

**IMPROVING LIVES**

**ONE PERSON  
AT A TIME**

Annual Report 2018/2019

**JohnHoward**  
SOCIETY OF VICTORIA

# WHERE WE ARE NOW

We are serving the communities of Victoria in ways we never have before.

This past year has been one of success, creativity, change and growth. I would like to thank the Board of Directors, staff and volunteers for their diligence and hard work throughout the year. Everyone's contribution continues to result in effective services for the clients of the John Howard Society of Victoria. I would also like to thank our supporters, donors and community partners for making our work possible in our efforts in continuing our services and making an impact in this community. There have been many positive developments over the past year.

- We made a significant investment to modernize our IT infrastructure to ensure our information is protected from cyber attacks and kept confidential. In addition, we wanted to ensure that staff and clients have the right tools to be efficient and successful.
- We revitalized the community resource centre by adding more resources to meet client demand.
- We restructured our accounting and payroll administration and business processes. These systems will benefit our programs by enabling us to automate manual processes and providing data access to inform our decision-making.
- We completed building condition assessments on all three JHS Victoria properties, which confirmed our efforts to restore and rebuild.
- We hosted a staff retreat which provided an opportunity for professional development and team building.
- We implemented two new programs: ACES (Acquiring Community-Based Employment Skills) and Community Case Management Supervision. These programs were made possible through collaboration with John Howard BC and Canada.



We love our community.

# WHERE WE ARE NOW

We continue to grow and everything keeps getting better.



Staff retreat.

Consistent with last year, we saw an increased demand in all our program areas. The hard work demonstrated by the JHS Victoria team made it possible to ensure programs were delivered well to our clients.

I am excited to share that we also developed a JHS Victoria Strategic Plan for the next three to five years. The three strategic priorities include:

**Housing:** Develop new housing facility, allowing us to serve more clients and community.

**Programs:** Expand our portfolio of programs and services, with multi-source funding model.

**Board:** Restructure and revitalize membership to enable informed growth and enhance innovation.

It has been a positive year on many fronts for John Howard Society of Victoria. Overall, our services to our clients and the community continues to be targeted and effective, making a difference for many.

**Manj Toor**

Executive Director

# REMEMBERING BILL

Bill's leadership, advice, commitment, and comity has been a constant for decades.

He will be missed



Bill (William) F. Foster, our friend and colleague, slipped off this earth on August 08, 2019. When he did, we lost a man with a lifelong commitment to social justice. A commitment that took form in advocacy, engagement and action.

Throughout his professional life Bill worked as a probation officer, parole officer, a Corrections Centre Director, a BC Corrections Director of Inspections and Standards, and a Regional Director of Corrections.

Over the course of that career Bill also oversaw the delivery of Family Court Counseling services and advised senior government officials and Ministers. And while these titles may identify the positions he held, they don't necessarily convey the commitment to justice Bill had. They don't tell you about his close work with First Nations beginning in the 1970s or his role in developing standards of practice for the delivery of correctional services Canada wide. They don't tell you his myriad of efforts to make the often-cumbersome wheels of government work for the people caught up in the criminal justice system.

A significant part of those efforts came through his lengthy involvement with The John Howard Society both here in Victoria and province wide as well. His association with JHS-Victoria began in 1999, including a term as President, and only ended with his death. His association with JHS-BC had him on the Board of Directors beginning in 1999 and include terms as Vice-President and President.

If this wasn't enough Bill had been a Board member and President of the Canadian Criminal Justice Association and the BC Criminal Justice Association for years. On August 08 Bill was in his 10th year as Vice-President or President of the Peninsula Lions Food Bank.

# REMEMBERING JOHN

He was a "buttress from without."  
Winston Churchill

March 5, 1930 - July 4, 2019

John Braithwaite began his career of 50 years as a Correctional Officer at the Young Offenders Unit at Oakalla Prison and pursued a Masters Degree in Social Work graduating in 1956. He married Lorraine in 1951 and was blessed with 5 children, 11 grandchildren and 8 great-grandchildren. He was appointed Warden of Haney Correctional Institution and 2 satellite forestry camps in 1958. John became one of the earliest members of the newly created Ministry of the Attorney General in 1967 as Director of Correctional Planning then became Deputy Commissioner (Programs) of Canadian Penitentiary Service in 1971 and subsequently the first Deputy Commissioner (Communications) in 1979. John retired from the Public Service in 1985 and served primarily as a consultant and volunteer.



Along the way, John has been President of the BCCJA, the CCJA, and the ACA and one of the driving forces behind the Lifeline program of St. Leonard's Society. He earned several awards throughout his career, most notably: The CSC's Commissioner's Citation for Meritorious Service, the ER Cass Award - ACA, the Good Samaritan Award - Salvation Army, the Tom French Award - Lifeline/St. Leonard's Society and the John Braithwaite Award - St. Leonard's Society.

John's outside interests included family gatherings of which there were many, travel, golf, painting, a founder of his high school's (Kitsilano Secondary) alumni association and scholarship fund and a lifelong volunteer in service of promoting a humane criminal justice system. John's association with the John Howard Society goes back nearly 50 years, when he was the Deputy Commissioner of the Correctional Service of Canada, contracted for service when AM Kirkpatrick was the Executive Director of John Howard Society Canada.

However, when John came to Victoria in 1999, his involvement became active, sustained until his death this year in July. John was committed to working with and for those impacted by the criminal justice system. He used his vast network of contacts to further public education and involvement with social justice issues. He and Bill Foster were colleagues for years, primarily stemming from their roles with the Canadian Criminal Justice Association.

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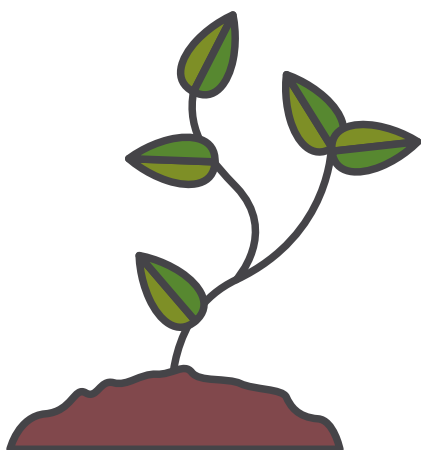
# FEEDING OURSELVES AND OTHERS

Since 2012, we are proud to be continuing this community partnership providing a therapeutic garden experience for people challenged by mental health issues, addictions, and/or involvement with the court system.

# 2800

community hours of  
working in the garden

Community members involved with the garden include 32 ACT/VICOT sponsored participants and Seven Oaks residents. In addition, 18 volunteers partnered with these members to make an impact on this project. Participants are given a chance to develop stable and positive interactions with others, contribute to local organic food production and improve the quality of their lives through food production..



# 20

## Varieties of Produce

organic vegetables, flowers  
and fruits

# 4700

## Pounds of Produce

grown and sold

Our produce was sold to the public through the Local General Store, the weekly Community Food Box Program, and Souper Meals. Donated produce went to local partners such as Our Place and The Mustard Seed.

# WHAT WE HAVE GROWN

Our impact with the local community, organizations and those without hope or opportunities continues to grow.

The garden project has been successful because of the tremendous work of the volunteers. A special acknowledgement to David Stott, Ardelle Quantz, Jackie Robson, and Ernie Quantz. Our thanks to them! In April, Megan Mathieson-Lunshof was hired as our garden manager. We are looking forward to her enthusiasm and leadership as we enter our eighth garden season.

Over the years many organizations, individuals and businesses have contributed to our success with time, materials and/or donations. We would like to express our appreciation to the principal funders of the project from the past year: Island Health, Victoria Foundation, and Horne-Coupar (1% for the Planet).

We are very pleased that we have been able to provide this amazing project. The garden has been a positive influence in the lives of all of those who work in it. The garden is located on the grounds of the Seven Oaks Facility in the Blekinsop Valley.



Garden view from the south with Hollyhocks.



Ardelle and Sue planting lettuce.

# RESTORATIVE JUSTICE

An alternative to the criminal justice system, our program is based on the principles and practices of Restorative Justice.

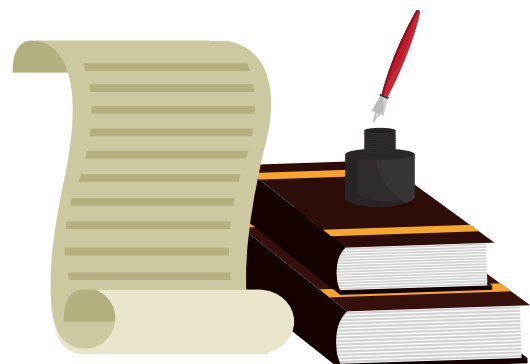
The John Howard Society of Victoria has been running the Saanich Community Justice Initiatives (SCJI) program in partnership with the Saanich Police Department since 2002. SCJI is an innovative, out-of-court process for dealing with an offence. The accused is held accountable for their behaviour and must actively work to repair the harm that their actions have caused to victims, to the community, and to themselves. SCJI has three distinct models: Community Conferencing, Victim/Offender Resolution Meetings, and Diversion. Common to each model is input from the victim and other affected parties, and the collaborative creation of a Community Justice Agreement outlining particular tasks to be completed by the accused within a given time frame. This approach enables victims to be central to the process and provides the opportunity for sharing experiences, voicing needs and participating to their desired extent.

This year over 750 hours of community service were completed. Community work service was completed for various partner organizations such as Saanich Commonwealth Place, The Mustard Seed, Quadra Village Community Centre, Our Place Society, Tillicum Housing, the Greater Victoria Green Team, and Community Cabbage.

I am excited to be taking over as the new coordinator of the Saanich Community Justice Initiatives program. It is my goal to expand and enhance the program over the next year by encouraging an increase in the volume and complexity of referrals, and by facilitating more Victim/Offender Resolution Meetings and Community Conferences. I also plan to develop stronger partnerships with community agencies to provide more opportunities for clients to repair the harms they have caused and receive the support they need to prevent further crimes from taking place in the future.

**Andrea Gertz**

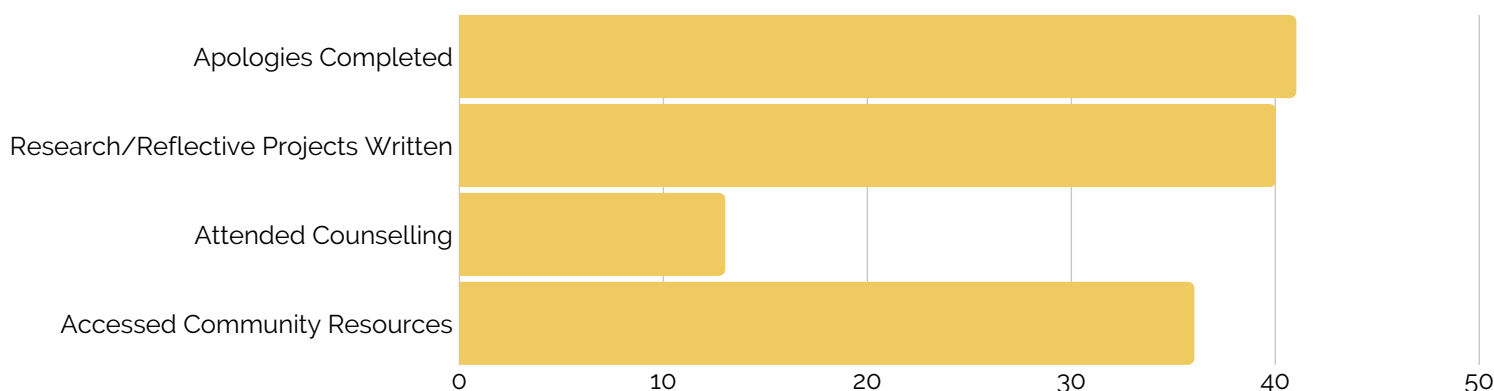
Saanich Community Justice Initiatives Coordinator



# RESTORATIVE SUCCESS

Input from the victim and other affected parties create the models we use. This collaborative creation of a Community Justice Agreement outlining particular tasks is completed by the accused and enables restoration and justice in a unique way.

## Outcomes of the Program



**68** Referrals from the Saanich Police Department

**05** Referrals from Crown Counsel



## DIVERSIONS

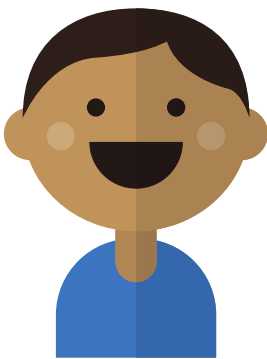


**62**

Charges included assault, theft under, mischief under, fraud, robbery, traffic (other), youth with possession of cannabis (under 5 grams).

# POWERFUL ROLE MODELS

Why one-on-one supportive relationships work.



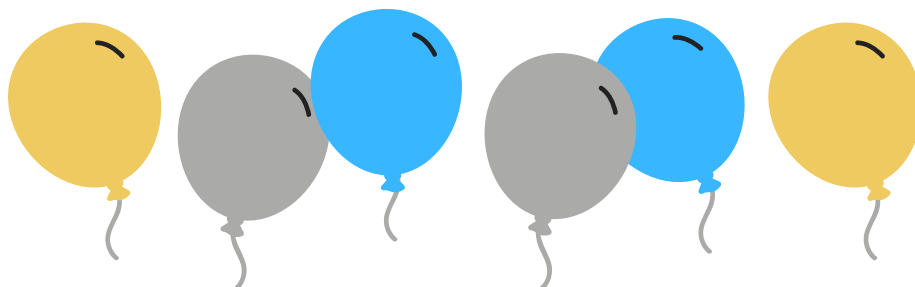
This is the 12th year that KidStart Victoria has been providing supportive and consistent relationships to at-risk youth in our community. The program carefully recruits, trains, and supports adult volunteers in providing stable, positive-role modelling to at-risk youth aged 6-17 through fun and active community outings once a week. Youth in our program are at risk due to early exposure to the justice system in their lives from stressful life. Circumstance which might lead youth to the judicial system might include being a victim or witness of abuse, or household or family member incarceration. Youth are referred to our waitlist by school counsellors, MCFD, local police and similar services.

Through these mentorships, KidStart's goal is to reduce the likelihood of criminal behaviour in youth who have adverse childhood experiences. Youth criminality is linked to such experiences. Our mentorships are also an effective act to increase academic achievement, social success, and emotional well-being. Mentors and mentees engage in fun and active outings, such as soccer, painting, hiking, and museum visits.



Community partners that impacted the lives of 22 youth this past year include: Saanich Commonwealth Place, Oak Bay Recreation, Esquimalt Recreation, Imax Theatre, Cinecenta Theatre, Butchart Gardens, Craigdarroch Castle, YMCA/YWCA, Butterfly Gardens, CARSA Climbing Gym, Art Gallery of Victoria, Fired Up! Ceramics, Peacock Billiards, Flying Squirrel Trampoline Park, Interactivity Board Game Café, and Wild Play.

The impact of these mentorships is deeply profound. We are truly excited to see how much the program will continue to grow in the next year. Through the generous donations from community partners, youth and mentors have the opportunity to engage in activities and learning experiences that they otherwise would not have the opportunity to.





Throughout this past year, there were seven new matches and 29 new referrals. Twenty-two youth have had access to a positive, consistent role model who acts as a caring friend and emotional support system. In addition, twenty-two volunteers received ongoing support and continued education opportunities through the KidStart program. Thirteen mentors and mentees successfully graduated from the program after completing their commitment and most maintain their relationship outside of the KidStart program.



10.5

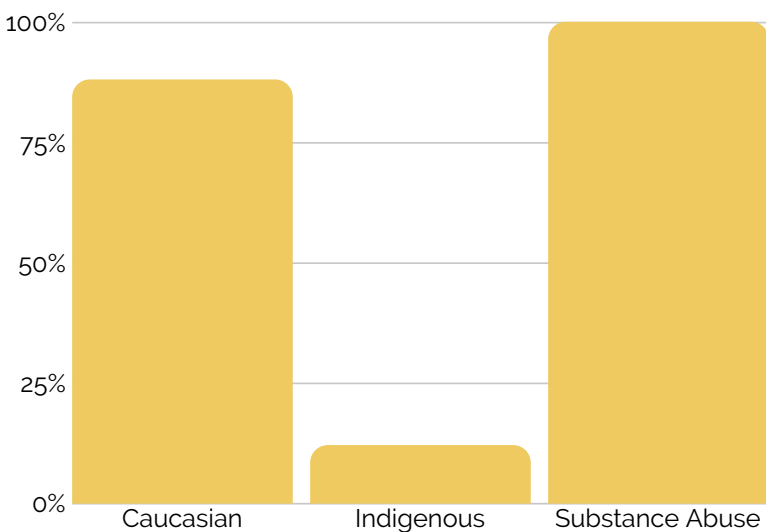
AVERAGE AGE AT REFERRAL

# WHERE A HOUSE IS HOME

The goal of Manchester House is to help stabilize, reduce stress and increase adaptive coping strategies in order to prevent further involvement with the justice system.

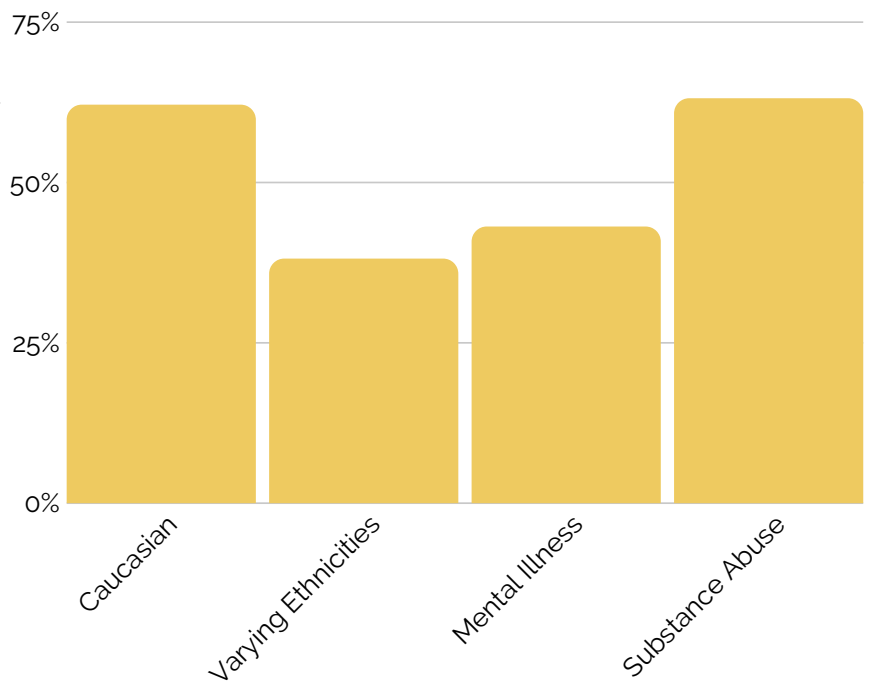
### Forensic Individuals Served

The program encompasses in-house life skills and community activities providing residents exposure to a multitude of events, activities and volunteer work. The 13 hours of weekly outreach provide a valuable resource for individuals needing extra support in the community after their graduation from Manchester House. The Forensic program had seven referrals over the course of the year from the Forensic Psychiatric Hospital. Five of these referrals became residents at Manchester House.



### Federal Individuals Served

The demand on CRF bed availability throughout the year, (Victoria in particular), created long waiting list for inmates who were granted a release, but had to remain incarcerated several months after their parole board hearing. The number of Federal residents in Manchester House each month remained relatively consistent throughout the year\*.



# STRENGTH OF COMMUNITY

No one can do life alone.

Many of the residents coming into the program experience significant barriers and as a result, they are often overwhelmed and feel a great deal of stress and anxiety. Our program begins while they are incarcerated with one-on-one interviews and/or correspondence to help them identify immediate needs upon their release and assist with planning to ensure a safe transition into the community. Once released, our role is to work collaboratively with them to reduce these barriers by sharing information about community resources, navigating systems (i.e. Healthcare, Canada Revenue Agency, Identification replacement etc.), and encourage them to set realistic short and long term goals. Support counselors deliver life skills which include budgeting, banking, interpersonal skills, nutrition/healthy eating, social media introduction, financial literacy, healthy relationships, substance use abstinence, and access to mental health and addiction services. These newly acquired skills prepare the resident for a successful transition into independent living.

There are never enough words to express sincere gratitude to the wonderful team of staff, Board Members and volunteers. Collectively we have a truly remarkable group who each contribute their own unique strengths, style, and wisdom. Thank you once again to each and every one of you for your commitment, compassion, and resilience. You never cease to amaze and inspire! We will continue to reflect, adapt and grow while always providing effective, high-quality services and supports to those in need.

**Kathy Roy**

Director of Residential Programs



# BEYOND MANCHESTER

Everyone transitions differently. Maxfield House provides support to help transition those who aspire for sustainable living.

Maxfield House is a beautiful split-level house that had been completely renovated prior to being purchased by John Howard Society. Maxfield House has three bedrooms, two bathrooms upstairs and one bedroom on the main floor. There is also a self-contained one-bedroom suite on the main floor which is a designated forensic resident bed.

We provide short term independent living to residents who have successfully completed their time at Manchester House and who have been supported by the John Howard Housing Committee. Rent is kept at a reasonable rate of \$475.00 per month to allow the residents to save for future long-term accommodations. Out of a possible 1460 bed use nights, 903 were used through this year.

The upkeep and care of Maxfield House is the responsibility of the residents and to date, the house has been very well cared for. Manchester House staff do regular walk through's at Maxfield House to ensure it is being kept clean and there are no resident issues or concerns.

**Chris Aspelund**

Program Coordinator

903  
BEDS

USED THIS YEAR



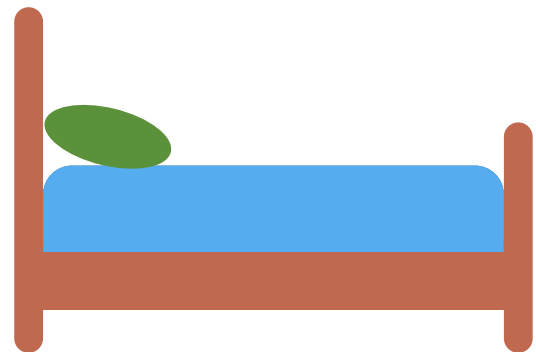
# SECOND CHANCES

For those on parole, housing safely and with support can be uncommon. Gelling Manor provides men with a second chance to live safely and with full support.

Gelling Manor was built in 2003 and purchased by John Howard Society to provide transitional housing for graduates of Manchester House. In 2017, Gelling Manor was converted into a hostel for men on parole. It is a split-level home with three bedrooms, three bathrooms and a self-contained suite with two bedrooms. The house has two ground level entrances on the main floor. It is ideally situated within walking distance to bus routes, banks, shopping malls, and downtown Victoria.

# 99%

## BEDS OCCUPIED



Provided beds were seldom empty. Throughout this past fiscal year, 99% of the hostel beds were utilized. Mature, respectful residents residing at Manchester House were selected and eventually transitioned to Gelling Manor when there was bed availability, allowing more of an independent living arrangement. The upkeep and care of Gelling Manor remained the responsibility of the residents. The Manor has been an important addition to the successful reintegration of our residents to the community.

**Kathy Roy**

Director of Residential Programs

# STILL STRONG AT 17

For 17 years, the Community Employment Services (CES) program continues to assist clients on federal parole with finding and maintaining employment in the most successful way.

Funded by Correctional Service of Canada (CSC) and provided by the John Howard Society (JHS) of Victoria, our program continues to engage those facing a wide variety of barriers. This past year, CES caseworker assisted clients with resume preparation and cover letters, showed clients how to conduct online job search, provided clients with job leads and referred clients to other community resources. They also Facilitated resume workshops at William Head Institution, attended the Annual Community Resource Expo and promoted BladeRunners and CATTS to federal parolees who met the eligibility requirements.

Once the parolees had obtained employment, the caseworker kept regular contact with them to ensure they were satisfied with their new jobs. The CES caseworker also worked closely with all the client's parole officers, providing the parole officers with updates about the clients and maintaining client case notes in the computer database at the Correctional Service of Canada parole office.

## A Success Story

During the intake process, D.H. disclosed that he was looking for a full-time, long-term career where he could move up in the company. D.H. was positive and determined to obtain a career as soon as possible. During his time working with his employment coordinator, D.H. was given the chance to obtain his forklift, aerial lift and skid steer certificates. D.H. happily accepted the offer and made sure to show up early to each day of training. The following week after finishing his training, D.H. accepted a skilled labourer position with Taymec Management Services. He began working full-time and his starting wages were \$22 an hour with opportunity for overtime. Congratulations D.H.!

**Bryce Toth**

Community Employment Coordinator

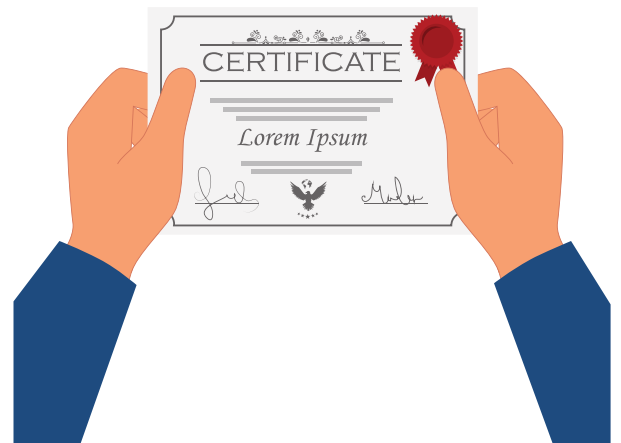
# WE WORK

The hard work of our CES volunteers and staff combined with the dedication of our clients truly creates a formula for success. We are proud of this year's outcomes and look forward to many more to come.

## VOCATIONAL CERTIFICATES

*earned*

# 19



# 48

## Employed

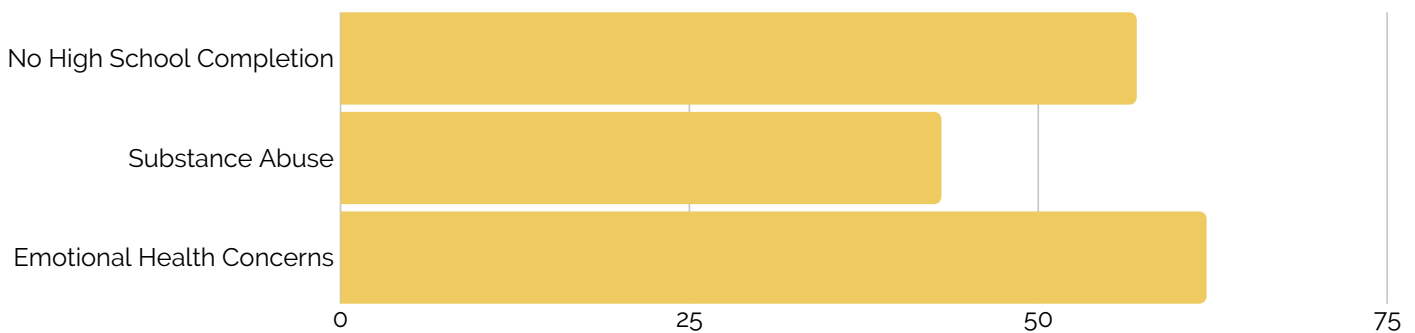
clients who are on  
federal parole

# GOING BEYOND THE SYSTEM

Our BladeRunners Program focuses on the needs of the client and extends support for those with multiple barriers. We know that when you give someone a chance, you can make a world of difference.

BladeRunners is an employment program which helps disadvantaged young people aged 15 -30 years of age obtain and sustain full -time employment in a variety of industries. The program was created in 1994 during the construction of General Motors Place in Vancouver, with the purpose of matching construction industry needs with opportunities for inner- city disadvantaged young adults. Because many of the at-risk youth taking part in the program were experiencing personal problems outside of their working hours a system of 24/7 support from the BladeRunners staff was developed. This model led to the award winning provincial BladeRunners model.

Through our ongoing partnership with local businesses and companies, we managed to place clients in a multitude of different roles spanning over the hospitality and construction industries. Some of the notable places include: the Comfort Inn & Suites, Oswego Hotel, Floyd’s Diner, GraScale Construction and multiple construction companies through the Carpenter’s Union.



# 74%

**of clients completed the program and found sustainable employment**

Total client intake for this year was 121.



# THE POWER OF HOSPITALITY

When serving others can be meaningful and empowering.

Within our hospitality training, we were able to offer both in-house and out of house training. Our in-house training included 5 hours of hands-on learning at our barista bar in our office, as well as a tour of neighbouring coffee roaster Black Bear Coffee Roasting. Out of house training included participating in a housekeeping tour at the Comfort Inn & Suites to give clients insight into the hotel industry. The London Chef offered Knife and Kitchen Skills Training at their Fort Street location. Five safety certificates within hospitality were offered and included: FoodSafe, Emergency First Aid/CPR-A, Back Safety, Ladder Safety and WHMIS.



Our barista training cohort.

The John Howard Society of Victoria has administered the BladeRunners program since 1996 and continues to embrace the original model. The program is currently funded by The Ministry of Advanced Education, Skills and Training. The Aboriginal Community Career Employment Services Society (ACCESS) serves as the program manager for the 19 BladeRunners programs throughout the province.

# CONSTRUCTING A FUTURE

Our Construction Intakes are effective in providing sustainable, quality and meaningful work for those who would otherwise never be given a chance.

Within our construction intakes, we also have a blend of in-house and out-of-house training. In-house we offer Measuring Made Simple and Tool-Belt Basics workshops, a Hearing Protection and Testing Presentation by Connect Hearing, and hands on power and hand tool training. These are facilitated by one of our staff members, Scott McKinty, as well as a local red seal carpenter, Josh Montgomery. Outside the office, we also offer a site tour of the Knappett Construction site that includes an introduction and explanation of the sub-trades. Offered in the programming are five safety certificates that include: Forklift, Fall Protection, Back Safety, Ladder Safety, WHMIS and Emergency First Aid.



Construction Training

Built into both of these intakes we also offer life skills training. These include Stress & Anxiety Busters through Knot Alone Counselling, a Sexual Health Presentation by Aids Vancouver Island, Communication and Teamwork workshops through Paper Street Theatre, a RentSmart presentation through Ready to Rent BC, a Young Workers Presentation through the BC Federation of Young Workers, and resume and employment planning meetings one-on-one with job coaches.



A tour of Knappett Projects Inc.

# SUSTAINABLE EMPLOYMENT MATTERS

Our program is successful for it goes deeper than just skills training. It equips, challenges, supports and creates an inclusive environment so that no person is left behind.

The CATTs Program, funded by the Government of Canada's Skills Link program, completed its second full year of employment services since being reinstated back in 2016. The CATTs Program encompassed three weeks of Group Employability Skills Training followed by 20 weeks of work experience. The Placement Supervisor ensures that the Group Employability Skills Training runs efficiently and that all clients are supported during their 20 weeks of work experience. The Placement Supervisor stays in steady contact with all clients and their employers throughout the course of the program\*.

**24**  
TOTAL CLIENTS

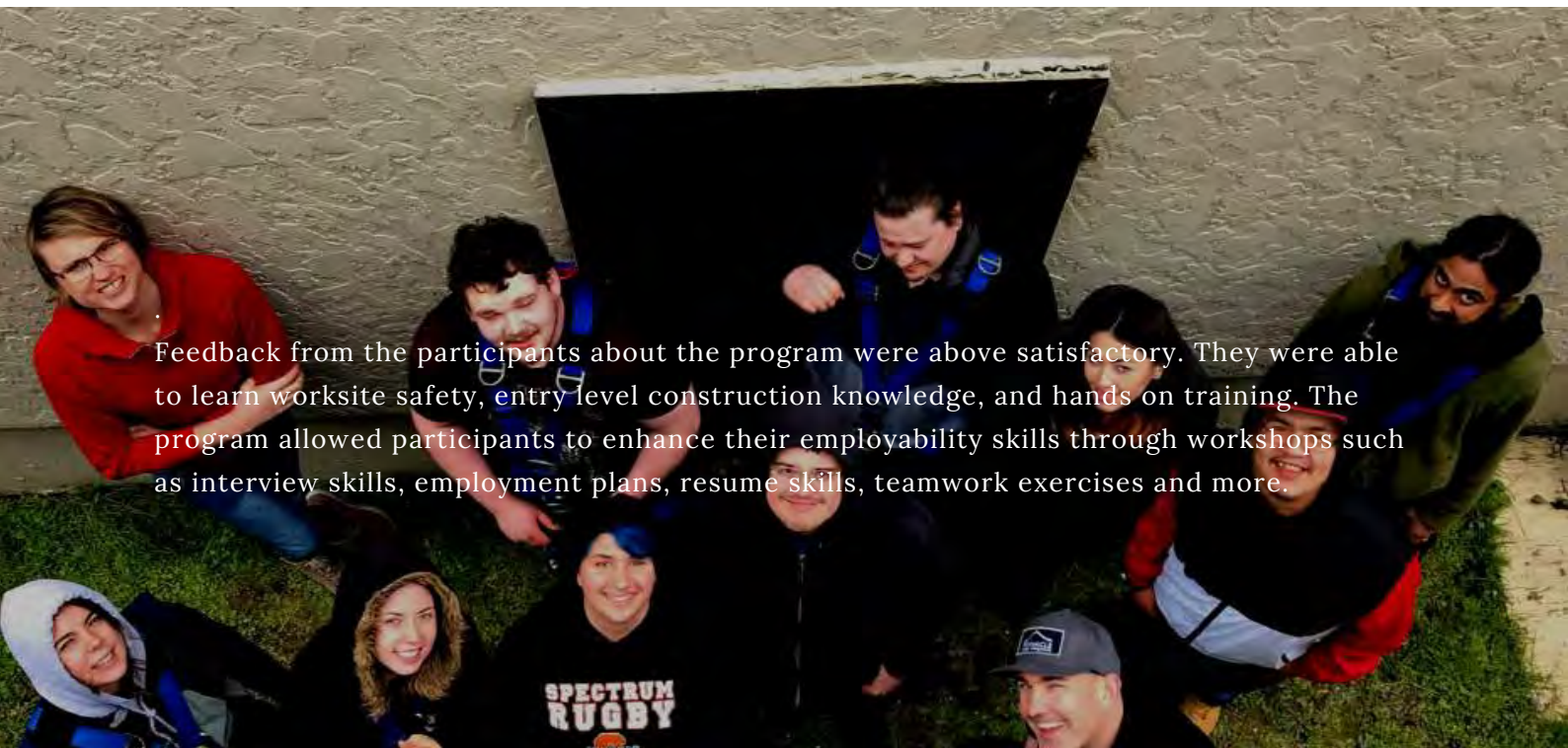


*completed full  
work experience*

**83%**

ALL COMPLETED GROUP  
EMPLOYABILITY SKILLS  
TRAINING

Feedback from the participants about the program were above satisfactory. They were able to learn worksite safety, entry level construction knowledge, and hands on training. The program allowed participants to enhance their employability skills through workshops such as interview skills, employment plans, resume skills, teamwork exercises and more.



# SUCCESS HAS MANY STORIES

There were many highlights throughout the year for the CATTS Program.  
We are proud of what participants achieved.

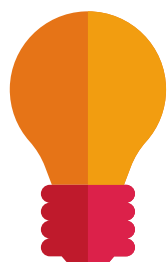
WITHIN THE 20-WEEK  
WORK EXPERIENCE

**55%**



RECEIVED RAISES

15% offered carpentry  
*apprenticeships*



**5%**

OFFERED  
ELECTRICAL  
APPRENTICESHIP



*10% were offered promotions*

**AND 10% WERE  
ENROLLED IN  
POST-  
SECONDARY**

## Women on Worksites (WOW) Program

The WOW Program helps women who want to pursue a career in construction and break through the social stereotypes that tend to come with their association to that field of work. We had eight women attend and successfully complete the program. Only one of our clients was unemployed at the end of the 20 weeks of work experience. For the seven who successfully completed the program, six found meaningful full-time employment and one enrolled in post-secondary school.



Women on Worksites group with Mayor Lisa Helps.

# BEYOND THE PRISON

The prison support services offered at VIRCC provide a connection to resources and information in the community for provincial inmates.

The aim of the Prison Support Worker is to improve the community connections of inmates while they are incarcerated and help prepare them for reintegration once they are released. The following highlights this fiscal years activities.

**Pre-release Planning.** A checklist was given to 232 inmates who had 90 days or less left on their sentences. They were asked to consider what support they needed from John Howard Society to be prepared to leave the institution.

**Accommodation.** The application process for subsidized or supportive housing became centralized. However, 45 requests for other affordable housing, shelters and affordable motels were given.

**Personal Property.** Inmates, who have their property seized at the time of their arrest, need to have it picked up or held for an extended period of time. Often clothing prior to arrest are inappropriate or their needed eye wear is broken. Donations are obtained for both these cases and are given to inmates for court or upon their release. A total of 174 inmates were helped with their personal property issues.

**Taxes.** While incarcerated, inmates are

encouraged to resolve outstanding taxes. Over 260 inmates took advantage of this service this year.

**Identification.** Many inmates lose their identification during the arrest and need it replaced. Although there is little that can be obtained while incarcerated, inmates are given instructions and contacts for how to do this when released. A total of 140 inmates asked for help to obtain identification this year.

**Community Resources and Referrals.**

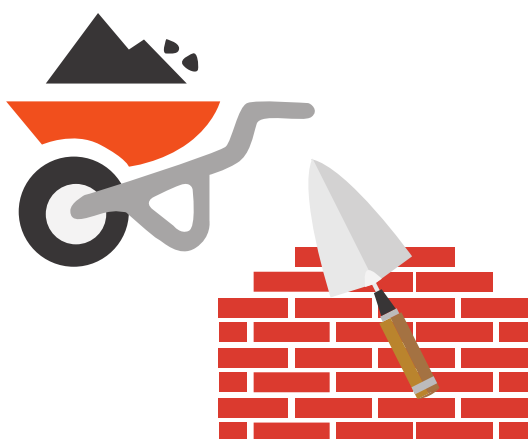
Information on various community programs and resources are disseminated in support of inmates once released. This year, 78 inmates were put in contact with community supports.

**Employment Inmates.** Those who were ready to look for work upon release were connected with JHS employment services. Forty resumes were prepared prior to release.

**Education and Literacy.** Seventy-two inmates received information about courses and student loans. Thirty-two took advantage of certificate courses offered at VIRCC. In addition, JHS introduced a literacy program. Book Clubs were established, library was improved and access to literacy was increased.

# INDUSTRY TRAINING

Before inmates are released, VIRCC provides industry training to enable their employment for their future outside of prison.



## Basic Construction and Training (BCAT)

This year marks five years in providing the BCAT at VIRCC. The training was increased to five sessions. The program continued to build on our previous successes for the construction training. We delivered five BCAT training sessions to a total of 32 inmates. Each training session included Emergency First Aid, Back and Ladder Safety, Confined Spaces, Fall Protection and Connect Hearing. Long standing partner Scott McKinty taught Tool Belt Basics and Measuring Made Simple for each of the BCAT sessions.

## Hospitality Employment and Restaurant Training (HEART)

In January and March of this year, we introduced this new program to 13 inmates over two sessions. Each four-day session included Emergency First Aid, FoodSafe, WHMIS and Back Safety. In addition, Chef Dan Hayes owner of Victoria's London Chef Cooking School, taught Introductory Prep Cooking Skills, Knife Skills and Kitchen language Skills. The inmates prepared and shared a meal. Each of the inmates then met with the Prison Services caseworker after the training to update their resume with the newly acquired certificates and training. Appreciation goes to VIRCC Senior Management for gaining approval from Corrections Risk Management to offer this hospitality training that is one of its kind in a provincial institution.

A group of people, including staff and inmates, standing in a kitchen or training area. They are smiling and holding certificates. The background shows a kitchen with a whiteboard and a sign that says "Hope's for the Prisoner".

Evaluations collected from inmates and feedback from VIRCC program staff were favorable. This resulted in our 2019-2020 VIRCC contract being increased in value to allow for five construction training and three hospitality training sessions to take place this coming year. The certificates and training sessions in both the construction and hospitality industry, will allow the inmates to leave the institution with more skills than when they entered. The effect of this will result in the likelihood of increased employment opportunities when released into the community. A modern, yet a grass roots JHS program and JHS Victoria is well placed to explore further opportunities to support our clients within VIRCC in the upcoming year.

# WITH MANY THANKS

The Bridge Staff and so many at JHS Victoria make our efforts the successes that we see and experience each and every day.

I would like to recognize the tremendous work of the Bridge Street staff. They are professional, enthusiastic and are the true fabric of our community programs. Their jobs are demanding and require creative problem-solving skills on a daily basis. Flexibility and the ability to think outside of the box is key to the success for most of our community programs and I appreciate the willingness of the staff to rise to the occasion and move direction on short notice in order to meet the demands and needs of each programs.

I can often hear laughter in the staff room and I have witnessed firsthand the camaraderie that comes with a sense of pride in the work place. This is worthy of applause to the staff and thank you for your generous spirits and helping to keep Bridge Street vibrant.

In conclusion, I would like to congratulate Manj Toor our Executive Director, who just recently reached his second anniversary of being at the helm. Being the Executive Director is not an easy task, it is fraught with many obstacles and judgments. Yet, Manj has brought his genuine self to the position and in turn has managed to navigate the many challenges and complicated decisions that come with being in his position. In addition, I would like to acknowledge Manj for his belief and desire to create JHS team spirit. Manj has and continues to make every effort to incorporate team spirit into our JHS culture. This past year, he has brought residential and Bridge Street staff together for meetings, followed by social lunch gatherings, has created a volunteer social committee made up of both residential and community program staff and casually drops by with doughnuts and treats at both locations. These are just a few examples of how he is creating team spirit for all of JHS staff. Team spirit is one of the elements that helps organizations thrive and I suspect we will see more “team spirit” philosophy coming from our Executive Director. This will result in many positive outcomes for the JHS staff and in turn for the organization.

With two large employment contracts coming to an end this coming spring, I anticipate change is on the horizon. However, with change comes new opportunities and we have positioned ourselves to be competitive and are ready to embrace the changes. I look forward to working with Manj as we navigate the next 12 months and confident his leadership style will bring us back to calm waters and as a team, we will embrace change and flourish in new opportunities.

**Shirley Williams**

Director of Community Programs

# COMMUNITY BASED LEARNING

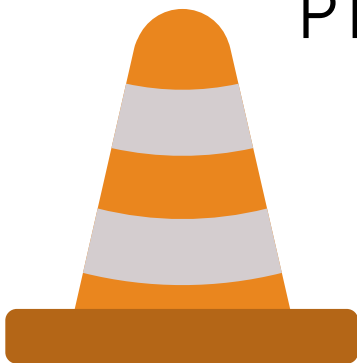
For many with barriers, working in and among coworkers can be intimidating and overwhelming. The ACES Program aims to assist that barrier.

We are now in our second year of administering the Acquiring Community-Based Employment Skills (ACES) program. The ACES program is managed by the John Howard Society of British Columbia and is delivered by six regional JHS affiliates across the province. Eligibility requirements include individuals who are 18 years or older and are experiencing barriers to employment and whose employment status is unemployed, underemployed or employed in a low-skilled occupation. The program provides assessment, training and supported work experience and skills training for employment in a variety of occupations.

23



PARTICIPANTS TO  
PROGRAM



29

**certificates completed**

Certificates includes First Aid,  
WHMIS, Forklift,  
Aerial Lift, Skid Steer,  
FoodSafe, and Fall Protection

A sampling of employment secured after their training include Integrity Building Supplies, Parker Johnson, Teak Craftsman, Coastline Digital Media, Farmer Construction and Tim Hortons.

# WHY LISTENING MATTERS

More people need to take the time to listen, it's amazing what one can learn when we do listen to others.

The Visitors Group continues to provide valuable socialization and an escape from the loneliness of life in prison. A group of very dedicated volunteers contribute three to four hours of their own time each Wednesday evening to befriend, talk and engage with the residents of William Head Institution. Like those visited, volunteers have a variety of backgrounds and each contribute in their own unique way. Residents often express how much they glean from the weekly visits and how much they appreciate someone taking time to visit them.

Every volunteer is encouraged to enjoy their visit by doing activities that they enjoy. This might include having a conversation, playing a game of volleyball, baseball, cards or a board game. Volunteers have learned so much about being unassuming and taking the time to listen. More people need to take the time to listen. It is amazing what one can learn when listening to others.

A few highlights of this year include the initial BBQ, which starts off the year and allows volunteers a chance to know the residents. Good food and laughter usually make for a good time. Playing baseball is also a favourite among volunteers and the residents. Two baseball games were played during the summer. At the end of the year, the program ventured to host a New Year Dinner in place of the Christmas Dinner. Residents look forward to a little gift filled with candies of all kinds. Residents contribute so much to making these events happen.

Many new volunteers join the program each year. And while some are still waiting to be cleared by CSC, most can begin building relationships with residents. I am so very thankful to continue this amazing work, a type of work that truly gives one a deeper sense of belonging and value. The volunteers are amazing. I'm truly blessed to have anyone come out and make an effort in such life changing work.

**Linda Whittaker**

Visitor's Group Coordinator

**1,679**



reported contacts made between  
volunteers and residents

# IT TAKES A VILLAGE

We are so proud and thankful for our outstanding staff who make the work and vision of John Howard Society a reality. Our success is not measured in numbers but in the lives and hearts of those we serve.

## DIRECTORS

**Manj Toor**, Executive Director

**Kathy Roy**, Director of Residential Programs

**Shirley Williams**, Director of Community Programs

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	Tom Arsenault	

# WHERE HEART MATTERS

Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another.

Erma Bombeck

# Thank You!

Becky Radermacher	David Stott	Noreen Taylor
Georgia Cavanagh	Jackie Robson	Suzanne Koutsodimos
Phyl Cowie	Ernie Quantz	Pat Richard
John Jorgensen	Jacquie Nelson	Robbie Newton
Al and Darlene Andersen	Ardelle Quantz	Alison Holmes
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Sayedda Shah	Emily Seggie	Candace Rissley
Danielle Honeychurch	Jeremy Citron	Torey Kestevan
Michaela Pomponio	Julia Nelson	Tyler Martin
Benjamin Gertz	Melanie Armstrong	Andrew Sails
Breane Bonhert Charity	Shea Boland	Alec Schaning
Candace Rissley	Kara Charlton	Lacy Groeneveld
Claire Mercer		Megan Poulin

# GENEROSITY BEYOND MEASURE

The value of a man resides in what he gives and not in what he is capable of receiving.  
Albert Einstein

A VERY BIG

# THANK YOU

TO ALL OF OUR FUNDING PARTNERS. YOU MAKE  
OUR WORK A REALITY.

**Government**

BC Ministry of Public Safety and Solicitor General  
BC Ministry of Finance - Gaming, Policy & Enforcement Branch  
BC Corrections  
Correctional Services of Canada  
City of Victoria  
Employment & Social Development Canada  
Provincial Health Services Authority  
Island Health  
District of Saanich Police Department

**Others**

ACCESS-Aboriginal Community Career Employment Services Society  
John Howard Society of BC  
John Howard Society of Canada  
The Victoria Foundation  
Horne Coupar LLP  
IG Wealth Management  
RBC Foundation  
Ted Rogers Foundation

Thank you to our many other private individuals and businesses who donated and  
supported us throughout the year.

# WE NEED OUR COMMUNITY

Alone we can do so little; together we can do so much.  
Helen Keller

TO ALL WHO PARTNER WITH US

*Thank You!*

Boulders Climbing Gym  
Butterfly Gardens  
Cinecenta, UVic  
Craigdarroch Castle  
Esquimalt Recreation Centre  
Flying Squirrel Victoria  
Oak Bay Recreation Centre  
Peacock Billiards  
Peninsula Co-op Climbing  
Centre  
Saanich Commonwealth Place  
WildPlay Victoria  
Interactivity Board Game  
Café  
Fired Up! Ceramics

BC Federation of Young  
Workers  
BC Regional Council of  
Carpenters  
Connect Hearing  
Basi Heavy Equipment School  
of Training  
Knappett Construction  
Paper Street Theatre  
Pinnacle Safety Training  
Ready to Rent BC  
The London Chef  
Vital Link  
The Comfort Inn & Suites  
Aids Vancouver Island  
Knot Alone Counselling  
Ip Consulting  
De Bruyn Consulting

BC Non-Profit  
Housing Association  
BC Yukon Halfway  
House Association  
E.S. Williams & Associates  
Inc.  
PLEA Community Services  
Schmunk Gatt Smith &  
Associates  
Vancity Credit Union  
Cowan Insurance Group  
Megson Fitzpatrick Insurance  
Provincial Association of  
Residential and Community  
Agencies

**BladeRunners Story**

P.L. came to us after being out of work for a year after the death of his son. In his past, he spent time in and out of jail and struggled on and off with addiction. He was looking to make a change and better his situation for himself and his family.

He was quick to make friends and inspire those around him with his story of overcoming his grief and addiction. He had an infectious positivism about him and utilized help from his job coaches to secure not one, but five job offers by the end of the program.

P.L. decided to accept his offer at Brickwork's Paving after the completion of the BladeRunners program. He started full-time at \$15/hour and 3 months later has worked his way up to be a crew boss, making \$25.50/hr. There are lots of opportunities for upward movement and overtime, and he shared with his job coach that he has managed to pay off his debts and provide for his family in a way that he never imagined possible. He continues to remain in close contact with the BladeRunners staff and has passed on his infectious attitude to those around him in his workplace and community.

**CATTS Story**

One of our success stories for the 2018-2019 fiscal year is a man named F.V. He participated in the October intake which consisted of 6 participants. He came into the program with little to no experience in the construction field and was eager to learn. He faced multiple barriers to obtaining employment which included being recently released from a federal institution and having an employment gap on his resume. F.V. came into the program focused and determined to continue on the path of changing his life for the better.

He was excited to start his journey in the CATTS program with hopes of finding work in the field of construction. He was quiet and reserved at first but eventually became more and more open with his peers and Placement Supervisor. His interest in the trades was noticeable and his passion to become a carpenter started to blossom. His favorite times within the program came from the Knappett Site Tour, Carpenters Union Presentation, and the hands-on tools workshops. When it was time to find employment, F.V. had already determined that he wanted to join the Carpenters Union and pursue an apprenticeship in carpentry.

F.V. started with Campbell Construction as a Material Handler and never looked back. Throughout the 20 weeks of work experience, his union representative was receiving excellent feedback from his site superintendent about his work ethic. During the first few months of employment, F.V. obtained a carpentry apprenticeship. The style of work quickly changed for him as he was able to get more time working with carpenters who would teach him the skills for apprenticeship. He did express that starting as a Material Handler allowed him to gain appreciation for all aspects of his trade and respect for those who work in that position and environment.

Where is he now? Here is a letter that he kindly wrote:

*"Last year I had taken the CATTS program when I was going through a tough time in my life. When I showed up I was a little hesitant but after a few hours I noticed these people were actually here to help. It was a great environment to learn in and that gave me the experience and tools I needed to find and hold a decent job. Now I'm currently a first aid attendant and about to start my first year of carpentry at Camosun College, working on one of the biggest construction sites in the city, and making \$20.50 which is something I never could see myself doing but learned I really enjoy and I never would of made it here without the help from the CATTS program. To anybody who reads this and is thinking about getting involved, don't hesitate. What do you have to lose?"*

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**WOW Story**

"In July 2018 I was very privileged to be apart of the WOW Program as part of the CATTs training. Before I heard about this amazing program, I was working dead end jobs that I was not passionate about. Eventually leading to extreme anxiety and depression, bad relationships, and hardly any self esteem or self worth.

I was always interested in the trades, growing up with my father being a painter, but I knew deep down painting was not for me. The WOW program gave me everything I needed to start a career, while at the same time, getting to know other females that had similar stories.

From my first interview, to day one of the in-class work, right to the very last day of my mentorship I felt absolutely nothing but I sincere compassion and warm want to help from every single employee, course trainer, or guest speaker. Truly an unreal group of support. Support that a lot of us women did not have in our daily lives. If you were having a bad day, there was someone to talk to. It was like family.

Within the three weeks of training and coaching, we had found a job that really sparked my interest. The day of forklift training was the highlight of the whole experience for me! Slegg Building Materials was brought up as an option to apply for. I immediately agreed and the resume process began. Within days I had an interview at Slegg Building Materials, and a couple days later I was hired as a forklift operator and have been operating since then.

The thought of starting a new job, in a field I was so unfamiliar with was so terrifying but the support of every single person from the John Howard Society had my back and I went into my new with my new found confidence that I can thank them from the bottom of my heart.

The last year has been one of the best years for employment of my life. Working at Slegg Building Materials, I started at a wage of \$13.50. Less than a year later I am now making \$20.00 an hour and have a full benefits package. Today, I found out the I am employee of the month! The same day I write this letter.

Thank you especially, for changing my life."

SW

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