

# ANNUAL REPORT 2019/20

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**JohnHoward**  
SOCIETY OF VICTORIA



# A MESSAGE FROM MANJ

This has been an exciting year for the John Howard Society of Victoria (JHSVic) as we continued to experience growth, and with the growth acknowledged the importance of consistently aligning policies and procedures across all services. As an organization, we are at a place where we would benefit from establishing a strategic foundation to provide structure to our processes and set goals for our future so that we continue to be a strong organization. I am particularly proud of our ability to have established the following new programs this past year: Community Adult Mentoring Services (CAMS); Indigenous Cultural Caseworker based at Vancouver Island Correctional Centre; the Young Adults Training Program (YATP); and the expansion of the School Based Restorative Justice in Middle and High Schools. The programs were made possible through our partnerships and have allowed us to evolve our services to meet client needs. This is the cornerstone of our strategic change. This past year we started to look at establishing a mixed-use property which will provide us a space to expand and enhance our community programs and have residential services within one building. This change will allow us to better serve individual needs throughout our community.



With the COVID-19 pandemic, we are reminded about the importance of infrastructure and connectedness. It was a truly heartening experience when staff and volunteer mentors embraced the new challenges and found creative, safe ways to continue connecting and working with participants and co-workers. Where required, while in-person visits were maintained, I saw tools and resources leveraged (video conferencing and online programming) to ensure we continued keeping our team healthy and meeting the needs of our clients. I whole-heartedly thank you for your commitment to our clients and the Society. I would also like to extend my gratitude to the Board of Directors who have provided strong support and guidance. Thank you.

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# COMMUNITY RESIDENTIAL PROGRAMS

## Manchester House

Manchester House bridges the gap from the institution to the community. The House provides a safe, homelike and supportive environment for individuals released from federal and provincial correctional institutions, as well as the Forensic Psychiatric Hospital. Staff are advocates and role models, mediating problems or conflict situations experienced by the residents. Manchester House provides the opportunity for residents to make positive changes in their lives as they safely move towards future aspirations and destinations.



Maxfield House

At the beginning of our program year, available beds in Victoria CRF's were scarce and inmates who were granted day parole had to wait several months before they could be released into the community. Towards the end of the year, the waiting list for beds evaporated and by year-end, there were no releases because of COVID-19. Manchester was able to maintain nearly full occupancy throughout the fiscal year.

## Forensic Individuals Served

The forensic program focuses on personal life skills, specifically money management, cooking and shopping. The residents are expected to comply with residency obligations by completing weekly chores, keeping their living area clean, tending to their personal hygiene and full participation in the forensic program. Other programming includes volunteering at Soap for Hope weekly, community development night every second Wednesday, and the Friday evening supper group along with many other weekday and weekend scheduled community outings.

Behaviors, medication administration and compliance to their resident action plan is closely monitored and reported to the Adult Forensic Clinic on a regular basis. The residents met with their counselor weekly to discuss the resident action plan and made any necessary changes. Monthly resident reports were completed and discussed with the resident.

# COMMUNITY RESIDENTIAL PROGRAMS

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## Gelling Manor

Gelling Manor is conveniently located on the same property as Manchester House and is within walking distance to downtown Victoria, banks, and shopping malls. It provides five single bedrooms with shared kitchen and living room space. The house has two ground level entrances on the main floor, one located at the rear of the house to a two-bedroom suite and the main front entrance which lead to the upper three bedrooms.

Gelling Manor beds were consistently occupied throughout the year. Of the 60 beds available yearly, 95% were fully utilized. The upkeep and care of Gelling Manor remains the responsibility of the residents.

We are grateful for our JHS Board of Directors, Executive Director Manj Toor and volunteers, who believe in our mission of promoting a safe and peaceful community. Thank you for the energy, innovative ideas, and passion you put into the cause. As we move forward, may every idea shared and every opportunity seized, help the residents' achieve their goals.

Gelling Manor continues to be a valuable resource for our more independent residents on day parole. Mature, respectful clients residing at Manchester House are selected and transition to Gelling Manor.



Gelling Manor

**kathy roy**

DIRECTOR OF RESIDENTIAL PROGRAMS

# COMMUNITY RESIDENTIAL PROGRAMS

## Residential Activities

The community activity component to the program provided an opportunity for resident participation in many different community events/activities. It also allowed staff the opportunity to observe resident behaviors while in these different social settings.



The 13 hours of weekly outreach continued to be a valuable resource for individuals needing extra support in the community. The hours were spent assisting with scheduled appointments, medication supervision and providing support in areas of shopping, budgeting, job search, education upgrading and basic life skill issues.

Gardening enthusiasts from Manchester attended our garden at Burnside Gorge Community Centre and their labours were rewarded with fresh vegetables. Residents were introduced to countless community activities and volunteer work. In August, a community BBQ was held for residents and former residents, their families, neighbors, volunteers, parole officers, JHS Board Members and staff. December was celebrated by sponsoring a single father and his family at Christmas. Unfortunately, the fiscal year ended on an unusual note and the community activities were put on hold with the outbreak of the coronavirus.



# MAXFIELD HOUSE

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Maxfield House is a beautiful five-bedroom, two-bathroom house that had been completely renovated prior to being bought. The self-contained one-bedroom suite downstairs is designated for a resident who is actively participating in the Forensic program at Manchester House. The house provides 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 per room at Maxfield House is \$475.00 per month.

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-throughs at Maxfield House to ensure it is being kept clean and there are no resident issues or concerns.

Through this fiscal year, six residents were approved and moved into Maxfield House. Of these six, four moved on to independent living while two residents currently reside at Maxfield House. Out of a possible 1464 bed use nights, 817 were used through this year.

**chris aspelund**

PROGRAM COORDINATOR



## **A Personal Story, From Manchester House**

"In November 2018, a resident arrived at Manchester House from William Head Institution. This resident was serving a life sentence and was his first time on day parole. He resided at Manchester House for nearly one and a half years. During his stay he struggled to find employment in his chosen field. The resident decided to return to school for upgrading in his field of choice. While attending school, he found full time employment in an unrelated field and continued to work at this location until finishing the course in the 90th percentile of his class. He was offered part-time employment with the facilitator of the course. Shortly after accepting the part-time position, he received a full-time job offer in his chosen field. In April of 2020, he was granted full parole and moved into transitional housing".

# CANADIAN BORDER SERVICE AGENCY

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John Howard Society of Victoria took on a new contract through the Canadian Border Service Agency (CBSA) in 2018. The program is the Community Case Management and Supervision (CCMS). The purpose of the program is to monitor CBSA clients who have had minor infractions in the community as an alternative to detention. In addition, clients are referred to programs in the community that may meet their needs. For example, mental health and/or addiction groups.

Since the program began, three clients have participated and clients are met on a monthly basis to assess how they are functioning in the community by asking probing questions into their well-being. At these monthly meetings, clients call in to the CBSA office in Vancouver to check in with them. One client was recommended to attend LifeRing meetings to address addictions issues, which they stated they have been attending. The client has good community supports as they have a worker through Cool Aid Society who occasionally attends the appointment with them. The Cool Aid worker verified the client's attendance at LifeRing and can speak to how they are functioning in the community. Over the course of the year, good rapport has developed.



**rhonda sheen**

RESIDENTIAL COUNSELLOR

**PRO NEW PROGRAM**

# PROVINCIAL FORENSIC OUTREACH

NEW

The John Howard Society was contracted to provide Forensic Outreach at Victoria Adult Forensic Psychiatric Services in April of 2019. Forensic Outreach receives referrals from the Forensic Clinic Case Managers, namely Mental Health Nurses and Social Workers. This program is part of the Provincial Opioid Use Disorder initiative. The Concurrent Disorders Team is made up of the Outreach Worker, a Medical Office Assistant, and a Concurrent Disorders Counselor. Clients presenting with problematic substance use at intake to the Forensic Clinic are often given a referral to the Concurrent Disorder Program.

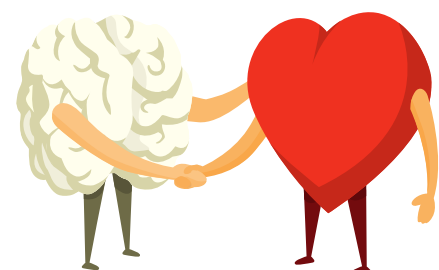
Our outreach program works closely with the Forensic clinic and the Concurrent Disorders Team by providing direct and indirect support to clients. This includes advocating accessibility to community services, transportation to appointments, recreational activities, and life skills support, in conjunction with one-on-one therapy with the Concurrent Disorders Counselor. While clients tend to isolate, the Outreach provides needed social contact outside of the Forensic Clinic. Group activities such as crab boils and trips to the driving range are organized with Forensic Outreach clients and other community outreach workers.

Clients benefiting from Outreach services suffer from serious mental illnesses, along with Substance Use Disorder, and have conflicted with the law. Many clients participate in Opioid Agonist Therapy (OAT) with physicians through the Forensic Clinic, and overdose prevention is a main focus of Outreach services. Outreach ensures the clients referred have access to, and education on, harm reduction strategies and supplies. Naloxone kits are handed out regularly along with reminders to not use street drugs alone and always have Naloxone on hand.

Victoria Regional Forensic Outreach received 23 client referrals and provided an average of 18 direct contacts/visits a month with clients between April of 2019 and March of 2020.

**lauren semrau**

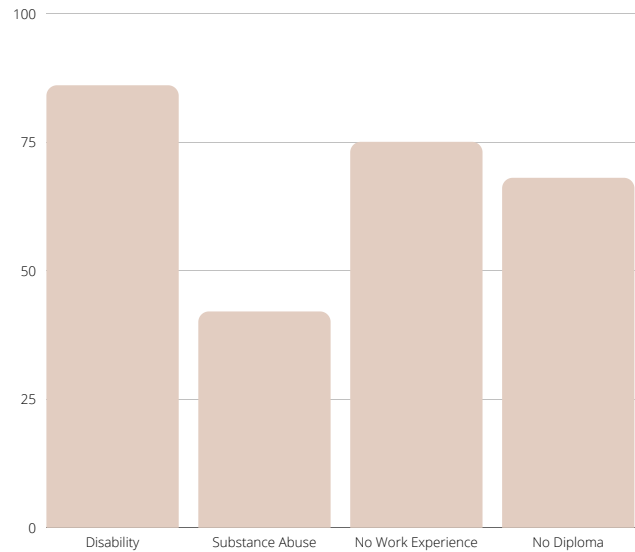
PROVINCIAL FORENSIC OUTREACH WORKER



# BLADERUNNERS

BladeRunners is an employment program which helps disadvantaged young people aged 15 to 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 youth. Because many of the at-risk youth taking part in the program were experiencing personal problems outside of their regular work hours, a system of 24/7 support from the BladeRunners staff was developed. This model led to the award winning provincial BladeRunners model.

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, while the Aboriginal Community Career Employment Services Society (ACCESS) serves as the program manager for the 19 BladeRunners programs throughout the province.



Type of barriers clients faced coming to our program.

## Program Activity

From April 2019 to March 2020, we were able to help 139 clients. Many of our participants had several barriers to employment. These included houselessness, child-care challenges and emotional health concerns. Our program was able to bring opportunities and skills to all clients, foster relationships, and offer ongoing mentorship for the years to come. Out of our 18 intakes, two of them took place on the WestShore where we rented out a space at the WorkLink Office in Langford. These were a resounding success and allowed us to reach out to our client demographic from the WestShore, helping 21 people gain skills through our construction stream of BladeRunners.



Kat. A job coach.

# BLADERUNNERS

## Construction Sector

The original BladeRunners model was for the construction sector of employment. A two-week program, we offer five safety certificates that are construction specific: Fall Protection, WHMIS, Emergency First Aid, Back and Ladder safety. The first week includes life skills workshops while the second week offers on-hand training for construction tools. The training includes hand and power tool training with a local carpenter, a tour of a bustling construction site with Knappett Construction, and Forklift training (always a highlight). We have close ties to the Carpenter's Union as well as other big construction companies in Victoria, which we utilize in obtaining employment for clients at the end of their training.

## Hospitality Sector



Chef Hayes.

Over the years, we have seen an increase in interest and participation in the hospitality sector training for BladeRunners. We offer five safety certificates that are specific to the hospitality industry: WHMIS, FoodSafe, Emergency First Aid, Back and Ladder Safety. These are completed in the first week of the program. In the second week, hands-on training with our in-house espresso machine for a total of five hours. Black Bear Coffee Roasting, located across the street from our office, delivers additional training on coffee roasting and industry practices. Another partner within the hospitality training is the London Chef. Their low pressure, fun training provides hands-on knife skills and cooking classes.

We facilitate our own program specific workshops wherein we discuss goal setting, money management and interview skills. During the one-on-one sessions with our clients, we are able to develop deeper relationships, build trust and work towards their goals together. This year was a resounding success – and we look forward to continuing to support our clients and work with new ones in the future.

**shirley williams**

DIRECTOR OF COMMUNITY PROGRAMS



A participant cooking.

# CATTS PROGRAM

## Construction and Trades to Success Program

The CATTS Program, funded by the Government of Canada's Skills Link program, completed its third 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 in the field of construction and trades. 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.

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

## Highlights

The Women On Worksites (WOW) Program helps women who want to pursue a career in construction and need assistance breaking through the social stereotypes of construction. By the end of the 20 weeks of work experience: six participants were working full-time or close to full-time hours; one returned to school; three participants received raises within the 20 weeks of work experience.

Seven of this year's participants were given raises. All raises given to participants were received within their 20 weeks of work experience. And three participants went back to school.



**tom arsenault**

EMPLOYMENT SERVICES

# CATTS STORIES

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CJ joined our intake in October of 2019. She applied to the CATTS Program looking to learn about the field of construction and to get herself back into the work force. CJ had not been employed in approximately 8 years and had been a stay at home mom for two young children during that time. Before entering the program, CJ had just given birth to her newborn, her third child, weeks prior to the start date. CJ kept an open mind and learned that construction wasn't the best fit for her.

CJ took a part-time job with Country Grocer as a cashier. The transition to the work force was more manageable for her thanks to the program. She was still able to care for her three young children while being able to work flexible hours. CJ still continues to work with Country Grocer and her attitude and motivation continues to be the driving force of her success.

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"Before the program I was going through a rough patch in my life, I suffered from alcohol and substance abuse, I wasn't going to school and I later quit my job. My parents told me about this program they found on Used Victoria, so I tried to get a couple people to join it with me and that's how I got to the CATTS Program. During the program I got to do a variety of things. We had different people every day. My two favourite activities were forklifting and pipefitting. We also got a bunch of certificates that I now use every day.

After three weeks Tom and everyone else at the program helped me secure a full-time job at Hourigan's Flooring. My job is to help deliver flooring to people's houses and work in the warehouse. I'm also now going to school thanks to the program. They helped me get back into Lambrick Park Secondary School. I'm doing a lot better. I would like to give a big thanks to everyone that helped me. It was a big step in turning my life around." - CB



CB trying out the fall harness.

# CES PROGRAM

## Community Employment Services Program

We are proud to say that for the 17th year the CES Program was once again provided to the community. Funded by Correctional Service of Canada (CSC) and provided by the John Howard Society (JHS) of Victoria, CES assists clients on federal parole with finding and maintaining employment. Our caseworker assisted clients with resume preparation and cover letters, showed clients how to conduct online job searches, provided clients with job leads and referred clients to other community resources. They also facilitated resume workshops three times at William Head Institution, attended the annual Community Resource Expo and promoted Blade Runners 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 their job satisfaction. 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. The John Howard Society of Victoria helped 41 clients on federal parole with gaining employment this year and assisted them with obtaining twelve vocational certificates cumulatively.



"EG was one of my first clients that I met. EG was personable and motivated to work. EG has an accounting background and took all the training he could while he was incarcerated. EG's employment goals are to obtain a position utilizing his education. EG was offered a position working as a shipper receiver. As he was working full-time, he was taking an online course through H & R Block. He completed his course and is now working part time at H & R block. EG is slowly building his resume and I believe he will reach his employment goals!"

shelley taylor

COMMUNITY EMPLOYMENT COORDINATOR

"JP is working full time at Network Improvements. JP has had to work through some issue that arose during his release. He was houseless when he was released. I worked with him and tried to figure out how we could find him a place. I contacted Beacon Community Services and they are working to find a place for him to live. We worked on his resume and started job searching. He was offered a position at Network Improvements. I took him shopping for some basic gear to get him started. With continued support, I think that JP will do great at his job."

# ACES PROGRAM

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Acquiring Community-based Employment Skills (ACES) is a program that runs through John Howard Society BC. ACES provides support and training to individuals facing multiple barriers to employment. We had 31 intakes from ages 29 and up, four females and 27 males. We met with clients once or twice a week to help with employment goals, resumes and cover letters, interview techniques, and job search. When clients are offered a position, we offer up to six months of support.

The program receives referrals from different community support agencies. They include the following: Victoria Parole, Salvation Army, Cool Aid, Mudge House, Work BC, and The Cridge Centre for Family. ACES currently has 20 clients who have completed the program and are working. Some examples of employers are as follows: Superior Steam cleaning, U-got-Junk, H&amp, R Block, A+ Janitorial, El Patron, Carpenters Union, Floyd's Diner, Colonial Cabinets and Strathcona Hotel.

**A STORY**

**shelley taylor**

EMPLOYMENT SERVICES JOB COACH

"SH was going through a lot of personnel issues. She came in with a plan and followed through. She has taken multiple training course for certificates and was offered a full-time job at Western Traffic. Because of her training and her occupational level two, she is getting more opportunities with better pay! She has shown amazing strength and she is so very appreciative for all the help we have given her. Recently, she called me to thank me for all that we have done for her. She was quite frantic. She said that she had just saved a man's life. She saw a man collapse on the bridge near her work site. She ended up performing CPR on him until the ambulance showed up. She said because of the training she took though John Howard she was equipped to save a person's life. SH continues to amaze me in everything she does! Keep up the good work SH!"

# YOUNG ADULT TRAINING PROGRAM

This is year one of Young Adult Training Program (YATP) program serving ages 17 to 29. The John Howard Society of BC YATP program provided support and training to individuals facing multiple barriers to employment. We met with clients at least once or twice a week working on employment goals and research, resumes, interview techniques and job search. Once a client is employed, we offer support for up to six months. YATP had 18 intakes, six females and 12 males. We received referrals from a variety of different community supports including the following: Victoria Parole, Cool Aid, NIL Tu, Salvation Army, Victoria Probation, Victoria Family Court and Victoria Community Corrections. YATP currently has four clients that have reached their 90-day job retention. Examples of current employers are as follows: Boston Pizza, Jordan's Flooring Outlet, Floyd's Diner, Westshore Cabs, and Salt of the Earth.



## Personal Stories

"After receiving a letter that I sent to KM, she dropped in the office to pick up her First Aid and Food Safe certificates. After talking to KM about her employment, I discovered that she has retained her employment and surpassed the 90 days. I informed her that she qualified for the ACES Allowance bonus of \$500.00. She was so excited. After receiving her confirmation letter from her employer, I sent in a request form for her cheque. She is extremely happy!"

"TC was hard to get a hold of for the first little bit. He recently stopped in for bus tickets. I was able to talk to him and we discovered that he has been at his job for past 90 days. His employer was in the car and came in and fill out an employment confirmation form so TC can get his \$500.00 completion bonus. TC was very excited to learn about his bonus."

**shelley taylor**

EMPLOYMENT SERVICES JOB COACH  
JOHN HOWARD SOCIETY ANNUAL REPORT 2019/2020

# SCJI PROGRAM

## Saanich Community Justice Initiatives

Saanich Community Justice Initiatives (SCJI) is an innovative, out-of-court process for dealing with an offence that has been run in partnership with the Saanich Police Department since 2002. It is an alternative to the traditional justice system based on the principles and practices of Restorative Justice. The victim is central to the process, the accused is held accountable for their behaviour, the community perspective is included, and input from all affected parties is encouraged.



The Community Justice program has three models: Community Conferencing, Victim/Offender Resolution Meeting, and Diversion. Each model includes dialogue from all parties impacted by the offence and the development of a Community Justice Agreement outlining particular tasks to be completed by the accused. Possible outcomes include apologies, community service, employment programs, restitution, written or creative projects, referrals to specialized agencies, mentoring, and any other activities deemed suitable.

This fiscal year, Saanich Community Justice Initiatives received 33 referrals from the Saanich Police Department and two referrals from Crown Counsel. Files were received for Theft Under, Mischief Under, Assault, and Break and Enter offences. Of the files that were closed during this fiscal year, 32 were resolved through the Diversion model, three were resolved through Victim/Offender Resolution Meetings, two were resolved through Community Conferences, and 1 was resolved through a Peacemaking Circle – an alternative model that brought the affected parties together to share their perspectives on the offence and make amends. 70% of these files were closed as 'complete', 24% were closed as 'incomplete' (either partially or fully), and 6% were closed as 'unable to contact'.



# SCJI PROGRAM

Community work service was completed for various partner organizations such as the Mustard Seed, the Salvation Army, Beacon Community Services, the Greater Victoria Green Team, Swan Lake Nature Sanctuary, Fernwood Community Centre, and the Rainbow Kitchen.



# 200+



hours of volunteer work

In addition, 36 apologies and 22 reflective projects were completed, and 26 individuals accessed additional support services as a result of participating in this program. Among the community resources accessed were counselling services, mental health and substance use services, financial services, parenting resources and support groups.



**andrea gertz**

PROGRAM COORDINATOR RESTORATIVE JUSTICE

# SCJI PROGRAM

## A Success Story

"This year we saw the successful completion of an Assault file that was referred by Crown Counsel. The victim of the assault was contacted upon receipt of the file and expressed that he was not interested in participating in a face-to-face meeting with the accused, but that he would be open to receiving an apology letter and wanted the accused to receive the mental health support that he needed."

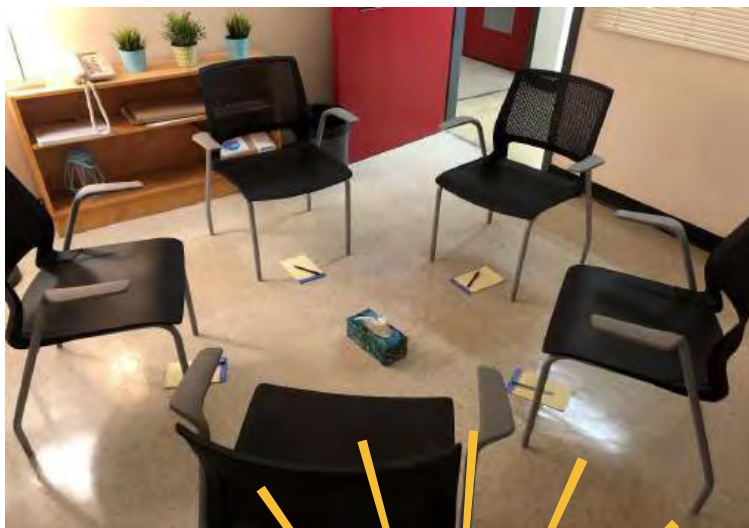


"At his intake appointment, the accused expressed a great amount of frustration with the length of time it took to be referred to this program (his offence took place 7 months before his file was referred) and the number of days he would need to take off work to attend various appointments and complete the terms of his Community Justice Agreement. Despite this frustration, he took full responsibility for his actions and said he was willing to do what was needed to repair the harm caused. For his Agreement, it was decided that this young man would apologize to the victim by letter (but otherwise maintain no contact with him), complete 14 counselling sessions at the Men's Trauma Centre, consult with a psychiatrist regarding a possible mental health diagnosis, and complete 10 hours of community service at the Mustard Seed."

"At his exit appointment, the accused had successfully completed all the terms of his agreement. His apology letter was very thoughtfully written, he attended all 14 counselling sessions, his psychiatric assessment and recommendations were forwarded to his doctor and he completed 11 hours of community service, when only 10 hours were required. At the end of the meeting, the accused apologized for previously taking his frustrations out on the program coordinator. He said that his anger was misdirected and he was just frustrated that the whole process had taken so long as he wanted to be able to move forward. He expressed that successfully completing this program was a weight off his shoulders and that he was glad he was now able to put his offence behind him."

# SCHOOL-BASED RESTORATIVE JUSTICE

The School-Based Restorative Justice (SBRJ) program is an alternative measure for resolving cases of bullying, violence, and other incidents in schools. It encourages students to take responsibility for their actions and work collaboratively to repair the harms that their behaviours have caused. The SBRJ Program has two models: Restorative Justice Circle and Diversion. Each model includes dialogue from all parties impacted by the incident and the development of a Restorative Justice Agreement outlining particular tasks to be completed by the responsible student. Possible outcomes include apologies, written or creative projects, restitution, referrals and any other activities deemed suitable.



This fiscal year was the pilot year of the SRJB Program. In Spring of 2019, a needs assessment was sent out to middle and high school principals in the Greater Victoria area to determine if there was an interest and need for this program. Principals from three middle schools and three high schools expressed their support and agreed to partner with the School-Based Restorative Justice program. The partnered schools include Lambrick Park Secondary School, Spectrum Community School, Esquimalt High School, Cedar Hill Middle School, Rockheights Middle School and Shoreline Community Middle School.

**NEW  
PROGRAM**

# SCHOOL-BASED RESTORATIVE JUSTICE

Through the Spring and Summer, grant funding for the program was secured. Funders of the program include Civil Forfeiture Grants, the Chris Spencer Foundation, the Edward and Frances Malek Fund (through the Victoria Foundation), the Laurence & Hazel Burt Memorial Fund (through the Victoria Foundation), Robert McCallum (through the Victoria Foundation), the Schein Foundation, the TELUS Friendly Future Foundation, and the Edith Lando Charitable Foundation.

The (SBRJ) program began accepting referrals as of September 2019. Since then, the program has received six referrals from middle schools and eight referrals from high schools. Files were referred to resolve cases of physical violence, bullying, name calling/offensive comments, and interpersonal conflict.

Of the files that were closed during this fiscal year, eight were resolved through the Restorative Justice Circle model, and four were resolved through Diversion. We are proud to say that 71% of these files were closed as 'complete', seven percent were closed as 'partially complete', and 21% were closed due to 'withdrawal of consent to participate'.

Another highlight this year was when a longstanding interpersonal conflict between two middle school students was resolved. The students were referred to the program as they were in the same class and had ongoing conflict with each other. While one student was open to participating in a Restorative Justice Circle for resolution, the other was not. However, both students were open to sharing their perspectives and gave permission to the caseworker to share information between them. Through this shuttle communication, both boys learned that they were in agreement on many things – they both wanted the conflict to stop, they were both willing to stop if the other agreed to, and they were both willing to apologize and put it behind them. The boys apologized to each other on their own time and their files were successfully closed. The boys' principal expressed that the caseworker performed a miracle' on this file.

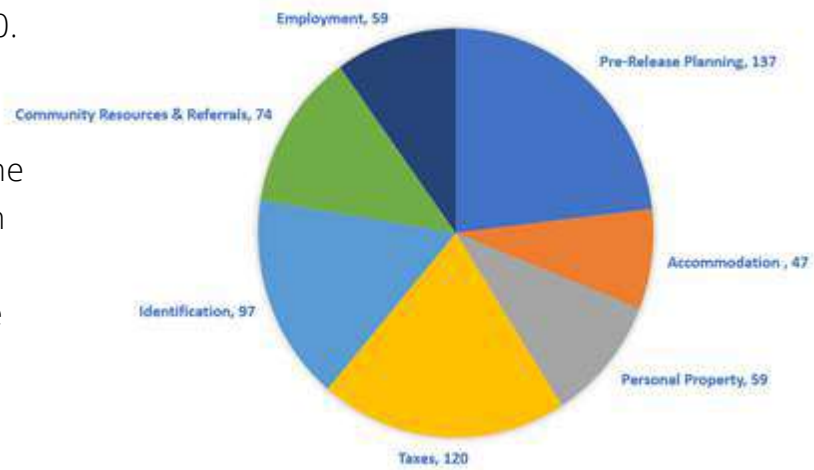


andrea gertz

PROGRAM COORDINATOR RESTORATIVE JUSTICE

# VIRCC SERVICES

JHS Victoria has been providing prison services for inmates in the Vancouver Island Correctional Centre since 1990. Services to VIRCC include both individual and group work. The main goal of prison services is to ensure the inmates have a solid pre-release plan in place and have the resources to successfully reintegrate back into the community. The following graph demonstrates the services provided and the number of inmates served.



Assistance received by inmates.

## Basic Construction and Training (BCAT)

We are now in our 6th year of offering BCAT at VIRCC. Each year our contract has been increased to allow for further development of training programs. What began as a two-day pilot program in 2014, has evolved into a five-day program with incredible successes.

This year, the program continued to build on our previous successes for the construction training. We delivered three BCAT training sessions to a total of 24 inmates. Each training session includes Emergency First Aid, Back and Ladder Safety, Confined Spaces Awareness, Fall Protection and Connect Hearing Presentation and Testing. In addition to the certificates, Scott McKinty continues to teach Tool Belt Basics and Measuring Made Simple for each of the BCAT sessions.

## Hospitality Employment and Restaurant Training (HEART)

HEART completed its second year and was met with tremendous enthusiasm by both VIRCC staff and inmates. The training took place over four sessions for a total of 21 inmates. Each session ran over a four-day period and 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 and Kitchen Language Skills over a two-day period. The inmates spent the morning preparing a meal while learning kitchen prep cooking skills under Chef Hayes' careful guidance. This was followed by the group sharing the meal they prepared, while recapping the day's learning with Chef Hayes.

# VIRCC SERVICES

## Aboriginal Culinary Arts Training (ACAT)

In early March, ACAT was offered at VIRCC as a pilot project. The project was an opportunity to showcase a mini three-day program designed to solicit the interest of the Corrections Branch – Aboriginal Programs. The program was offered to six Indigenous Inmates and witnessed by two representatives from Corrections Headquarters-Aboriginal Programs. The program began with a hands-on cooking class presented by Chef Hayes, titled “Indigenous Feast”.



The feast included fried bread, wild berry sauce, wild west coast salmon, chanterelles, spruce tips, foraged herbs, deer sausage and campfire steamed clams. Once the food was prepared and placed on a communal table decorated with cedar branches, Max Henry, the JHS Aboriginal Liaison Worker, facilitated the land acknowledgement and prayer. The communal feast was ravished by all.

During the meal, Chef Hayes led a discussion about his experiences with Indigenous cooking such as foraging, hunting, fishing, and preparing indigenous foods in communities all around BC. The inmates shared their own experiences and discussed ways they would like to incorporate the day's learning when they return to their communities upon release. The following two days included certificate training in First Aid and Foodsafe. Headquarters has since reached out to initiate further discussions about piloting ACAT in other institutions around the province.

*“You are tackling some of these challenging situations in ways that are culturally appropriate and humane, and your willingness to be innovative and cutting edge is noted and appreciated”.*

*Feedback from Participant*

# VIRCC SERVICES



## Aboriginal Liaison Worker (ALW)

In January 2020, a three-month Aboriginal Liaison Worker contract was awarded to JHS to administer within VIRCC. Max Henry from Pauquachin First Nation was hired for the short-term contract. In April, the position was posted on BCBID and JHS was awarded the three-year contract. Max accepted the position and is doing a tremendous job of utilizing his previous employment and volunteer experience to assist indigenous inmates within VIRCC.



Max provides spiritual guidance, cultural ceremonies such as smudges, healing circles and drum circles. In addition, Max teaches beading, drum making and connects Indigenous inmates to community resources upon their release.

## Peace Circles

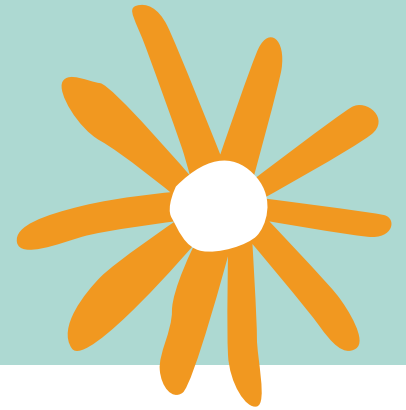
Andrea Gertz, Restorative Justice Coordinator, has been facilitating weekly Peace Circles at VIRCC since January 2020. These circles are an opportunity for the men in the Right Living Unit to share their reflections on topics related to Restorative Justice, such as accountability, shame, harm, and making amends, in a safe and non-judgmental environment. The men follow a set of guidelines they create to ensure that the circle is a respectful space, and each session follows a set structure including a land acknowledgement provided by Max the ALW, an opening reading, a check in, dialogue and a closing reading. The men in the RLU have expressed their appreciation, saying the circle has helped them to be transparent, learn about themselves, heal, and build stronger connections with their peers.

"I would like to recognize the tremendous work of the program staff and administration. They are professional, enthusiastic and are the true fabric of our community programs. I would like to recognize Manj Toor, our Executive Director, who handled this past year with the utmost care, teamwork and balance."

**shirley williams**

DIRECTOR OF COMMUNITY PROGRAMS

# KIDSTART



This is the 13th year that KidStart Victoria has provided 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 6-18 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 adverse life circumstances such as being a victim or witness of abuse, or household or family member incarceration. Youth are referred to our wait list by school counsellors, Ministry of Children and Family Development, local police and similar services. Through these mentorships, KidStart's goal is to reduce the likelihood of criminal behavior, mental health and substance abuse challenges in youth who have adverse childhood experiences such as these.

Mentorships also effectively act to increase academic achievement, social success, and emotional well-being, and feelings of self-worth and confidence. Mentors and mentees engage in fun and active outings, swimming, skating, hiking, pottery, gardening and board games. Newly implemented this year was the organization of mentor and mentee group events. In August 2019, we hosted a kite flying picnic event for mentors and mentees at Clover Point. As a holiday celebration, we hosted a laser tag party for all mentors and mentees. It was significantly impactful to see the excitement and astounded expressions on the mentees' faces as they realized that they had the opportunity to play laser tag, an experience many of them had never dreamed they could do. The impact of these mentorships is deeply profound, and has impacted the lives of very vulnerable youth.

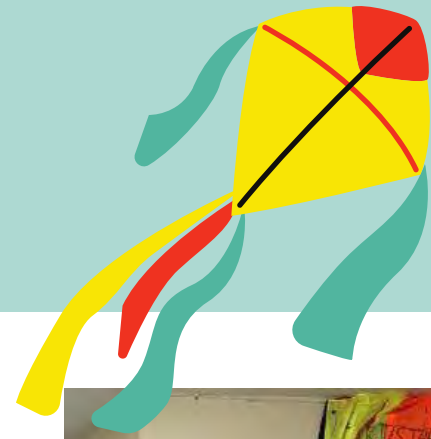


**krysta gmitroski**

PROGRAM COORDINATOR

JOHN HOWARD SOCIETY ANNUAL REPORT 2019/2020

# KIDSTART



This past year has been one of monumental growth for the KidStart Mentoring Program. The 2019/2020 fiscal year saw a total of 38 mentors actively providing support to their mentees. That is a 173% increase in mentors from the previous fiscal year. We received 24 referrals and newly provided 29 at-risk youth with a supportive adult mentor. Ten 'matches' of mentor and mentee successfully graduated from the KidStart program, many of whom maintain their friendship outside of the KidStart Program. The length of the waitlist has been effectively cut in half within the last nine months, and more and more vulnerable youth are gaining access to a big buddy at an unprecedented rate.



Through the generous donations from community partners, youth and mentors can engage in activities and learning experiences that they otherwise would not have the opportunity to.



*"Seeing the smile on my mentee's face when I pick him up always makes my day!"*

KIDSTART  
MENTOR

*"I love having someone to talk to any time, and he is there for me"*  
25 KIDSTART PARTICIPANT

**"KidStart is an important preventative place of referral and an absolutely vital community resource."**

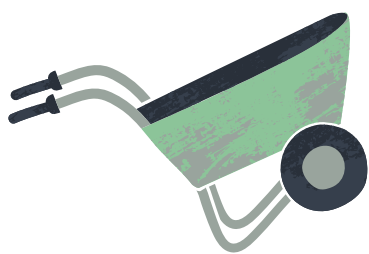
KidStart Referral Source

# COMMUNITY GARDEN

The garden is located on the grounds of the Seven Oaks Facility in the Blenkinsop Valley and produces over 20 different organic vegetables, flowers and fruits. In 2019, produce and flowers were sold to the public through the Local General Store as well as through a weekly Community Food Box Program and Souper Meals Program. Produce was also donated to local community agencies like Our Place and the Mustard Seed.

We had an incredible turnout of program participants and community volunteers. Over 25 ACT/VICOT sponsored participants and Seven Oaks residents along with 21 regular volunteers contributed. What began in 2012 has proven to be a continued strength and successful contribution to our clients and to the community.

The garden project has been successful because of the tremendous work of the volunteers. A special shout of thanks to Ardelle Quantz and Ernie Quantz. Megan Mathieson-Lunshof, our garden manager, continues to organize activities for the residents at Seven Oaks and works hard to move the garden forward during these uncertain times.



**OVER**  
**3,000**  
**volunteer hours**



# COMMUNITY GARDEN

This year met unique challenges as we adapted to the limitations set in place by COVID-19. Since 2012, the Community Garden Project provided the community with therapeutic garden experiences for people challenged by mental health issues, addictions and/or involvement in the justice system.

Our program participants are normally aided by volunteer community garden mentors wherein they gain experience working together in an organic food garden and have opportunities to develop stable and positive interactions with others, to contribute to local organic food production and to improve the quality of their lives through the production of their own food. Although there were limitations, residents at Seven Oaks were still able to help care for the garden on a weekly basis.

The produce grown this year will go to the kitchens at Seven Oaks and be donated to organizations in the Victoria community. Even with the pandemic affecting our work, we are still very thankful that this project can continue. The outlasting affect on the communities we serve and the participants we work with is worth the extra effort to make the community gardens possible.



**\$7,800**  
**PRODUCE SOLD**

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). The John Howard Society serves as the project sponsor, and our partners in the project include the Vancouver Island Health Authority, the Assertive Community Treatment teams and the Seven Oaks Care Facility.

**megan mathieson-**  
**lunshof**

COMMUNITY GARDEN MANAGER

# CAMS PROGRAM

**NEW**

## Community Adult Mentoring and Support Program

John Howard Victoria was awarded this contract from Correctional Services Canada in October of 2019. The purpose of this program is to provide one-on-one mentorship and support to offenders upon release from incarceration.

Mentors assisted participants by having pro-social conversations twice a week; helping set appropriate and attainable goals; assisting with daily tasks such as banking or shopping; and participating in recreational activities of interest.

Community Development nights run twice a month and are held at community partner agencies. These evenings are a chance for all mentors and mentees to get together, socialize and play cards or board games.



**C.A.M.S**  
**Community Adult**  
**Mentoring and Support**

**VOLUNTEERS ASSISTING OFFENDERS**

**QUALIFICATIONS:**

- Age of majority (19)
- Reliable
- Willing to undergo a criminal record check and attend extensive training
- Able to commit to being a mentor for one year to an individual on parole

**WE NEED VOLUNTEERS**

**DO YOU CHECK ALL OF THE BOXES?**

Then we want to hear from you!  
Please reach out to the contacts below for more information

Coordinator of Volunteers - Dayna Berkner | 250-363-0371  
dayna.berkner@csc-scc.gc.ca  
John Howard Society of Victoria | 2675 Bridge Street  
www.johnhowardbc.ca/victoria

A Volunteer Appreciation night at The London Chef was planned for mid-March, but unfortunately, due to COVID-19 these events were put on hold until further notice. Currently there are 12 active volunteers and we will continue to recruit mentors as the wait-list grows.

**dayna berkner**

COORDINATOR OF VOLUNTEERS

JOHN HOWARD SOCIETY ANNUAL REPORT 2019/2020

# WILLIAM HEAD VISITOR'S GROUP

The Visitor's Group continues to provide valuable socialization and an escape from the loneliness of life in prison. We have a group of very dedicated volunteers who contribute from three to four hours, depending where they live, of their own time each Wednesday evening to the residents of William Head Institution. Like the participants, our volunteers also have varied backgrounds and each contributes in their own unique way.

The participants indicate on a regular basis how much it is appreciated that we as volunteers take time out of our busy lives and schedules to make it out every Wednesday. On Wednesday nights everyone can be themselves. Every volunteer is out to enjoy themselves and bring some joy to the participants, either through talking, enjoying a game of volleyball, baseball, cards, or a board game. It is also amazing how we can learn from one another, just by taking the time to talk and listen.

We were unable to have our yearly BBQ due to institutional limitations. Thankfully, we had our New Year's Dinner where we sat down with each other and chatted over a good meal. The participants enjoyed receiving a little gift filled with a variety of candies. The Staff at Manchester House were kind enough to volunteer their services and personal time to serve the volunteers and the participants. This dinner was a way of thanking the Participants for coming out to the group on a Wednesday night and an opportunity to talk with the volunteers. Playing Baseball is usually a favourite among the volunteers and the participants. We were able to get in a couple of games during the summer. The New Year's Dinner and the baseball sessions were the two main events volunteers participated in with the participants.

Interest to volunteer with our program has increased and we are thankful for the opportunities that come ahead. With the help we are able to give the Participants, the work is very gratifying. The volunteers are amazing, and I'm truly blessed to have each one to come out every Wednesday night. There were 931 reported contacts made between volunteers and the residents at William Head from April 2019 to March 2020.

**linda whittaker**

COORDINATOR



# THANK YOU

We are so proud and thankful for our outstanding staff who create a community of safety, respect and dignity with the John Howard Society. Our success is not measured in numbers but in the safe spaces, in the conversations and in the many lives that we have the honour to serve.

## DIRECTORS

Manj Toor, Executive Director  
Kathy Roy, Director of Residential Programs  
Shirley Williams, Director of Community Programs

## BOARD OF DIRECTORS

Chris Beresford, Chair	Blair Fisher, Treasurer	Honora Johannsen
Hank Mathias, Vice Chair I	Ranj Atwal	Wendy Townsend
Randie Johal, Vice Chair II	Donna Geer	Bob Downie

## STAFF

Tom Arsenault	Bryce Toth	Byron Kuc
Kat Waldron	Alena Van Der Haegen	Lauren Semrau
Dayna Berkner	Chris Aspelund	Brandon Whitters
Andrea Getz	Deborah Stavert	Shweta Pal
Krysta Gmitroski	Jack Morris	Medina Empey
Shelley Taylor	Melinda Murphy	Phil Cottrell
Max Henry	Rhonda Sheen	Saranda Watts
Jonathon Viera	Judy Chouinard	Jesse Manchanda
Evan Matrick	Taylor Calnan	Ron Smith
Ravi Haere	Jeremy Restall	Shannon Felske
	Scott McKinty	

# THANK YOU

Without our volunteers, the work of John Howard Society would have very little impact. The dedication, hard work and selflessness that our volunteers give to the community truly builds the relationship and trust needed to create a safe, inclusive and welcoming organization.

Becky Radermacher  
Georgia Cavanagh  
Phyl Cowie  
John Jorgensen  
Al & Darlene Andersen  
Angelina Atkinson  
Christina Thompson  
Larry Galbraith  
Jay Clayton-Ross  
Emily Kraft  
Kevin Braun  
Lorraine Van Somer  
Nicki Thormoe  
Sayeeda Shah  
Danielle Honeychurch  
Michaela Pomponio  
Benjamin Gertz  
Breane Bonhert Charity  
Candace Rissley

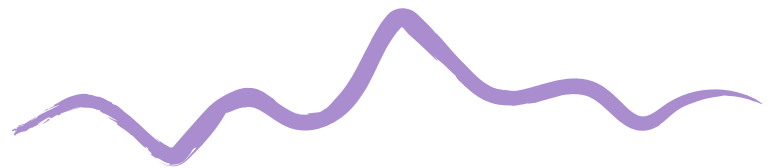
David Stott  
Jackie Robson  
Ernie Quantz  
Jacquie Nelson  
Ardelle Quantz  
Sharon Bristow  
David Winkler  
Joanah Vance  
Linda Whittaker  
Jackie Maxfield  
Tessa Hawkes  
Sam Redmond  
Emma Leever  
Emily Seggie  
Jeremy Citron  
Julia Nelson  
Melanie Armstrong  
Shea Boland  
Kara Charlton  
Megan Poulin

Noreen Taylor  
Suzanne Koutsodimos  
Pat Richard  
Robbie Newton  
Alison Holmes  
Debbie Booth-Johnson  
Addie Cote  
Dave Johnson  
Sheila Weitman  
Judy Westhaver  
Audrey Ruether  
Briana Green  
Sean Kelly  
Candace Rissley  
Toery Kestevan  
Tyler Martin  
Andrew Sails  
Alec Schaning  
Lacy Groeneveld

# THANK YOU



The community of Victoria is the core of care and love to our participants. Thank you for your partnership, your dedication and your generosity.



Boulders Climbing Gym  
Butterfly Gardens  
Cinecenta (UVic)  
Craigdarroch Castle  
Quest Reality Games  
Esquimalt Recreation Centre  
Fired Up! Ceramic Studio  
Flying Squirrel Sports  
Greater Victoria  
Active Communities  
IMAX Victoria  
Matticks Farm Mini-Golf  
Oak Bay Recreation Centre  
Peacock Billiards  
Peninsula Co-Op  
Climbing Centre  
Saanich Recreation  
Discover the Past Walking Tours

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  
WildPlay Element Park

Wiser Projects  
BC Non-Profit  
Housing Association  
Regroove  
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 &  
Community Agencies  
Colliers International  
Hartwig Industries

# THANK YOU

TO ALL OUR FUNDERS

## *Thank You for An Incredible Year*

### **GOVERNMENT**

BC Ministry of Public Safety & 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**

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  
Shein Foundation  
The Hamber Foundation  
Lohn Foundation  
Al Roadburg Foundation  
Laurence & Hazel Burt Memorial Fund  
Christ Spencer Foundation  
Telus Friendly Future Foundation  
Edward & Frances Mallek Fund  
Edith Lando Charitable Foundation



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

# FINANCIAL STATEMENTS

## John Howard Society of Victoria Statement of Revenues and Expenses

Year ended March 31

	2020	2019
<b>Revenue</b>		
Corrections Services of Canada	\$ 841,029	\$ 748,722
ACCESS	619,200	520,300
John Howard Society of BC	351,147	161,900
Human Resources Development Canada	285,821	281,162
Provincial Health Services Authority	191,564	170,064
BC Corrections	90,000	68,665
Donations, dues, and memberships	68,003	70,855
Provincial Gaming Funds	32,000	32,000
Rental income	26,248	30,982
District of Saanich	25,000	25,000
Island Health	23,915	10,203
Interest income	12,482	6,318
	<u>2,566,409</u>	<u>2,126,171</u>
<b>Expenses</b>		
Allowances	119,194	120,041
Amortization	25,588	18,889
Audit and bookkeeping	47,549	25,166
Building maintenance	45,063	15,125
Client training	117,006	101,225
Community participation	12,689	500
Computer maintenance	26,762	74,679
Consulting fees	52,872	30,786
Equipment	61,748	50,464
House expense	31,298	40,165
Insurance	16,567	18,164
Mileage and travel	57,481	34,850
Office	36,995	40,522
Program costs	138,261	144,865
Promotion	19,882	9,990
Rental	71,343	69,112
Retirement benefits	427	3,146
Salaries and wages	1,222,007	1,043,733
Staff development	23,924	7,639
Telephone	13,731	12,439
Utilities	43,130	33,048
	<u>2,183,517</u>	<u>1,894,548</u>
Excess of revenue over expenses	<u>\$ 382,892</u>	<u>\$ 231,623</u>

# FINANCIAL STATEMENTS

## John Howard Society of Victoria Statement of Changes in Net Assets

Year ended March 31

	General	Invested in Tangible Capital Assets	Externally Restricted	Internally Restricted	Total 2020	Total 2019
Balance, beginning of year	\$ 461,063	\$ 1,156,425	\$ 36,346	\$ 192	\$ 1,654,026	\$ 1,422,403
Excess (deficiency) of revenue over expenses	407,720	(25,588)	750	10	382,892	231,623
Transfer to tangible capital assets	(38,920)	38,920	-	-	-	-
Transfer to internally restricted	(620,000)	-	-	620,000	-	-
Balance, end of year	\$ 209,863	\$ 1,169,757	\$ 37,096	\$ 620,202	\$ 2,036,918	\$ 1,654,026

## John Howard Society of Victoria Statement of Financial Position

March 31

2020

2019

### Assets

#### Current

Cash	\$ 684,179	\$ 479,772
Accounts receivable (Note 3)	404,831	182,658
Goods and services tax receivable	13,310	35,177
Prepaid expenses	8,905	17,972
	<u>1,111,225</u>	<u>715,579</u>

#### Long-term

Tangible capital assets (Note 4)	<u>1,169,757</u>	<u>1,156,425</u>
	<u>\$ 2,280,982</u>	<u>\$ 1,872,004</u>

### Liabilities

#### Current

Accounts payable	\$ 119,972	\$ 124,275
Employee deductions payable	440	5,293
Deferred contributions (Note 5)	91,772	50,100
Retirement benefit obligation	1,822	5,431
	<u>214,006</u>	<u>185,099</u>

#### Long-term


Retirement benefit obligation	<u>30,058</u>	<u>32,879</u>
	<u>244,064</u>	<u>217,978</u>

### Net Assets

General	209,863	461,063
Invested in tangible capital assets	1,169,757	1,156,425
Externally restricted	37,096	36,538
Internally restricted	620,202	-
	<u>2,036,918</u>	<u>1,654,026</u>
	<u>\$ 2,280,982</u>	<u>\$ 1,872,004</u>

Lease commitment (Note 6)

On behalf of the board

 Member

 Member

# FINANCIAL STATEMENTS

<b>John Howard Society of Victoria</b>		
<b>Statement of Cash Flows</b>		
Year ended March 31	2020	2019
Increase (decrease) in cash		
<b>Operating</b>		
Excess of revenue over expenses	\$ 382,892	\$ 231,623
Item not affecting cash		
Amortization of tangible capital assets	<u>25,588</u>	<u>18,889</u>
	408,480	250,512
Change in non-cash working capital items		
Accounts receivable	(222,173)	103,502
Goods and services tax	21,867	(12,269)
Prepaid expenses	9,067	(1,280)
Accounts payable	(4,303)	32,400
Employee deductions payable	(4,853)	5,293
Deferred contributions	41,672	(5,452)
Retirement benefit obligation - short term	(3,609)	(1,069)
Retirement benefit obligation - long term	<u>(2,821)</u>	<u>(2,419)</u>
	243,327	369,218
<b>Financing</b>		
Repayment of capital lease obligation	-	(5,436)
<b>Investing</b>		
Purchase of tangible capital assets	<u>(38,920)</u>	<u>(24,656)</u>
Increase in cash	204,407	339,126
Cash		
Beginning of year	<u>479,772</u>	<u>140,646</u>
End of year	<u>\$ 684,179</u>	<u>\$ 479,772</u>
<b>Cash consists of:</b>		
Cash - unrestricted	\$ (8,446)	\$ 408,661
Cash - gaming funds	35,327	34,572
Cash - external restricted	37,097	36,347
Cash - internally restricted	<u>620,201</u>	<u>192</u>
	<u>\$ 684,179</u>	<u>\$ 479,772</u>



