehensive service possible in locations without central John Howard buildings. They consistently leverage their strong relationships with professional partners, community services, and programs to help youth meet the goals of their court orders. This year, ISSP team members have participated in traditional Indigenous practices with their youth, attended important ceremonial events, engaged with Jordan's Principle funding to ensure access to health care, offered their expertise to community building initiatives, and partnered with Compass, Bladerunners, Discovery, and

other programs in support of their youth.

### Youth Forensic Psychiatric Services (YFPS)

All areas of the youth criminal justice system saw significant increases in caseload and activity in 2023, and YFPS was no exception. The team has handled a number of complex and interesting cases this year, including Fitness to Stand Trial investigations and assessments of adults for offences committed many years previously in their youth. These are challenging and technical cases, and allow the team to work with the wider psychiatric sector and forensic hospital teams. We continue to work very closely with the Compass team, and have welcomed the opportunity to contribute to professional development with them and other professionals in the community. Our involvement in cases being managed by First Nations Courts has also offered an exciting experience. We have learned about and participated in new and culturally responsive ways of supporting our youth at the court level.

## Adult Programs



Our **Housing Assistance** and **The Junction-Adult Supportive Housing** programs provide assistance in the areas of housing, daily living, and accessing supports.

**A Snapshot:** In the past year, **265** individuals participated in our adult programs. An additional **400+** received some form of brief service.

### Areas Served

Campbell River  
Comox Valley

**Portion of John  
Howard budget:**

**14%**

### Frontline Staff

**13** full-time  
employees

**4** part-time  
employees

**13** casual employees

### Participants in our adult programs are:



### Program news:

Each resident at The Junction has their own self-contained, fully furnished bachelor suite with bathroom and kitchenette. Supportive services are provided on site **24/7**.

In the past year, **33%** of The Junction's **45** residents were **55+**. **11%** were ages 19-24.

In the Housing Assistance Program **30%** of clients were age **60+**.

## Adult Programs

### The Junction

The Junction provides 46 units of supportive housing for adults facing homelessness in Courtenay. The Junction is funded by BC Housing on land provided by the City of Courtenay. John Howard began operating the facility when it opened in April 2019 and completed a five-year contract. A new service provider is taking over operation of The Junction on August 1, 2024.

The Junction's staff team works hard to support all residents, including those who are in active substance use within this low barrier, supportive housing setting. This includes assisting residents to access appropriate community substance use services, offering harm reduction supplies, providing current information and education on the ever-changing toxic drug supply, and offering emotional support and self-regulation strategies as needed. SMART Recovery® groups were very well attended by residents during the past year.

During a training session this year, The Junction's staff members answered the question "What

calls you to work?" Responses included "Hanging out with awesome people every day (clients and staff)", "The qualities I look for in others are things I'm learning/doing in my job", and "Community—feeling like I'm part of something special."



*Red Dress Day at The Junction*

A community service provider gave this feedback: "Every time I arrive at The Junction I feel a warm and welcoming space."

### Housing Assistance Program

The Housing Assistance Program in Campbell River connects with individuals and families who are homeless or at risk of homelessness. The program provides information and support

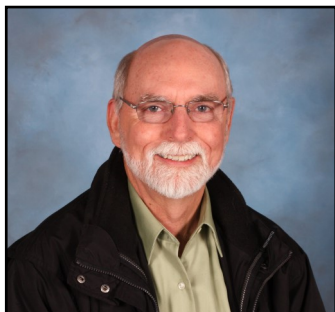
to help people find, secure, or maintain housing.

This past year, the program helped a woman fleeing abuse to secure safe, affordable housing. After leaving her abusive situation, this individual had moved in with a family member, who passed away suddenly one month later. The client wasn't on the tenancy agreement, so came to our Housing Assistance Program for help. Program staff worked with her and the landlord to have her put on the tenancy agreement without having to pay a damage deposit, and assisted with her hydro bill and rent payments. The Housing Assistance team collaborated with a community partner so the client could obtain special emergency funding, and the program was able to provide additional funding to keep the client housed.

This client currently maintains her housing with the support of our Housing Assistance Program. Staff work with her monthly to help her budget, access community services, and work towards the goal of self-sufficiency so she can continue to heal and move forward in her life.



## Making a Difference on John Howard's Board



*Doug Hillian*

After retiring from a 45-year career in human services with a youth justice focus, Doug welcomed the opportunity to join our board of directors in 2018 as a way to be of service and stay connected to his professional interest. During Doug's career, he worked in the non-profit sector and with the provincial government as a probation officer, consultant, and regional and provincial manager.

Doug has worked with The John Howard Society of North Island as a community partner since the early 1980s. "I have always appreciated the Society's work, particularly serving youth and families. It has grown to become a leading advocate for innovative social justice programming. The agency, through its staff and programs, has touched and

improved countless lives, undoubtedly saving many."

Doug was born in Glasgow, Scotland and came to Canada with his family at age five. He grew up in Kelowna and has lived in the Comox Valley for 45 years.

"When I was a young man, I had the privilege of working on the cutting edge of the inclusion movement with people with developmental challenges, and I have been continually inspired ever since to look for the best in people and to see the amazing potential we can all realize with enough support and encouragement."

Doug has a Master's degree in Human and Social Development, and he was awarded the Governor General's Exemplary Service Medal in 2003 and again in 2015. He enjoys public process and has served on Courtenay's City Council for 15 years.

As an officer on the board, Doug enjoys the process of governance, the engagement with staff and board members, and the feeling of satisfaction that he is, in a small way, contributing to the positive

work of the Society. He said one of the challenges faced by non-profits is that they are always tasked with making the best use of scarce resources while maintaining high standards of service delivery.

"Additional post-pandemic challenges include staff recruitment and retention, supporting employee wellness and work/life balance, and maintaining our basic values in a context of heightened social fragmentation and incivility in public discourse. We also need to be aware of diversity and inclusion, assuring that we are addressing the needs of sectors of society that have been marginalized, and that our board and staff composition is reflecting those diverse communities."

An active community member who plays competitive soccer, sings in a community choir, and enjoys alpine hiking, Doug said he is fortunate to have a loving family, including three grandchildren and a very energetic two-year-old Aussie Doodle. "There is nothing better than enjoying food and fellowship with family and friends."



## Making a Difference on John Howard's Board



*Paul Barnett*

Paul joined our board in 2020, bringing his many years of leadership experience with the Society to the role. Paul first worked for John Howard in 1979, as project manager for a federal employment training program in Campbell River.

He became executive director in 1981 and guided the organisation through a period of tremendous growth and diversification. When he retired in 2007, Paul had led the building of a major agency almost from the ground up, evolving from adult-focused corrections programs to social services.

Highlights of Paul's time as executive director include his role as founding president of the Provincial Association of Residential and Community Agencies (PARCA), being seconded

in 1992 to work on a year-long project for the provincial government creating standards for child and youth programs, and building relationships with other agencies and funders from across the province.

After retiring, Paul received the John Howard Society of Canada Jim MacLatchie Award given for exceptional contributions to the field of community corrections. While he maintained contact with the agency in various ways post-retirement, Paul said his proudest memory in a long while came when he was invited to sit on the board of directors.

"I was approached by Wendy Richardson, executive director at the time, to join the board. She convinced me that my experience as executive director and current involvement with PARCA would be beneficial to the Society. Besides, my affection for John Howard and its people made it hard to resist."

Paul finds it rewarding to observe firsthand the contributions that John Howard continues to make. He appreciates the opportunity to work with both his colleagues on the board and the staff.

In terms of challenges faced by agencies like ours at this time, Paul observed that in addition to the perpetual concerns such as funding, social service non-profits are finding it more difficult to address issues such as homelessness and substance use.

Asked if there are particular focus areas Paul would like to see the Society explore, he recalled a program that the Society operated in the early 1980s. "When I became the executive director, one of the few programs we were operating was a street worker program in Campbell River. It was very effective at connecting with and supporting youth. I believe that model would be even more beneficial now in all the communities we serve."

Paul was born in Port Alberni and grew up there and in Ottawa. Looking back on his life so far, he said his parents' sense of community has inspired him the most. "Good friends have helped me carry on."

Paul's interests include gardening, politics, dogs, and swimming. "I like to swim in the ocean—I find it very meditative."

## Our Funders and Donors April 2023–March 2024

### Core Funding

- BC Housing
- Ministry of Children and Family Development
- Providence Health Care Society
- Vancouver Island Health Authority

### John Howard KidStart Grants

- Province of BC-Gaming

### John Howard KidStart Champions

#### Gold (\$100/month)

- Altrusa International of Campbell River
- Benjamin Coyle, Island Owl Mazda
- Blind Channel Resort
- Boston Pizza Campbell River
- Broadstreet Properties-Seymour Pacific Developments
- Cathy Bruce & William Kitchen
- IZCO Technology Solutions
- Jay Havelaar & Leanne Wood
- Jill Cook
- Judith Hayes
- Judy Storr
- Mason Walker, RE/MAX Ocean Pacific Realty
- Moeller Matthews Chartered Professional Accountants
- Robert Nixon Real Estate
- Rotary Club of Campbell River
- Trail Bicycles

#### Silver (\$50/month)

- Alan Storr

- Brian Balfe, Balfe Martin Private Wealth RBC Dominion Securities
- Florence Robertson
- Kathi Camilleri
- Crystal Ross
- Mark Ross
- Tanya Storr
- Willow Point Lions Club

#### Bronze (\$25/month)

- Christine Jones
- Comox Valley Monarch Lions
- Dr. Kerry and Colleen Baerg
- Harmonie Roesch-West
- Paul Barnett & Shelly Hollingshead
- Sandy White

#### Youth Housing Grants

- The Home Depot Canada Foundation (2)

#### Foundry Grants

- The Better Futures Fund
- Government of Canada-Enabling Accessibility Fund

#### Other Grants

- Government of Canada-Community Services Recovery Fund

#### Other Donations Over \$400

- 100 Women Who Care Comox Valley
- Alan Livsey
- Anonymous summer camp donor-PLEA
- Aurora Insulation Services

- A.W. McGarvey Law Offices
- B. MacLeod
- Carihi Grad Class
- Catherine Smith
- CIBC
- City of Campbell River
- City of Courtenay
- Colleen Ross
- Comox Valley Community Foundation
- Comox Valley McDonald's
- Discovery Foods
- Dr. Janice McLaughlin
- Gavin Cameron
- Giving Tuesday donors
- High Street Aspen
- Highland Interact Club
- Jana Modras & Lynden Wright
- Jared Baker
- Jennifer Lavery
- Justus & Sandy Havelaar
- Kim DeLisle
- Lacasse Construction
- Linda Williams
- Marianne Muir
- Microsoft
- Morson Carson Wealth Counsel
- P. Gnot
- Rotary Club of Campbell River Daybreak
- Ryan Williams Personal Real Estate Corporation
- Sue-Ellen McDonald
- Timberline Interact Club

Heartfelt thanks to our many other individual, group, and business donors who are too many to list.

*Thank you for helping us build safer and healthier communities!*

## Financial Information

### Statement of Financial Position – March 31, 2024

	<u>2024</u>	<u>2023</u>
	\$	\$
<b>Assets</b>		
Current Assets	4,884,991	4,421,483
Investments	1,585	1,585
Property and Equipment	6,038,992	6,369,382
	<u>10,925,568</u>	<u>10,792,450</u>
<b>Liabilities</b>		
Current Liabilities	1,531,148	2,052,243
Long Term Debt	802,822	828,961
Deferred Capital Contributions	1,974,692	2,081,860
	<u>4,308,662</u>	<u>4,963,064</u>
<b>Net Assets</b>		
Equity In Property And Equipment	3,235,141	3,432,975
Internally Restricted	35,452	35,482
Unrestricted	3,346,313	2,360,929
	<u>6,616,906</u>	<u>5,829,386</u>
	<u>10,925,568</u>	<u>10,792,450</u>

### Statement of Operations year ended March 31, 2024

	<u>2024</u>	<u>2023</u>
	\$	\$
<b>Funding</b>		
Government contracts	12,003,749	9,459,814
Unearned revenue	(249,277)	(160,010)
Retro Wage Adjustment	-	275,671
Rental revenue	416,655	398,991
Donations and fundraising revenue	160,183	117,604
Deferred Capital Contribution	107,168	101,452
Gaming revenue	60,006	60,005
Interest Income	74,411	42,069
Miscellaneous	22,888	44,005
	<u>12,595,783</u>	<u>10,339,601</u>
<b>Expenditure</b>		
Wages and benefits	8,653,781	6,903,237
Retro Wage Adjustments	-	275,671
Family caregiver fees and expenses	413,003	173,416
Program	1,015,158	827,322
Administrative	187,226	122,355
Cyberattack	276,665	-
Amortization	373,175	365,374
Facilities	591,850	513,337
Rental supplements	272,842	283,694
Interest on long term debt	24,563	25,094
	<u>11,808,263</u>	<u>9,489,500</u>
<b>Excess of revenue over expenses</b>	<u>787,520</u>	<u>850,101</u>

NOTE: 2023 comparative figures have been adjusted for retro wages & benefits and reclassifications from our 2023 audit.

*Audited financial statements available on request.*

# Make a Difference!



The John Howard  
Society of North Island  
welcomes donations to  
support our work in  
building safer and  
healthier communities.  
Your contribution  
will help to make a  
difference in the lives of  
vulnerable children, youth,  
adults, and families.

Three of our initiatives that currently need support are John Howard KidStart, Foundry, and the Youth Enhancement Fund.

- **JOHN HOWARD KIDSTART** is a preventative volunteer mentoring program focusing on the positive development of children and youth ages 6-12. Many matches continue into the teen years.
- **FOUNDRY CAMPBELL RIVER AND FOUNDRY COMOX VALLEY** are multi-service centres for young people and families, offering primary care, mental health and substance use counselling, and social services.
- The **YOUTH ENHANCEMENT FUND** pays for special expenses for young people that are not covered by other funds, including urgent dental care and job readiness expenses.

Donations can be mailed, dropped off in person, made online at [www.jhsni.bc.ca](http://www.jhsni.bc.ca) or by e-transfer to [kevin.meier@jhsni.bc.ca](mailto:kevin.meier@jhsni.bc.ca)

## JohnHoward

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*Ask about our  
CARF accreditation!*

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