

**The Lower Mainland Purpose Society**

# **Annual Report**



**April 1, 2021 — March 31, 2022**

## TABLE OF CONTENTS

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS.....	1
EXECUTIVE DIRECTOR'S MESSAGE .....	3
CHILDCARE PROGRAMS ANNUAL REPORT .....	5
FAMILY PROGRAMS ANNUAL REPORT .....	19
EARLY CHILDHOOD DEVELOPMENT (ECD) FAMILY PROGRAMS ANNUAL REPORT .....	23
INTEGRATED YOUTH SERVICES ANNUAL REPORT .....	31
YOUTH SOURCE ANNUAL REPORT .....	36
YOUTH ADDICTION PROGRAMS - BURNABY YOUTH CUSTODY SERVICES ANNUAL REPORT.....	38
PURPOSE INDEPENDENT SECONDARY SCHOOL ANNUAL REPORT .....	53
HEALTH VAN WITH PURPOSE ANNUAL REPORT.....	59
HEALTH CONTACT CENTRE ANNUAL REPORT .....	65
COMMUNITY ACTION TEAM (CAT) ANNUAL REPORT.....	67
LOCAL IMMIGRATION PARTNERSHIP ANNUAL REPORT .....	80
PURPOSE RENT BANKS ANNUAL REPORT .....	86
PERFORMANCE AND QUALITY IMPROVEMENT (PQI) COMMITTEE ANNUAL REPORT .....	96
VOLUNTEER PROGRAM ANNUAL REPORT .....	105
LMPS FUNDING SOURCES 2021– 2022.....	107

## **MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS 2021 – 2022**

I don't think any of us believed that the challenges of the previous year would be gone and forgotten as we entered the current one. Yes, restrictions have eased, but managing the changes brought about its own set of questions. Despite all those external pressures, The Lower Mainland Purpose Society not only continued to provide quality and comprehensive service to our community, but it also expanded the programs offered. There is only one way a society can accomplish such a feat – the dedication, professionalism and commitment of the people working for the society make the difference. It is that simple!

Our school staff managed to maintain high levels of instruction while adjusting to the move to the Army and Navy building. After the physical move, more adaptations were necessary to re-purpose the site as instruction continued. This is truly an achievement.

Our Child Care Centres maintained full operation, continuing to prioritize service for families of health care professionals and first responders. The Purpose Society opened its sixth group care centre in June 2021. Capitol Hill Children's Centre was developed through a partnership with the City of Burnaby and the Burnaby School District and provides care for a group of 25 children, 3 to 5 years old. In addition, there is potential for another two Centres in the upcoming year, one in New Westminster and one in Burnaby.

LMPS added two huge undertakings this year as well. The Safe Injection Site in the Begbie building and the Shelter in the basement of the Army and Navy building have provided a much-needed service. The results of these two programs have been lauded in the press and a huge congratulations goes to the staff making it all work.

These programs do not just appear overnight. Hours and hours of phone calls and meetings with city and provincial officials are logged before the doors open. Our senior staff has worked tirelessly to keep momentum going so that the programs become a reality.

The Board has had our challenges too, during the pandemic. We used to meet in person for our monthly meetings. Necessity has required those meetings to be on "Zoom". "Zoom" can get the job done, but is step removed from the feel of the action and energy of LMPS. We look forward to re-establishing our liaison with the different departments of the society.

Looking forward we believe that LMPS is well situated to provide growing needs. Homelessness remains a pressing issue for our community neighbours. Food security requires constant attention. Increased early opportunities for learning will always be in society's best interest. LMPS stands ready to address current and future societal demands.

On behalf of the Board, I want to extend our congratulations and gratitude to all the people who give LMPS its heart, its passion and commitment and its humanity while providing essential services to our community.

Sincerely,

Rick Fabbro, President of the Board  
Lower Mainland Purpose Society

## **EXECUTIVE DIRECTOR'S MESSAGE**

### **2021 – 2022**

While Covid has been the focus for the past several years, the pandemic began to ease toward the end of this fiscal year. Although Purpose staff continued to take precautions, the feeling was more optimistic as people looked forward to getting back to a more 'regular' life style.

The Purpose Society continued to operate at full throttle and employees continued to match the needs of the client's with their energy, enthusiasm and willingness to go the extra mile. Staff were successful in opening the Extreme Weather Response Shelter in the lower floor at 502 Columbia Street. They worked hard to ensure it was open just before the temperatures dropped to -17, which is very extreme for the Lower Mainland.

In order to get this shelter open, the Purpose Society received large amounts of help from staff of B.C. Housing, the City of New Westminster and the New Westminster Firefighters. On behalf of everyone at Purpose Society, I thank all of these folks who played a role in the opening of this shelter.

The food distribution program continued to expand as more individuals and families needed extra assistance to make their budgets work. The Greater Vancouver Food Bank played a major role providing food to fill our hampers. The staff of the GVFB are always willing and able to help when we ask. And, they help with a smile. Thank you, GVFB staff.

The Christmas season brought a variety of feelings for both staff and clients. However, you could not help feeling the Christmas spirit that was evident when so many people participated in our annual Hamper Program. Donors were generous and the recipients of the hampers were happy. On hamper delivery day, staff members at Purpose gathered together to move and deliver hampers. Although the hamper program has been happening for over 30 years, the magic of the day never fades.

The Purpose Society also benefitted from the addition of staff who want to work in an agency that is laser focused on providing client-centred services. Being client-centred sets this agency apart but requires very special staff who see the benefits of this approach.

The end of this fiscal year finds the sun shining on Purpose and its staff. As we move into a new year, we are doing so with the wind at our backs or wings on

our feet. Whichever of these images, you prefer, we are in this position because of all the people, those outside of Purpose and the staff who have given, worked, donated or supported the Purpose Society over the year. Thank you to each and every one of you!!

Lynda Fletcher-Gordon, M.S.W.  
Acting Executive Director

# **CHILDCARE PROGRAMS ANNUAL REPORT**

## **April 1, 2021 to March 31, 2022**

### **OVERVIEW**

The Lower Mainland Purpose Society for Youth and Families (Purpose Society) provides quality Child Care Programs to children from birth to 12 years, in a variety of settings that meet family and community needs. The Society has 8 centers providing 10 programs to the communities of Burnaby and New Westminster:

#### **Burnaby**

- Cameron Children's Centre
- Capitol Hill Children's Centre – at Capitol Hill Elementary
- Kitchener School Age Care – at Kitchener Elementary
- Madison Children's Centre
- Rosser Children's Centre (Preschool and School Age Programs) – at Rosser Elementary
- Yukon Crescent Children's Centre and Yukon School Age Program

#### **New Westminster**

- Ready Set Grow Children's Centre – at Fraser River Middle School
- Qayqayt Children's Centre – at École Qayqayt Elementary School

Priority for children's enrollment in the Society's child care centres varies. Burnaby residents have priority to enroll their children in any of the centres located in Burnaby. Young parents have priority to enroll their children at Ready Set Grow Children's Centre. Qayqayt Children's Centre gives enrollment priority to siblings of children attending École Qayqayt Elementary School.

It is our vision that all daycare centres operated by the Purpose Society strive to provide quality child care services that reflect the importance of positive early childhood experiences in determining healthy outcomes in all areas of children's development. This is achieved through adherence to our childcare philosophy, the provision of professionally trained and certified staff, and offering enhanced child care programming in a developmentally appropriate and inviting environment.

It is the policy of the Society that no family will be discriminated against on the basis of race, language, socio-economic status, gender or sexual orientation.

## **HIGHLIGHTS**

### **Capitol Hill Children's Centre**

In 2019, Purpose Society was selected by the Burnaby Board of Education for School District #41 to be the operator of a new child care centre, located on the school grounds of the Capitol Hill Elementary School. The Centre was to be operated by the Purpose Society in partnership with the City of Burnaby and the Burnaby School District and provide care for a group of 25 children, 3 to 5 years old.

The beginning of the new year found the new centre still experiencing construction delays; the outdoor space, interior carpentry, and some other finishing were not completed. Most of those jobs were fully or partially completed during the month of March 2021. In April 2021, a Licensing Officer submitted most of the paper documentation required by the Fraser Health for evaluation.

In May 2021, all inspections were completed and all requirements met for the centre to obtain a business license, as well as the license to operate a child care centre.

The Centre opened its doors in June 1, 2021. Three permanent staff were hired and the site manager accepted registrations for children to attend the centre. During construction, the Centre maintained a list of families interested in registering and they were contacted on a first come first served basis. A very careful plan was crafted to gradually add children to the program to allow for their smooth integration into a new environment.

The enrollment was very modest for the first months of operation, as most families enrolled their child on a part-time basis. At the end of the 2021 - 2022 fiscal year, the Centre offered care for a total of 18 children; however, the overall enrollment for ten months of the fiscal year was at 64%. This level of enrollment was expected as we have learned that it often takes up to two years for a new centre to reach full enrollment. In addition, the COVID-19 pandemic resulted in a significant level of hesitancy on the part of parents to have their children attend child care, which is still prevalent.

### **Rosser School Age Program**

Opened in September 2020, the School Age program at Rosser Children's Centre continued to grow in terms of attendance. The program continues to service three



Burnaby schools: Rosser, Confederation Park and Gilmore Elementary. On the second year of operation, the enrollment in the program increased to 63% (from a modest 10% in the previous year) and it is anticipated to further increase during the 2022 -2023 school year.

### **Yukon School Age Program**

Due to high demand for enrollment of children attending Brentwood Elementary and Sperling Elementary, the School Age Program at Yukon Crescent Children's Centre continued to service the two schools only for the 2021 – 2022 school year. All new children enrolled in the program in September 2021 are siblings of children already attending the program graduating from the Centre's 3 – 5 Program; no children from the waitlist were able to access a spot

### **Summer Program**

During the summer months of July and August of 2021, Yukon Crescent Children's Centre offered a summer program. The program gave priority to children enrolled in the Society's three school age programs: Yukon Crescent, Rosser and Kitchener.

The program was organized on reduced capacity to comply with the directions provided by the Provincial Health Officer regarding proper social distancing, cleanliness frequency and disinfection of indoor spaces (COVID-19 guidelines).

The program was solely offered to existing attendees to our school age programs. The priority was given to all children requiring extra support (three), then to the children with parents in an occupation considered an essential service. The program limited the number of participants to a maximum of fifteen daily.

The program offered more spaces than the year before (the first year of the pandemic); however, it was a diminished version of prior summer programs in many aspects: 75% participation rate, external activities involved walks in the neighborhood and fieldtrips were limited to visits to the local parks. Most of the activities were organized in house, but the program staff were able to maintain children's interest throughout the day by creating fun activities and good experiences for the participants.

### **Canada Summer Job Program (CSJ) – July and August 2021**

Yukon Crescent School Age program was successful once again in receiving funding to hire two students that worked in the Centre for eight weeks, the duration of the summer

program. One of the students hired was a grade twelve student attending Purpose Independent Secondary School.

The Canada Summer Job Program contributed to creating mutually beneficial experiences for both - the students and the program participants. The Centre will participate in the 2022 CSJ Program.

### **Working Closely with Families**

As parents were not granted access in the Centre during the pandemic to minimize physical contact, effective communication was crucial. Communication with parents was primarily maintained via email, with parents being informed of all the changes that the centres adopted throughout the pandemic – from changing the physical environment to updated Safety Protocols.

Overall, constant communication with parents of all centres is vital in ensuring consistency in approach to achieve positive results. Continuing to work closely with families contributes to maintaining families and staff satisfaction that strengthens the ability to retain children and staff long-term.

### **Professional Development/Training**

Our Society is committed to encouraging and supporting staff with their professional development throughout the year.

On December 23, 2021, staff participated in a full day Professional Day (via zoom), facilitated by Mary Kim and Natsuko Motegi, pedagogists with the Early Childhood Pedagogy Network (ECPN). A small portion of the day was to briefly review the Early Learning Framework. The focus of the day was for the attendees to watch two presentations and to further participate in an in-depth dialogue about pedagogical narrations. Yukon Crescent and Madison staff each shared an individual pedagogical narration that was created in their centre; staff from the two centres also shared their experiences with the implementation of the pedagogical narrations in their respective centres. This last exercise was very important, as the program will expand to include more Purpose centres in the future.

Staff were able to access financial support provided by the Society to attend additional training sessions via zoom on topics of their choice related to the ECE field organized outside the agency.

Staff in all centres located in Burnaby continued to receive support from BC Centre for Ability consultants, especially on creating supportive strategies to help children with special needs. Some sessions were done via zoom, but many were done in person in the Centre.

Kinsight consultants worked in a similar capacity to support the two centres located in New Westminster, while consultants from Spirit of the Children Society worked closely with the staff in any centre with indigenous children in attendance.

## **Expanding Partnerships**

### **Working with a Pedagogist (ECPN)**

In the fall of 2019, the Society began conversations with the Early Childhood Pedagogy Network (ECPN), which resulted in an agreement for a pedagogist to work with child care staff in two of our Burnaby child care centres – Madison Children’s Centre and Yukon Crescent Children’s Centre. The collaboration started in late spring 2020.

We were very pleased with the results of the partnership between the two participating centres and ECPN; therefore, the partnership expanded in the spring of 2021 to include three other centres: Cameron, Qayqayt and Ready Set Grow Children’s Centre.

The pedagogist met with staff of each program on a biweekly basis, to discuss the activities organized for children, and their observations and discoveries during these activities such as children’s interests, reactions, wonders, behaviors, attitudes, questions, etc.

The pedagogist helped staff to reflect upon their exploration of the various results of the activities and to understand children’s interests and interpret the messages children are trying to send to them through various activities. As well, the pedagogist helped staff to further enhance children’s learning experiences, to ensure that the learning is holistic.

Presently, a single pedagogist is currently working with the Society’s staff only, which gives the centres an advantage in terms of a professional’s availability to accommodate any changes needed and direct one-on-one support when needed.

## **Servicing Children with Special Needs**

All centres operating under the Purpose Society umbrella promote inclusion and children with special needs are welcome in all of the Society's programs. Staff is equipped with the knowledge of working with the children requiring extra support.

During the past year, our centres continued to provide care for children in need for individual support. Eight diagnosed special needs children (ranging from those on the autism spectrum to those with developmental delay) and their families found a supportive and inclusive environment in our centres. The centres hired additional one-on-one staffing support to each child receiving funding.

## **Province of British Columbia Child Care Initiatives and Support**

### **Child Care Fee Reduction Program (CCFR)**

The Society re-applied to participate for the 2021 – 2022 fiscal year “opt-in fee reduction program”. All qualifying child care programs participated in the program, including Rosser Children's Centre. All centres were approved for the Child Care Fee Reduction Program, enabling parents to pay reduced child care fees.

### **ECE Wage Enhancement**

The Society re-submitted the application for the ECE Wage Enhancement Program for the 2021 – 2022 fiscal year. All staff holding a valid Early Childhood Educator License to practice are entitled effective September 1, 2021 to a total of \$4.00 per hour for all the hours they are providing direct service to children. Also, supported child development workers and individuals working in administrative child care positions possessing an ECE Licence qualify to receive the benefit.

### **Affordable Child Care Benefit**

All of our centres have in attendance children whose families are eligible and are recipients of the Affordable Child Care Benefit (ACCB). The benefit is paid directly to the centre in which the qualifying family has their child enrolled.

## **Health and Safety Grant**

An application was submitted and all of the Society's centres received a Health and Safety Grant. The grant aimed to help child care providers follow Provincial Health Orders, maintain safe operations and "offset operational costs associated with providing child care services throughout recovery from the COVID-19 pandemic (e.g. staffing backfill, cleaning/disinfecting supplies, etc.)."

## **CHALLENGES**

### **The COVID-19 Pandemic**

A major challenge of the 2021 – 2022 fiscal year was to continue providing quality services during the second year of the pandemic by frequently adapting to a variety of changes. Some families withdrew their children from the centres, as they felt it was safer to keep their children at home, and these vacant spaces were difficult to fill. New protocols were developed to ensure the health and safety of children and their families.

Some of the centres experienced a number of COVID-19 cases either with staff and/or with attending children. Any families and children that were exposed were advised not to attend the centre for a number of days (the amount of time varied at different points in the year, depending on the current mandates in place at the time by the Health Authority). These situations created challenges with the operation of the centres and disrupted service, which made many parents unhappy.

COVID-19 Protocols were developed at the very beginning of the pandemic and were strictly followed by each centre. They were continuously updated to reflect new directions given to child care providers by the Provincial Health Officer in order to protect children and staff and minimize the spread of the virus.

### **Staffing/Labour Shortage**

Our centres continued to experience a shortage of experienced childcare educators in both Burnaby and New Westminster. It was and still is particularly difficult to attract and retain staff holding a valid ECE License.

### **Low Enrollment**

During the first few months of the pandemic, many parents decided to temporarily withdraw their children from the centres. Some parents slowly returned to the centre, but not all of them. Some families were still uncomfortable having their child engage

with a larger group of children. Other parents that were working from home during the pandemic kept their children at home to save child care costs.

Vacancies were harder to fill in some centres, especially during the first part of the fiscal year. For most of the centres, it rarely happened to have 100% enrollment for two consecutive months. The average enrollment for the 2021 - 2022 fiscal year in each centre was as follows:

- Cameron Children's Centre – 92%
- Capitol Hill Children's Centre – 63%
- Madison Children's Centre – 100%
- Yukon Crescent Children's Centre – 100%
- Ready Set Grow Children's Centre – 98%
- Qayqayt Children's Centre – 83%
- Rosser Preschool- 76%
- Rosser School Age Program - 63%
- Kitchener School Age Program – 97%
- Yukon Crescent School Age Program – 100%
- Yukon Summer Program - 70%

## STAFFING

Below is a breakdown of the number of staff working in each position classification, in each centre, during the 2021-2022 fiscal year:

CENTRE	POSITION						
	Site Manager	Program Supervisor (Senior ECE)	ECE	ECE Assistant	Child Development Support Worker	Activity Worker	Total
Cameron	1	2	7	3	-	-	13
Capitol Hill	1	-	3	-	-	-	4
Madison	1	2	7	-	-	-	10
Qayqayt	1	1	7	-	-	-	9
Ready Set Grow	1	2	7	-	-		10
Yukon (Group Care/School Age)	1	3	11	1	3	-	19

Kitchener (School Age)	1	-	-	1	1	-	3
Rosser (Preschool/ School Age)	1	-	2	-	2	1	6
Any Centre/Floating	1						1
<b>Total</b>	<b>9</b>	<b>10</b>	<b>44</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>75</b>

## OUTPUTS

### Families Served

The eight centres operated by Purpose Society provide 294 full-time licensed child care spaces. During this fiscal year, the Society's centres provided child care to a total of 330 families and 382 children (377 last fiscal year) living in Burnaby, New Westminster, Tri Cities, Surrey and Vancouver. The childcare centres offer full-time and part-time services based on family needs and space availability in each centre. Fifty-eight (58) families had two or more children enrolled in our centres (18% of total families). Ready Set Grow Children's Centre provided child care services and support to 15 young parents (14 last fiscal year).

Eighty one percent (81%) of the families served by our Burnaby centres reside in Burnaby, 2.5% in New Westminster, 9% in Coquitlam and the remaining 8.5% residing in the surrounding cities. The breakdown of Burnaby residents by Burnaby centre is as follows: Cameron – 47.5% (38.5% in the neighboring Coquitlam), Madison – 84% and Yukon – 83.5%).

Seventy six percent (76%) of the families served by our New Westminster centre reside in New Westminster, 11% reside in Burnaby, 4% in Surrey and 9% reside in other cities.

The families accessing our Centres work full time, part time, from home or attend school. Incomes range from those requiring full Affordable Child Care Benefit to no benefit at all.

## OUTCOME MEASUREMENTS

### Parent Survey Overview

The annual parent survey was conducted in March 2022, with a questionnaire distributed to parents at all centres. Parents had the opportunity to provide feedback on

seven main areas: programming, staff, interaction and communication with staff, centre's physical environment, outdoor play area, food, and Society policies.

The survey provides staff and management with formal feedback in addition to the informal feedback or suggestions that parents are able to provide on a regular basis.

The COVID-19 safety protocols had an impact on parent's ability to respond in some areas, such as the protocol restricting parents from entering the centres during drop-off and pick-up. Some families indicated that it was difficult to assess programming when they had no access to the centre environment. However, based on their conversations with staff and children, they commented that the programs seemed to be balanced with a good schedule and curriculum. New families were only able to get inside the centre during the orientation and they indicated they did not know much about the physical environment.

Parents were able to see the inside of the program spaces through open doors or through windows. From these observations, they feel the centre is safe, child friendly and warm. Some parents indicated they would like to get more information about children's days in the centre, perhaps using an internet application, and more photos taken during activities, especially when they cannot be inside the premises.

Parents expressed their appreciation to the efforts made by staff in all centres to keep them informed of what is happening inside each of the centres. Communication with parents via email was the primary mode of communication and staff made consistent efforts to keep parents informed about changes, new requirements, new protocols in place (including disinfection or social distancing), or updated COVID Safety Plans.

Parents feel that children are provided with many learning opportunities, and that they are experiencing a wide range of activities. Many comments related to children's developmental progress under the direction of professional, caring and knowledgeable staff.

Parents provided a variety of positive comments regarding educators: they are professional, trustworthy, caring and friendly with children and families. Many parents indicated that staff are attentive and flexible in following the child's lead. Educators are approachable, caring and easy to communicate with and that children have good connections with them. This is exemplified by the following comments made by the families:

*"Teachers are wonderful with the kids and this is the most important feedback from us", says one family."*



*“The staff are lovely and seem to genuinely care about the children. It’s nice that everyone knows the parents, when you come to pick up. The kids seem to do a variety of things every week and get outside regularly.”*

Some parents indicated they would like to participate in activities with the children. Others would like to be provided with additional resources and participate in parenting activities.

The families are happy to receive a **“Goodbye Book”** given to families when a child transitions into the next program or when they graduate from the centre. Some would like to see more pictures of their children during the year, as well.

Some families would like to see their children having shorter naps or to not have a nap because, in their view, naps affect children’s bedtime at night.

Families attending the new centre at Capitol Hill provided valuable feedback regarding the quality of care provided by the Centre:

*“Although technically not a ‘Preschool’, the centre/program provides good care and is a very good stepping from her [child] last daycare to Kindergarten in September. The program provides good balance of indoor and outdoor time.”*

*“Grouping of children into cohorts [as per Pyramid Model] that will transition to (mostly) the same Kindergarten, is a big plus.”*

*“The monthly learning theme is also very meaningful for children. Children’s emotional and physical development are nurtured with guidance by teachers. Toys/teaching materials are well organized. I can see how my child is looking forward to go to the centre on Monday.”*

Some parents suggested that the new centre should have a more attractive playground, like the ones at Madison or Yukon that have bigger equipment like monkey bars, slides and also a sand box, water and sensory area. Children better develop their muscles and spend they energy in playgrounds with bigger, varied equipment.

Parents of children attending the school age programs made positive comments regarding the quality of activities during the school year, as well as during the school breaks. While some parents indicated their children are never bored while in the program, others would like to see a bigger variety of toys and books for older children;

others would have liked to see bus trips organized during the spring break. Many are grateful that, if they have two children, that both are in the same centre/program.

The children requiring extra support are helped on a constant basis and the parents of these children indicated seeing the progress in various areas including knowledge enhancement, positive changes in children's behaviour as well as the acquisition of social and emotional skills.

Some parents of children attending Rosser Preschool are happy with the current four-hour program option (created to accommodate the introduction of the school-age program). One parent stated, *"Four hour preschool is a great idea! It gives the kids more time to learn and play with friends."* The staff is constantly praised for being caring, committed and have great energy, and that children are treated equally and are respected as individuals. One parent said, *"(Staff name) was the reason why we choose Rosser Preschool for the past two years. She is absolutely wonderful, nurturing and goes above and beyond for the children and families. The staff makes this centre stand out."*

The parent of children attending the school age program at Rosser are happy with the program, where activities are diverse and children enjoy their time there. Staff works hard to plan good activities for children during regular days and take children in mini-trips during Pro-D Days.

Some parents spoke about the need to reduce staff turnover. They also voiced the need for more stable staff in each program, but they understand the childcare staff crisis.

Most parents are happy with the communication between families and the centres; however, some would like to get more information via email regarding daily schedules, snack menu, health issues, or community events on a weekly basis rather than monthly (via the newsletter). At the same time, they understand the current challenges and changes within the centres that require staff to perform additional duties to maintain the safety of all program participants.

Some parents indicated they are missing the hot lunch program. Others would like to see more healthy (organic) food items on the menu.

Although some parents are not happy still being denied access inside the centres, most parents are happy with how the centres handled the issues resulting from the pandemic and with the safety protocol measures adopted by the centres:

*“The staff and organization did such an incredible job, over the past 2 years navigating through the pandemic at school and keeping children safe. We were happy and comfortable with all the health and safety protocols and policies. ”*

<b>Outcomes</b>	<b>Cameron</b>	<b>Capitol Hill</b>	<b>Kitchener</b>	<b>Madison</b>	<b>Ready Set Grow</b>	<b>Qayqayt</b>	<b>Rosser</b>	<b>Yukon</b>
Program is well planned and suitable to all ages	100%	100%	95%	96%	100%	100%	100%	100%
Staff members are professional, approachable and provide good care	100%	95%	98%	91%	99%	100%	100%	99%
Staff have regular, informal discussions with parents	97%	95%	97%	92%	96%	97%	97%	96%
The inside environment is safe, clean and attractive to children	100%	100%	97%	100%	99%	100%	100%	100%
Food provided is balanced and appealing	97%	89%	93%	99%	98%	96%	97%	93%
Outdoor play area is clean, safe and well equipped	100%	92%	88%	100%	100%	93%	100%	99%
Parents are satisfied with the health and safety policies and practices of the centre	97%	88%	90%	88%	89%	96%	97%	97%

## **FORESEEN CHALLENGES/NEEDS FOR 2022-2023**

### **Covid-19 Pandemic**

The pandemic continues to be a challenge for the upcoming year. All centres will continue to follow the directions from the provincial health officials regarding the measures to be taken to minimize the spread of the Corona virus within the centres.

We will continue to follow the very comprehensive safety plan and safety protocols that we created and have amended since the onset of the pandemic. We will regularly update this important information to reflect the new directions given by the Province. If, and when, these COVID-19 related documents are no longer required, the centres will rigorously follow the existing “Communicable Disease Policy” in place.

## **MOVING FORWARD**

Purpose Society will be expanding the partnership with the Early Childhood Pedagogy Network (ECPN) to include two more centres: Capitol Hill Children’s Centre and the Preschool Program at the Rosser Children’s Centre.

Attracting and retaining staff will continue to be a major priority. Staff will continue to be provided with opportunities for professional development and will be provided support when moving into a different position within a centre or within the agency (moving to another centre). Staff will be provided with continuous training, mentorship and support whenever needed.

We will continue to maintain a pool of casual employees. We will also continue to expand and maintain current partnerships with major colleges in the Lower Mainland, working closely with Practicum Coordinators to accommodate a practicum student’s completion of their practicum in our centres, including our preschool. Each centre will continue to accept practicum students; the number of students per centre will be determined on individual basis.

The centres will continue to work diligently to provide quality child care services to all children enrolled in our centres and their families. We will continuously research new practices and be open to embrace new concepts or initiatives that, in our professional opinion, will enhance children’s healthy development to better equip them to successfully transition into Kindergarten.

Various forms of partnerships with parents will be encouraged as both the educators and the parents share in children’s education and continued growth. We will continue to encourage parents to form a PAC at each centre.

## **FAMILY PROGRAMS ANNUAL REPORT**

**April 1, 2021 to March 31, 2022**

### **OVERVIEW**

The Lower Mainland Purpose Society provides a variety of family programs to the residents of New Westminster, Burnaby, and Tri-Cities. These programs include support in areas of parenting skills, interventions, and techniques, education, information and access to community services and resources, and family and individual counseling. These services are voluntary and are provided in a variety of settings including on-site, client homes, and community settings to address the diverse needs of the families. The program employs a strength-based client-centered approach. The objective of the program is to increase coping skills through increased knowledge and the ability to use acceptable parenting skills. The program offers individual sessions with the family and also offers goal-specific groups and parenting groups throughout the year. Program staff works collaboratively with the Ministry of Children and Family Development, Child and Youth Mental Health, and other service providers in the community

#### **Family Programs include:**

- a. **Family Development Work:** This is an outreach service that provides parenting education and teaches parenting skills to families. This service focuses on a range of issues including child development, roles and responsibilities, behavior strategies, appropriate discipline, parental coping, and other effective parenting skills. Referrals are accepted through the Ministry of Children and Family Development (MCFD) as well as Child and Youth Mental Health (CYMH) for residents of New Westminster and Burnaby. This service is funded by the Ministry of Children and Family Development.
- b. **Outreach Therapy, Short Term Family Therapy, Links Family Therapy – New Westminster, and Links Tri-Cities – Family Therapy:** The Purpose Society provides brief, professional therapy to assist families in identifying critical issues that may interfere with their ability to make creative and effective choices. Presenting issues may include parental coping, relationship concerns, family integration, anger management, family dynamics, or historical abuse affecting parenting. Referrals are accepted through the Ministry of Children and Family Development for residents of New Westminster and Burnaby. This service is funded by the Ministry of Children and Family Development.
- c. **Young Parent Support:** Juggling school, parenthood, home, and personal life is an ongoing challenge for all parents. The Young Parent Support Worker works in

collaboration with Ready, Set, Grow Children's Center by helping young parents (under the age of 25) build supportive relationships while facilitating growth, respecting diversity, and furthering healthy parent-child development. The Young Parent Support Worker provides one-to-one support in parenting issues, exploring educational opportunities, and setting and achieving personal, academic, and career goals. The Young Parent Support Worker is also available to assist in building life skills, budgeting, nutrition, and more.

- d. **Supervised Access Visitation:** New Westminster & Burnaby
- e. **Psycho-educational groups:** Overcoming Anger, Coping with Anxiety (Adults & Youth); Parental Support, and much more.

## PROGRAM HIGHLIGHTS

Despite a second year operating under the COVID-19 pandemic, the Family Futures program continued to deliver in-person services to best meet the needs of clients. The staff team provided high-quality service to children and their families in the Lower Mainland area. Staff members have also continued to further develop their skills to stay on the leading edge of practice information and provide current, strength-based interventions and programs to children and their families. The Family Programs team continued to work collaboratively with MCFD social workers, Child and Youth Mental Health Clinicians, and other community partners. The Family programs team participated in various professional development opportunities, weekly training sessions such as HSABC Webinars, and also in-house training.

The Program Director (hired on March 4, 2022) has been working to increase communication with funders and community resources to enhance service delivery and opportunities for the Family programs.

## STAFFING

The Family Programs faced a staffing challenge in securing a new Program Director. The prior Director left the agency in October 2020 and Hillary Gallinger (Family Therapist) had stepped into the position on an 'Acting' basis at that time. In March 2022, Michelle Saldeba (Family Therapist) moved into the position on a permanent basis.

In February 2022, Hillary Gallinger 'Acting Program Director' went on Maternity Leave. Michelle Saldeba had assumed the full-time Short-Term Therapy until she took the Program Director position at the beginning of March. The Short-Term Family Therapist position is currently vacant.

The Family Programs Staff Team are very skilled and dedicated employees that strive to provide the best possible care to the community:

**Program Director:** Michelle Saldeba

**LINKS TriCities:** Tacky Chan

**Short-term Therapists:** Hillary Gallinger (currently on maternity leave)

**Family Development/Supervised Access:** Elizabeth Farquarson, Maria Terante, Amrita Kaur

**Young Parent Support:** Allison Von Wallis

## PROGRAM OUTPUTS

See the table below for the number of service units and the number of families served by each program. A Service Unit is defined as “an hour of service provision to an identified client, or group of clients, and includes such activities as face-to-face contact, client-specific report writing, client-specific telephone calls, case management meetings, case consultation, and case supervision, training pre-approved by the MCFD, and community meetings and travel directly related to contracted services”.

PROGRAMS	OUTPUTS		
	Service Units (Actual)	Service Units (Target)	# of Families Served
Family Development Work	950.75	1,839	31
Supervised Access	1,172	2,300	11
STT	924	1,094	29
Outreach Therapy	238.25	564	10
Links – Tri Cities	1,149	690	18
Young Parent Support	1,272.25	1,031	15

## **Family Futures**

Due to reduced MCFD referrals and challenges accessing clients as a result of the COVID-19 pandemic, actual service hours did not meet the contracted targets. Service units provided from April 1/21 – March 31/22 totaled 3285; the annual target service units is 5797. Service units in this second year of the pandemic were slightly higher than the first year, with the 2020-2021 actual service unit hours totalling 3051.75.

## **Links TriCities and Young Parent Support**

Both TriCities Links and the Young Parent Support Program exceeded the annual target service units.

## **OUTCOMES MEASUREMENT AND CLIENT SATISFACTION 2021-2022**

Unfortunately, due to staff turnover in the Program Director role, there were no evaluations completed to measure program outcomes this fiscal year.

## **VISION**

In the upcoming 2022-2023 fiscal year, the primary goal is to return to pre-pandemic levels of service delivery. Family Programs will continue to provide quality services to meet the needs of children, youth, and families. We will continue to look for funding opportunities to expand the existing programs or add more programs to fill any gaps in services. Family Programs will continue to add new groups and offer additional sessions of established groups.

Family program staff will continue to be encouraged to pursue professional development training and education. The program will also continue to improve and collect the outcomes data. The program intends to further explore fee-for-service counseling service based on a sliding scale, which will allow the program to accept additional referrals directly from the community.



# **EARLY CHILDHOOD DEVELOPMENT (ECD) FAMILY PROGRAMS ANNUAL REPORT**

**April 1, 2021 to March 31, 2022**

## **OVERVIEW**

The Lower Mainland Purpose Society provides a variety of Early Childhood Development Family Programs to the residents of New Westminster, Burnaby, and neighbouring communities. These programs include parenting support, education, information and access to community services and referrals to family counselling. For the second year, programming continued to be a hybrid model, offering online services, programs at local community parks, and when COVID-19 protocols allowed, indoors in the agency's family playrooms. The objectives of the various programs are similar; however, they do vary as required by each funder. Objectives include strengthened parenting confidence and ability, increased community awareness and resources, decreased isolation, increased inclusivity between families and increased children's involvement in programming.

This year seven programs were offered:

1. Online Pitter Patter & Family Circle (CAPC)
2. In-person Family Circle (CAPC)
3. In-person Pitter Patter (CAPC)
4. In-person spring and fall PLANS (Physical Literacy Arts Nature & Science)
5. In-person Building Community and Connections
6. Online Nobody's Perfect Parenting Program
7. Online Family Circle Book Club

## **STAFFING OVERVIEW**

- Joanne Mason and Elizabeth Cottam facilitated Pitter Patter until September 2021, when Joanne gave her notice and Cathryn McPhee took her place on the team.
- Carolyn Hearty and Elizabeth continued to facilitate Family Circle on a weekly basis.
- Carolyn facilitated PLANS with Daniele, an Instructor with the City of New Westminster's Parks and Recreation, at Queen's Park.
- In the fall, Takako Ferris was hired to facilitate the Building Community and Connections with Cathryn.
- Elizabeth and Cathryn facilitated an online Nobody's Perfect in winter 2021.

- Takako, Cathryn and Elizabeth introduced a new program, Family Circle Book Club, which was offered bi-weekly in the morning/evening via Zoom.

Through these challenging times, staff provided high quality service to families. Staff were adaptable and flexible with adjusting programming delivery, providing one-to-one phone support, email, and texting participants as needed.

During the year, staff attended numerous professional development opportunities. These trainings included;

- Trauma Informed Practice for Early Years Practitioners: The Impact of Trauma and Toxic Stress on the Developing Brain
- Compassion Fatigue: Caring for Ourselves while Caring for Others
- CAPC North Fraser Training - Children and Resilience, Facilitating Conflict in Groups, Change Through Interpersonal Mindfulness and Conflict in Leadership, Talking to Kids About Racism: Delicate Conversations (hidden bias and privilege)
- Truth and Reconciliation Commission of Canada: Calls to Action.

In the spring and fall, three students from Douglas College's Nursing Department completed their 'Health and Wellness Rotation' with the Family Circle program. The students were required to complete a needs assessment of the families, develop weekly presentations (relevant topics to young families and the early years) and create weekly resources for the parents and children.

Elizabeth, ECD Team Leader, continues to be active with the Literacy New West committee and Kids New West CommunityTable. 8

## PROGRAM HIGHLIGHTS

**'Pitter Patter & Family Circle' (CAPC)** were flexible and adaptive this year following the PHO's directives. Service delivery was offered online, in-person at local parks or indoors at Purpose. There were still many families who were not comfortable attending indoor programming and would meet exclusively at the park. Staff were diligent following up with families and wellness checks as isolation and loneliness were proving challenging for many participants.

**'PLANS'** was offered in partnership between Purpose, City of New Westminster Parks and Recreation, and Literacy New West and was funded by Raise-a-Reader. Twelve sessions were offered and delivered in two six-week programs in the spring and fall.

Families were excited to attend a registered, in-person program at Queen's Park, where their children got active and explored nature!

**'Nobody's Perfect Parenting Program'** was a 6-week online program in February and March. This program focused on learning about child development, safety, health, children's behaviour and positive parenting. It was a small but resolute, committed group of families that attended.

**'Building Community and Connections'** was a new initiative which drew families and neighbours together to share about anti-racism through arts, crafts & culture. This four-week program was well attended and had guest speakers from the New Westminster Welcome Centre, the Qayqayt First Nation Indigenous Community Development Program and a Cultural Café. Arts and crafts included Indigenous beading, crocheting and age appropriate crafts for the children attending with their parents.

**'Family Circle Book Club'** was a new initiative supported by a new sponsor to Purpose, Odlum Brown Limited. The FC Book Club supported newcomers and vulnerable parents to help remove the strain and stresses of parenting, social isolation and other challenges they may face. It was a 6-week program which rotated bi-weekly between mornings and evenings.

<b>Group Outputs</b>	<b>CAPC Pitter Patter Family Circle</b>	<b>PLANS</b>	<b>Nobody's Perfect</b>	<b>Building Community &amp; Connections</b>	<b>Family Circle Book Club</b>
Visits	Online/In-person 851	In-person 123	Online 6	In-person 17	Online 24
Hours	1,702	246	12	25.5	24
# of families served	79	16	4	5	6
# of individuals served	218	43	8	9	11

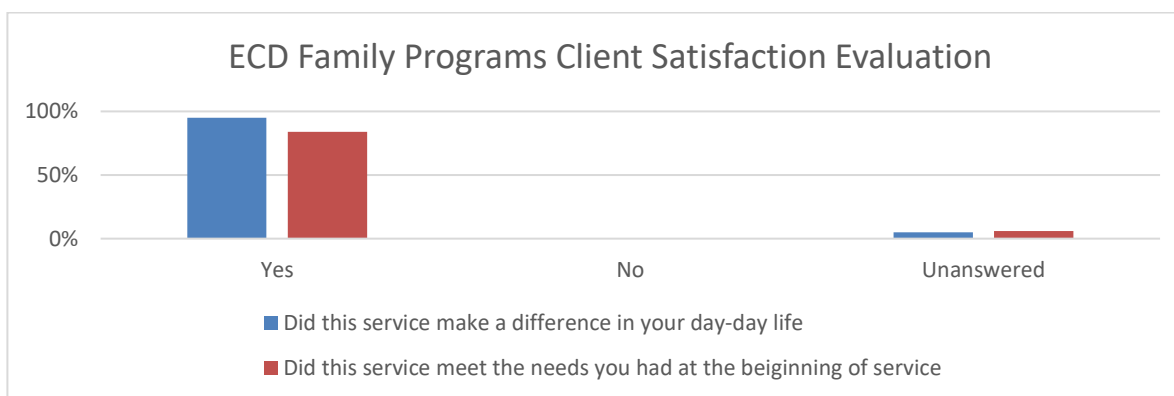
## OUTCOME DATA AND CLIENT SATISFACTION

The 'ECD Family Programs Client Satisfaction Evaluation' was distributed in-person or emailed to all program participants; the majority of families completed the evaluations, however several declined.

### ECD Family Programs Client Satisfaction Evaluation:

On a 10 point rating scale where 8+9+10 are 'Excellent', 7+6+5+4 are 'Undecided' and 3+2+1 are 'Not At All'. Some families noted 'N/A' on the ECD Family Programs Client Satisfaction Evaluation.

Family Programs:	10	9	8	7	6	5	4	3	2	1	N/A
Information was understandable	90%	8%	2%								
Information was useful	82%	11%	3%	2%	2%						
Useful hand outs were provided	69%	13%	2%								16%
The counsellor was knowledagble about topics that are important to me	74%	16%	2%								8%
There was enough time for questions and dicussion	76%	10%	8%	2%	2%						2%

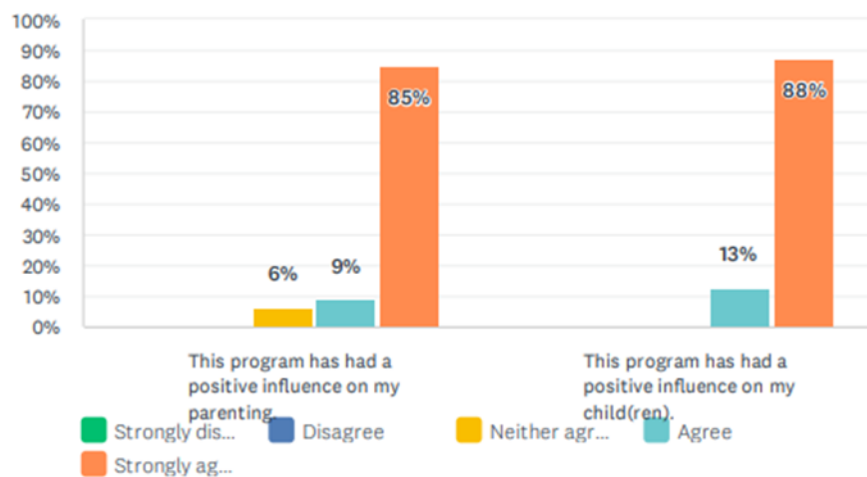


### Family Circle and Pitter Patter (CAPC):

This year Family Circle and Pitter Patter had significant increases in participation from last year:

- 28% increase of Families attending
- 20% increase of Individuals attending programs
- 45% increase with Visits
- 56% increase with Hours of service

In addition to the ECD Family Programs Client Satisfaction Evaluation, the Public Health Agency of Canada administered an online survey. Data was collected, collated by PHAC, and the results forwarded to Purpose.



They run a fantastic program for the kids. Thank you!
It's the best program!
Outstanding programming has been provided ! I am very grateful for Elizabeth and Carolyn and all that they do for our family! Thank you!
Happy to do another zoom session ! Thank you for all your support through sessions, and all the effort that goes into doing activities, songs and reading books with the children !

## **PLANS:**

There was a 63% increase in visits from 2020/21 to 2021/22. Attendance in the spring was committed and solid, however, in the fall attendance fluctuated as Covid-19 cases and rates of transmission began to rise. Parents did not feel confident attending an in-person program and attendance became sporadic. Being an outdoor program, handouts were primarily for children's activities, with occasional parent resources being distributed.

Parent's comments:

*"Being outside was so needed in contrast to being sequestered (sic) due to COVID."*

*"Starved for interpersonal connection so glad to have this available."*

### **Building Community & Connections:**

Attendee's feedback:

*"Thank you so much for having me today. I know I need to learn more about Indigenous history and want to learn. Hope community have more chances to be educated."*

*"I wish we could continue more session."*

*"Comfortable space and very accepting groups."*

### **Family Circle Book Club:**

Being an online program, not many evaluations were returned, but the ones that were, said... *"It felt validating to share experiences with other mothers, making me feel more assured in my parenting. Also helped me to create some space for myself."*

*"Initially I thought that meeting in person would have been better but I found the virtual meetings worked well. Virtual meeting made my ability to attend more flexible and I did not have to wake my child from their nap in order to make the meeting which was great. I can find zoom overwhelming with big groups but because the numbers were small I still felt I got a sense of everyone and we all had equal ability to participate."*

### **Nobody's Perfect Parenting Program (NPP):**

The online Zoom NPP was offered in the winter when COVID-19 protocols tightened. NPP started with nine interested families, however maintaining discipline to attend weekly sessions, time management skills, technology and/or internet connections or missing the in-person interactions all contributed to the group dropping to four families. These families were very committed programming and said:

*"I would like to tell my friends who are struggling with their little ones about this program and let them know there are 'helps' out there. We are not alone."*

*"Thanks to \* and \* (staff name's removed) for delivering this wonderful program. As an immigrant, I feel anxious to parent my daughter in a brand new culture and without support*

*from relatives and old friends. However, after this program I gain confidence not only because I learnt new skills but also there is help available.”*

## VISION

ECD Family Programs will continue to provide quality service to meet the needs of children and their families, be that in-person, one-to-one phone calls, online programs, distributing mail-outs with Canada Post, etc. Keeping connections and relationships strong is paramount during these times.

The staff continue to look for funding opportunities from private and public sources, to expand the existing programs or to add additional programs to fill service gaps. ECD Family programs staff will continue to be encouraged to pursue professional development trainings and educational opportunities.

In the coming year 2022- 2023, ECD Family Programs will seek funding and offer the following programs:

- BASES Family Thrift Store and the BC Council for Families to offer a Nobody’s Perfect Parenting Program online or in-person;
- Raise a Reader funds to continue supporting the partnership between Purpose, the City of New Westminster and Literacy New West to provide PLANS;
- Community Gaming Grant to provide PLANS;
- Heritage Canada for a grant to build upon the Event’s program ‘Building Community & Connections’;
- BC Multiculturalism and Anti Racism for a grant to build upon the ‘Building Community & Connections’ program;
- Mary Kay Ash Foundation to support families with their English language skills,
- Prospera Foundation Grant for support to re-introduce the program English Made Easy for Displaced Ukrainian, Afghan refugees and newcomers;
- Financial support from new businesses/organizations-
  - Odlum Brown Limited in support of Family Circle Book Club

- Royal City Rotary in support of PLANS.

Submitted by Elizabeth Cottam, July 2022

After an exceptional year balancing participants and family needs, a variety of delivery methods with programming, staffing changes, COVID-19 protocols and protective measures, and so much more.... it is, with utmost gratitude that I thank you, The Board and The Purpose Society, for your continued support of ECD Family Programs.



# **INTEGRATED YOUTH SERVICES ANNUAL REPORT**

## **April 1, 2021 to March 31, 2022**

### **OVERVIEW / HIGHLIGHTS**

Integrated Youth Services (IYS) is a gated service where the majority of referrals must come through The Ministry of Children and Family Development (MCFD), including Child and Youth Mental Health (CYMH). Referrals are accepted from Social Workers, Probation Officers, and Child and Youth Mental Health Clinicians. A staffing complement of two Youth and Family Development Workers, and two Youth Outreach Workers provide services.

IYS provides service in the following areas:

1. Family Support and engagement,
  2. Youth Outreach, , (this area of the contract is un-gated; community referrals are accepted)
  3. Youth Agreements (preparing youth for aging out),
  4. Sexually Exploited Youth (this area of the contract is un-gated; community referrals are accepted)
  5. Adult Youth Agreements (assistance with meeting the criteria for AYA),
  6. Youth Justice
    - Community Work Service (CWS)
    - Curfew Monitoring (phone and in-person)
    - Intensive Support and Supervision Program (ISSP)
1. Youth First outreach
  2. North Fraser outreach

Youth and Family development Workers provide intervention services at various levels. The amount of service required depends on the varying needs of the youth and/or family. Individuals may receive service as often as weekly or as infrequently as once monthly. The level of service is determined at intake in collaboration with the individual's care team and reviewed regularly. The Program Director is in regular contact with MCFD, Probation and Child and Youth Mental Health Team Leaders to review clients and their current needs and service delivery.

Purpose Society, in partnership with MCFD and two other community agencies, have operated a project referred to as North Fraser Youth Outreach Services (NFYOS) since 2018. This program was designed to connect with "hard to reach" disenfranchised youth who may be:

- homeless or "couch surfing",

- youth at risk who are not connected to community services, or
- youth who present with high risk factors including drug and alcohol use, criminal activity, sexual exploitation and/or mental health issues (these youth may or may not be connected to services).

This project is a collaborative effort between PLEA Community Services Society of BC, Purpose Society and St. Leonard's Society to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities. There is one Youth Outreach Worker (YOW) per geographic community (Burnaby, New Westminster, Tri-Cities and Ridge Meadows) and one YOW dedicated to work with aboriginal youth. Two additional workers work directly with the MCFD Youth First Team. Initial assignment of the referred youth to a YOW is primarily based on the youth's identified "home" community. An innovative component of this service is increased flexibility for agency staff to work together and share resources across geographic areas. YOW will travel across the North Fraser Region and into other Metro Vancouver communities to connect with youth on their caseload and/or to attend relevant case management meetings in order to provide comprehensive services to youth. Collaborative Practice meetings with Youth Outreach workers, their Agency Supervisors and MCFD are held every 2 months to ensure consistency in service practice across the North Fraser Region.

The role of the YOW is as a "linker" to existing services. Activities may include, but are not limited to the following:

- Working hand in hand with the ministry and other service providers to connect with youth who are disengaged/marginally engaged.
- Providing one-to-one and case management support to those youth.
- Providing community based interventions in partnership with community agencies to address the needs of marginalized youth.
- Providing services primarily on an outreach basis.
- Working to create a community-based, natural support system for each youth.
- Provide crisis intervention and strategic support services to identified youth, including goal-oriented counselling and life skills enhancement.
- Assist in the coordination of social, educational, economic and health services through case management plans.
- Where appropriate, support youth to re-integrate into home or community.
- Support youth to disengage from harmful activities (street involvement, sexual exploitation, criminal activity, substance misuse, self-harm).
- Support youth to develop positive coping strategies and a health decision-making capacity.

- Assist families to access community resources and networks and develop formal and informal support systems to maximize their functioning.

## PERSONNEL

The Integrated Youth Services staff team consists of four FTEs to provide direct service and one Program Director to manage the programs:

**Program Director:** Eric Osmond

**2 Youth and Family development Workers:** Margaret Orcullo and Logan Smith.

**2 Youth Outreach Workers:** Dennis Hong and Lidia Levert (North Fraser Outreach Workers).

**Program Director:** Eric Osmond

There was some staff turnover in 2021-2022, as three previous youth workers left their positions. Margaret and Logan began working in October 2021 and Lidia began in Feb 2022.

## OUTPUTS & OUTCOMES

The following table outlines the types of service provided, the total amount of service units provided per service area and the number of youth served in the year 2021-2022 fiscal year:

SERVICE	Service Hours	# of Youth Served
Family Support	435.25	11
Youth Outreach	1,475.50	49
Youth Agreements	554.0	6
CWS	30.50	1
Curfew Monitoring	4.75	1
ISSP	0	0
SEY	16.75	2
North Fraser Youth Outreach	271.0	4

Currently the Youth and Family Development Workers and North Fraser Youth Outreach Workers are carrying a full caseload. To prevent keeping youth in need on a waitlist, new referrals are being directed to the YOWs. Although the YOWs are part of a specialized service to the most at risk youth, we do everything to ensure youth in need are provided service. A waitlist translates into a youth without support, which is counter to Purpose's client-centered philosophy. The youth team is flexible and adaptive, and has been great at stepping up when challenges and changes occur, so that youth and families continue to receive the care and attention that they deserve.

The Program experienced very low referrals from youth justice, as the Covid-19 pandemic has significantly affected the court systems (charging/sentencing of youth). As a result, our youth justice service hours are much lower than targeted.

IYS remained fully operational in 2021-2022 and staff continued to meet clients regularly despite many other agencies altering their services during the pandemic.

## **PROGRAMS**

IYS introduced a weekly life skills program for eight weeks from Jan-April 2022. The program focused on teaching youth how to budget, cook healthy meals, and improve their social connections. The program operated out of the MCFD Youth First office and was very successful. Participation averaged around five youth per week. The next eight-week cycle will run from May-June 2022.

The IYS Program Director and Purpose Society Executive Director have been meeting with MCFD to discuss starting a sexually exploited youth (SEY) program this year. Meetings discussed the goals, objectives, means, and logistics of the service. There appeared to be a significant need, as many MCFD staff have indicated clients experiencing or are at-risk of sexual exploitation. Purpose and MCFD plan to have a program running this year and there are already two Purpose staff who have work and educational experience in this area who would like to support the program.

The IYS Program Director and MCFD Youth Justice team have been meeting regularly to plan a day program for high risk youth justice clients at Purpose Secondary School. Clients would start with Friday school sessions and may become eligible for full-time enrollment based on attendance, behavior, and class participation. The goal is to have this program running in the fall of 2022.

## **VISION FOR THE UPCOMING YEAR**

The IYS team will continue to participate in community wide collaborative practice, thereby continuing to be successful at expanding relationships with other service providers within the community. Through the ongoing partnerships and working relationships there will continue to be success in the upcoming year. Monthly Collaborative Practice meetings with IYS workers and partner agencies will be held to ensure consistency in service practice across the service delivery area (SDA).

In the summer of 2022, the IYS team will be running a summer group outing for their clients. Activities will include kayaking, sports day, cycling, and hiking. The purpose of this program is to help clients remained active and connected during the summer months.

Due to the constantly changing challenges facing youth and youth workers following the pandemic, the Program Director is exploring opportunities for professional development courses to increase the youth team's ability to meet the increased complexities of youth work in 2022.

## **YOUTH SOURCE ANNUAL REPORT**

### **April 1, 2021 – March 31, 2022**

#### **OVERVIEW / HIGHLIGHTS**

Youth Source operates on Tuesdays from 2:30-6:30 p.m. and Thursdays from 3:00-7:00 p.m. on a drop-in and appointment basis, and is open to youth 21 years of age and under. A care card is not required to access the medical clinic services. Youth and Family Development workers, health care practitioners, volunteers and various partners provide the following services: one-to-one support, life skills groups, health education, medical services, computer/internet access, job and housing searches, food bank, resource information, and referrals to appropriate programs.

Community partners work together to serve the youth who access Youth Source. Purpose provides a Youth and Family Development Worker to act as a Youth Source navigator during clinic hours, and, Fraser Health Authority provides the medical staff for the clinic.

#### **PERSONNEL**

Purpose staff continues to have a great working relationship with Fraser Health, with open communication that enables us to address issues as or before they arise. Purpose staff, the Program Director, and practicum student, Jaime Ewing, all helped support the clinic on a rotating schedule. The rotation schedule was put in place to ensure that our staff have the ability to meet their client needs, while still ensuring that the Youth source clinic has a navigator to assist in a seamless access to medical and other support services during clinic hours.

#### **VISION FOR THE UPCOMING YEAR**

Visit rates at youth source have fluctuated this last fiscal year, as we move away from the Covid-19 pandemic. We expect visitation to slowly begin to increase again moving forward.

In order to engage youth during wait times, staff offer short talks and/or games in order to interact with youth while they wait. These talks and games are educational, with a focus on drug and alcohol awareness and sexual health education. In addition, youth have been invited to participate in our life skills programs, which often ran during clinic hours.

The IYS team is working on developing groups to engage youth in topics, such as, but not limited to, STIs/sexual health, substance use, harm reduction, and homework club.

**YOUTH ADDICTION PROGRAMS - BURNABY YOUTH CUSTODY  
SERVICES ANNUAL REPORT  
April 1, 2021 – March 31, 2022**

**FROM THE DESK OF THE PROGRAM COORDINATOR**

This year, I am proud to share a snap shot of the collective efforts that our Drug and Alcohol team has been making to provide unique and appropriate programming for our youth in custody. None of our efforts would be possible without the continued joint support and contributions that the caring staffs at The Lower Mainland Purpose Society and Burnaby Youth Custody Services has offered.

The primary service we offer is addiction counselling and harm reduction support. Addiction counsellors support youth to increase their resilience, explore their options and reduce their risk.

Due to the impact of COVID-19 and the low numbers of youth in custody, our team has suspended psychoeducational groups and currently provides all services on a one-to-one basis.

Youth are welcome to participate in individual counseling. Our services are voluntary, and youth can self-refer at any point during their time at BYCS.

Our team offers individualized support that strives to meet youth where they are at, matching their level of readiness. Youth do not need to want to make a change to connect with support: the team adopts a motivational interviewing approach and welcomes youth at any stage of change including pre-contemplation.

Youth work with their counselor on self-selected goals that may include relapse prevention, boredom reduction, harm reduction, building positive coping skills and community/treatment program preparation.

Our team respects youth's resilience and right to self-determination. Support is provided within the context of trauma informed, strength-based, anti-oppression, and harm reduction frameworks.

Our team is able to provide some remote aftercare and bridging support to youth after they leave custody. When appropriate within the context of the community team and youth circumstances, a time-limited, purposeful connection can help facilitate



community integration. This is explored in partnership with the youth and community care team including their probation officer and social worker.

### **SMART Recovery®**

Our counselling team is certified to offer SMART Recovery® programming (Self-Management and Recovery Training).

SMART Recovery's approach to behavioral change is built around their 4-Point Program®: (1) Building and maintaining the motivation to change. (2) Coping with urges to use. (3) Managing thoughts, feelings, and behaviors in an effective way without addictive behaviors. (4) Living a balanced, positive, and healthy life.

Youth are supported to use the SMART recovery tools contained within the framework of the four-point program as part of relapse prevention and community reintegration.

SMART Recovery meetings are offered at community health centres across British Columbia and online. As a result, youth can continue to accessing SMART Recovery if they wish.

## **HARM REDUCTION**

Youth are invited to participate in harm reduction education.

Our team offers training on recognizing and responding to an opioid overdose using naloxone via the BCCDC's Take Home Naloxone program.

Our team offers training on using BTX Fentanyl Test Strips and community drug testing services as part of harm reduction decision making.

Youth do not need to be seeing a counselor for ongoing individual service to access training or harm reduction supplies and training.

Through our close connection with the Lower Mainland Purpose Society's Health Contact Centre, additional harm reduction supports and trainings can be arranged upon request.

Our team partners with the BCCDC and the Health Contact Centre at the Lower Mainland Purpose Society in order to provide harm reduction supplies for youth.

Youth are eligible to receive naloxone kits and BTX fentanyl test strips upon their release from custody as part of reducing their overdose risk when they return to the community.

Through our close connection with the Lower Mainland Purpose Society's Health Contact Centre, additional harm reduction supplies can be arranged upon request.

### **Wellness Programming, Adventure Based Therapy, Textile Therapy and Horticultural Therapy**

As part of promoting engagement, our team strives to build positive relationships with youth and meet them where they are at. Connecting with youth often involves working within a variety of complementary modalities. The modalities listed below function as outreach to build relationships with youth our team isn't working with and as tools to supplement the work we are doing with the youth we are providing one-on-one counseling services to.

#### Adventure Based Therapy: Climbing Wall

One of the counselors is an experienced climber with full belay and rope rescue certifications. As such, they are qualified to support youth on the BYCS climbing wall and provide individualized climbing coaching focused on both the mental and physical aspects of the sport.

Youth are invited to challenge by choice: the counselor strives to create a positive therapeutic environment where youth are supported to learn new skills, take healthy risks, solve problems, build trust with staff, work through fears and achieve their goals.

Service is provided to youth on a one-on-one basis or in small groups depending on the goal of the sessions and the preferences of the youth.

#### Textile Therapy: Sewing Program

One of counsellors is an experienced seamstress. The first iteration of the Textile Therapy Program was a quilting program called "Blankets of Hope". This program was designed to create a community quilt: each square is designed and created by the youth residing at BYCS. In creating their square for the quilt, youth are encouraged to find ways to display positive messages, affirmations or symbols that mean something to

them, have helped in their journey, or may instill hope in others. Youth began creating squares in 2020 and when the quilt is finished, it will be hung where all the youth in BYCS will be able to see it.

The Blankets of Hope program has ignited an interest in sewing in some of the youth who made a square for the quilt. This interest has led to the development of the Textile Therapy Program. Through one-on-one support, youth have been designing and constructing different articles of clothing (two youth have made their own high school graduation outfits!). Through this process, youth are engaged in a number of counselling related discussions; many youth have reported they find sewing and spending time in the textile room to be very calming.

In the summer of 2021, a Bracelet Program was been developed in response to the news regarding the discovery of gravesites at residential schools across the country. As the youth are required to wear designating clothing colours, our team was given approval to assist the youth in making orange coloured embroidered fabric/Velcro bracelets for the youth and staff to wear in solidarity with our Indigenous residents, communities, relatives, neighbors, staff and friends. Youth have participated in designing and choosing different embroidery patterns and have stated they felt honoured to help create something so meaningful for both youth and custody centre staff to wear.

### Horticultural Therapy: Garden Program

The BYCS Programs Department, BYCS Chaplin and our team have partnered to create an outdoor space that is designed to facilitate youth connection to nature, plants and community.

Youth are invited to participate in the garden space in a variety of ways. Some opportunities for participation are active, skill building and structured; youth perform tasks including building garden beds, preparing the soil for planting, planting seeds, weeding, harvesting produce, saving seeds, watering, and preparing meals using the harvested produce. Youth are also welcomed to participate in less structured and more exploratory ways: this can include walking around the garden, sitting under a tree, smelling the herbs/flowers, watching the birds or eating fresh raspberries right off the bush.

The garden includes sensory-oriented plants that provide youth with the opportunity to explore color, taste, texture, and fragrance. Counsellors empower youth to learn about and interact with herbs, vegetables, flowers, fruits, and natural ecosystems. In this way,

youth build positive connections to nature and are invited to engage in grounding and mindfulness activities as part of building positive coping skills.

As being in nature and interacting with plants helps facilitate a positive therapeutic space, Counselors use the garden space as an outdoor office: youth are able to leave the building and take a breath of fresh air while receiving individualized support services.

Our team has also assisted the BYCS Chaplin with memorial services in the garden. Memorial services take place when a youth has lost a loved one or is commemorating the anniversary of a loss. During this time, the youth is invited to plant a flower to commemorate their loved one. While they are in custody, our team and the Chaplin support youth to care for the memorial plants and process their grief. During a youth's time in custody, visiting the memorial plant becomes a temporary stand-in for visiting the place where a loved one remains might be.

#### Wellness Program: Run, Walk, Talk

Our team uses the BYCS outdoor track to engage youth in running and/or walking programming. As physical and mental wellness are intimately linked, counsellors encourage youth to build healthy habits and prosocial coping skills by building habits around physical activity.

Counsellors on the team have some experience with distance running and can accompany youth on runs around the track and assist with them developing and maintaining a personal running practice.

Additionally, our team uses the track as an office space to provide individualized support services. Getting some fresh air and going for a walk around the track can create a positive therapeutic space.

### **Interdisciplinary and Interdepartmental Connections**

The counselling team understands that youth are best supported when they have caring adults working together as part of a team. Our team actively engages with a variety of other departments at BYCS and with youth community care teams when appropriate. By functioning as an active part of the BYCS community, counsellors build relationships with youth and staff. These relationships facilitate referrals and increase opportunities for wrap-around support.

Our counselling team regularly participates in community team lead Integrated Case Management Meetings, weekly BYCS Case Management Meetings and the program coordinator attends the daily BYCS management meeting. As such, we are an integrated part of the BYCS community and are able to work in a way that supports a youth's care plan while being responsive to dynamics within the custody centre environment.

Through a partnership with Fraser Park Secondary, one of the counsellors provides support for the beekeeping program. This support includes mentoring youth and tending to the bees while the head beekeeper is out of the office.

Through a partnership with Fraser Park Secondary, our team provides classroom and special event support as needed. This could include providing the youth with urgent emotional support during class, acting as a positive role models during activities or celebrating student achievements at school events.

Through a partnership with the Elders and Indigenous Cultural Liaisons, our team participates alongside youth in programming (such as drum building) and ceremonies (including smudges, cedar brushing and sweat lodge). In this way, counsellors deepen their ability to work in a culturally safe manner and create a more open climate for youth to explore culture, identity, and connection as part of working through substance use concerns.

Through a partnership with the BYCS Programming Department, counsellors participate in custody special events and recreational activities.

One of the counselors is involved as a facilitator with the BYCS Chapter of the Boys Club Network. In this context, they partner with staff from Fraser Park Secondary, the BYCS Chaplin and the Boys Club Network Community to facilitate programming that empowers boys in custody. Due to the impact of COVID-19, Boys Club Network programming has been modified and group sizes significantly restricted.

Our team has completed facilitator training for the "Talking About the Topic of Opportunity (T.A.T.T.O.O.)" program. This initiative is a partnership between BYCS, Lower Mainland Purpose Society, Elizabeth Fry Society, Burnaby School District and the Burnaby RCMP. The program features eight sessions facilitated by staff in partnership with an officer from the Burnaby RCMP. Topics include healthy relationships, risk taking, anger management, and resiliency. Each session ended with both youth and facilitators sharing lunch together made possible by generous funding from TATTOO Project team. Due to the impact of COVID-19, staff have not had the opportunity to run T.A.T.T.O.O in 2020 and 2021.

## **Staff Support Services and Training**

Counsellors work with BYCS Staff and Community ISSP workers to provide harm reduction support and education. Our counselling team provides naloxone kits and trains staff on how to recognize and respond to an opioid overdose via the BCCDC's Take Home Naloxone program

### **WHAT WE DO:**

We offer Drug and Alcohol Counselling Services including one-on-one counselling, harm reduction support, naloxone training through the Take Home Naloxone Program and group based programming. Our team is based out of Burnaby Youth Custody Services. We work with incarcerated youth aged 12 -20 during their time in custody. Burnaby Youth Custody Services is one of two youth custody centres in British Columbia. As a result, youth connecting with our program come from all over the province.

### **Naloxone Training**

We offer 1:1 naloxone training as part of the Take Home Naloxone Program. Any youth that is currently in custody is eligible for training: we train youth regardless of their current involvement with drugs and promote the training as an important part of creating caring communities. During training, the impact that being in custody has on opioid tolerance is explored and we work with youth on harm reduction strategies. Upon completion of training, a naloxone kit is placed with the youth's personal belongings so that when they leave custody, they leave with a naloxone kit. As part of International Overdose Awareness Day, our team puts on a series of "Overdose Drills" where trained youth have the opportunity to take on a leadership role in responding to a simulated overdose. Teams of youth successfully demonstrated their learning and encouraged their peers to learn more.

### **Referrals**

We work with youth and their community care teams to create meaningful and realistic release plans. As part of the planning process, youth may wish to engage with community based services (AA, NA and counselling, etc.) or residential treatment. Our staff connect with youth, care teams and service providers in order to assist with completing referrals and creating youth safety plans. In order to build strong working relationships and stay current on the services available to youth, program staff attend treatment centre open houses and invite staff from programs to attend the custody centre and market their programs directly. When appropriate, we are able to accompany youth on supervised leaves from custody to attend NA/AA meetings or appointments.

## **Individual Counselling**

Our team works with youth on a 1:1 basis to provide drug and alcohol counselling. Counselling can be short term or longer term depending on the needs of the individual youth and the length of their stay in custody. Counsellors work with youth on exploring their current situation and dreams for the future. Counsellors seek to meet youth where they are at, working alongside them to increase resilience and reduce risk. Counsellors are trained in Motivational Interviewing and our work is informed by the Transtheoretical Model of Change.

## **Outreach and continued contact/support in the community**

As we can build lasting professional working relationships with our youth, we have been requested to case management and Youth Probation Officers to continue contact with some of our clients once they have returned to their communities. We have utilized both phone and video to connect with the youth during the past 12 months.

## **COVID-19 IMPACTS**

The 2021 fiscal year presented our team with significant challenges: in addition to the Covid-19 pandemic, our programming and participants were deeply impacted by the ongoing drug poisoning crisis and ongoing larger social conversation around navigating current and historic injustice.

Covid-19 impacted how our team navigated providing support and engaging youth through these times of personal and social upheaval. The custody centre has had strict guidelines in place to reduce the spread of Covid-19. Our team navigated ongoing changes and worked together with stakeholders offer as much service to youth as possible.

Group programs our team has historically offered at Spring Break including T.A.T.T.O.O. had to be canceled as it was deemed unsafe to mix unit “pods” and bring in community presenters. Being responsive to this, our team pivoted to provide a workshop series to individual unit “pods”. Topics focused on harm reduction, anger management and healthy relationships.

Given the increased risk of the transmission of Covid-19 indoors, our team pivoted to try to work outside whenever possible. Our team increased involvement in outdoor programming including participating in the bee program and horticultural therapy. Staff

members sat with youth in the garden, took youth for walks on the track and sat in courtyards to provide service when possible given weather and correctional staffing levels.

As a result of the requirements to reduce Covid-19 transmission, volunteers were not permitted in the building and other contractors limited their services and supports. Given this, our staff team filled some of the gaps and increased their level of individual programming. One team member developed a Dance Program in partnership with the Volunteer Coordinator and increased youth engagement in the Sewing program.

Our team also increasingly worked closely with the school and correctional staff to provide services. Partnership projects included involvement in facilitating activities with Boys Club Network (presenters were unable to come in) and participating actively in special events (including cultural activities, holidays, birthdays, talent shows and track events). Our team partnered the Chaplin to work with youth around grief and loss: this includes planting flowers in memory of loved ones.

### **Contaminated Drug Crisis**

Our team supported program participants to navigate an increased level of risk as a result of a highly toxic drug supply. This increase in need for support occurred within the reality of a decreased level of accessible community resources due to the Covid-19 pandemic.

Our team has observed an increase in the number of youth we work with who have experienced an overdose and/or drug poisoning in the community. For some youth, these events are catalysts for change and encourage youth to work with our team to prepare to enter residential treatment. Other youth are not ready to stop using: our team supports these youths to work on responsive and realistic planning to increase safety and reduce risk. Harm reduction support includes naloxone training and providing naloxone kits as well as using motivational interviewing techniques to engage in safety planning. Our staff faced the challenge of remaining client-centered and meeting youth where they are in the face of the risk the youth face when they return to the community. Due to the high level of risk the ever-changing drug supply presents, not all the youth who have accessed support through our program have survived this challenging time. Our team would like to take a moment to acknowledge the loss of youth and offer deep condolences to all who are touch by these losses. In addition to the impact that loss has on staff, most of our program participants know at least one person who has died since 2020 as a result of the toxic drug supply. Youth are increasingly dealing with the



premature loss of peers, family members and other contacts. Working through and processing these losses is part of the support youth receive through our program.

Covid-19 and the drug-poisoning crisis have existed within the context of an increase in conversations around acknowledging current and historic racism. Youth who are racialized (including black and indigenous youth) are overrepresented in the custody population and in our programming. Understandably, these youth were deeply touched by Black Lives Matter movement and the discovery of the unmarked graves at the site of a former residential school in Kamloops. Youth required support as they processed the news and what it means for their own personal, family and community history.

## **STAFFING**

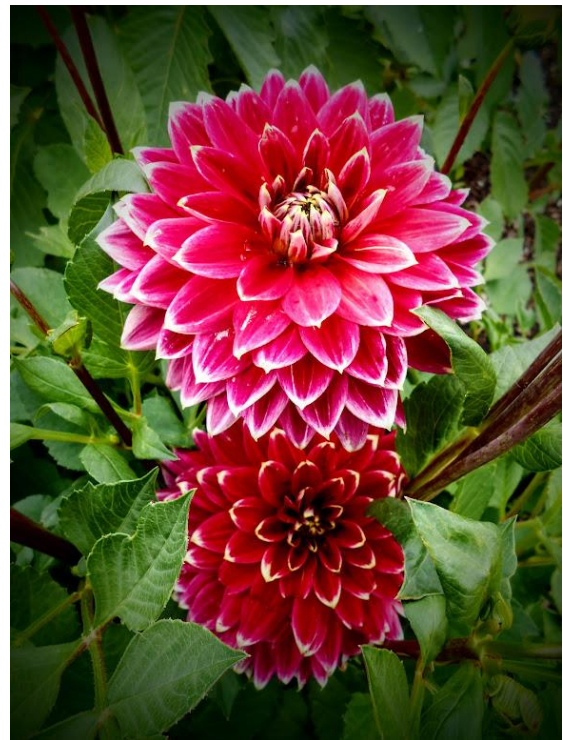
Staff team has remained constant over the last year. The D&A team is currently staffed by 3 members: 2 full time counsellors and one enhanced part time counsellor. As a team we offer over 20 years of experience which shows with how many self-referrals we have received in recent years.

Covid-19 impacted staffing levels and this impacted programming in a variety of ways. Staff members were not able to attend the worksite due to quarantine requirements, illness, and recovery from illness. Additionally, staff were not permitted to attend the worksite when displaying even non-covid-19 illnesses. As a result, staff piloted working from home more often and engaged in professional development online including conferences.

## **VISION**

Our future goals include a designated space for our team to meet with clients and a more accepted understanding of current harm reduction modalities. This is especially the case around Opioid Agonist Therapy and the level of understanding from some of our collaborative peer group who also support our clients while in Custody.

## FIRST QUARTER HIGHLIGHTS



**Figure 1: Beautiful results from time spent in the gardens with our clients.**



## SECOND QUARTER HIGHLIGHTS



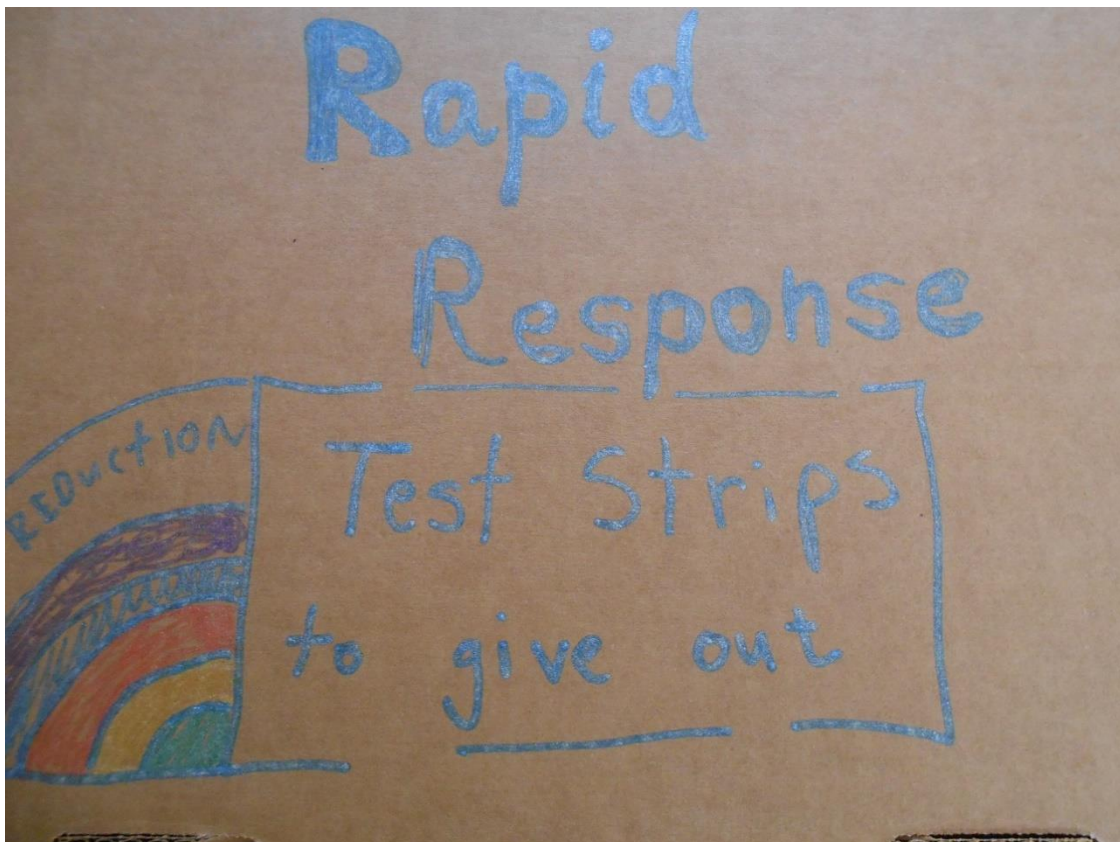
**Figure 1: One of two healthy and productive hives at BYCS**



## THIRD QUARTER HIGHLIGHTS



Figure 2 TEST Kits and Naloxone kits. On going training for Youth and Adults.



## THE NUMBERS AT A GLANCE

### Program Service Hours\*

This program provided 1315 hours of direct service and 1341 hours of indirect service totaling 2656 hours

*CWT Service Type	1 to 1 hours	Non Client Specific Hours	Total	INDIRECT Service Hours
Therapeutic Intervention	1,315		1,315	1,341
Community Capacity Building				

## REFERRALS

75 Total Referrals

21 \*New females served

39 \*New males served

18 New Aboriginal Females served

29 New Aboriginal Males served

\*New males and females refer to youth never before seen for counselling or youth who have not been seen in the past 6 months

### Referral Source Breakdown

56% self-referred

Referral Source	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mental Health/ Health	3	2	3	2	1	0	0	1	4	3	1	5
Case Management	1	1	0	0	0	0	0	0	0	0	0	0
Social Worker/ Native Liason	1	0	3	2	0	0	0	0	0	0	0	0
Self	1	4	2	2	5	5	5	6	2	2	0	7
Total	6	7	8	6	5	5	5	7	6	5	1	12

### Group Service

Group Service	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Naloxone Training-Youth</b>	1	1	1	0	0	1	0	0	3	0	2	1
<b>Naloxone Training-Adult</b>	0	0	6	4	0	1	0	0	0	0	2	0

### **Referrals to Treatment Programs/Outpatient Counselling**

A total of 23 referrals were assisted/completed by the D&A program to the treatment programs listed:

PROGRAM	# of REFERRALS
<b><i>180 Degrees</i></b> (Campbell River, BC)	1
<b><i>Ashnola Treatment Program</i></b> (Keremeos, BC)	1
<b><i>Boys and Girls Club</i></b> (Victoria BC)	2
<b><i>Creekside Stabilization Services</i></b> (Surrey, BC)	1
<b><i>Daughters and Sisters</i></b> (Surrey, BC)	4
<b><i>Fraser Health Substance use Counselling</i></b> (Surrey, BC)	1
<b><i>Last Door Adult Treatment Program</i></b> (New Westminster, BC)	2
<b><i>Nechako Youth Treatment</i></b> (Prince George, BC)	1
<b><i>Oasis</i></b> (Campbell River, BC)	2
<b><i>Odyssey Counselling</i></b> (Burnaby, BC)	2
<b><i>PCRS Youth counselling</i></b> (Vancouver, BC)	2
<b><i>PLEA Supportive Recovery Housing</i></b> (Vancouver, BC)	1
<b><i>Waypoint</i></b> (Surrey, BC)	3



# **PURPOSE INDEPENDENT SECONDARY SCHOOL ANNUAL REPORT**

## **School Year 2021-2022**

### **OVERVIEW**

In October 2016 the Ministry of Education designated Purpose Secondary Independent School a Special Education School, one of thirteen specially designated Independent Schools in the province of BC. All students attending the school must have a Ministry designation or be eligible for one. The majority of the students in the school have a designation of Intensive Behaviour or Serious Mental Illness (H) followed by Moderate Behaviour Support/Mental Health (R); other designations with fewer students include Physical Disability/Chronic Health (D), Learning Disabilities (Q) and Autism Spectrum Disorder (G). See tables below for the 2021-2022 school year.

The Special Education School designation provides additional funding per eligible student. This additional funding continues to positively impact the school's ability to meet the learning/social emotional/mental health needs of each student.

The school staff uses an attachment based, trauma informed model of practice to help to create a sense of belonging for each youth to the school, which is viewed as physically and emotionally "safe" and conducive to learning.

### **VISION**

Purpose Secondary School, sponsored by the Lower Mainland Purpose Society for Children and Families, exists to serve those students whose needs are not met by the public school system for a variety of reasons. School staff recognize that students have varied personal life circumstances, social/emotional/mental health challenges, educational backgrounds, different learning styles and often learn at different rates. School staff not only set academic standards for the program but also are committed to developing a positive school climate of belonging and community that is physically and emotionally "safe" and conducive to learning. Strong relationships between school staff, their families and students develop within this safe environment.

## HIGHLIGHTS

In the 2021-2022 school year there were 82 FTE students calculated in May for the ES Audit. One FTE is equivalent to one student attending over 600 hours. While this is a decrease of 2.2 FTE from the previous year, the amount of funding was slightly higher given a re-distribution of students at higher funding levels. The total number of individual students was 83. The closeness of the total FTEs to total individual student number indicates that almost every student remained enrolled in the school for the entire school year.

Please see the tables below illustrating various demographic information for the student population for the 2021-2022 school year:

**Students Numbers by Grade**

<b>Grade</b>	<b>Number</b>
Grade 8	10
Grade 9	13
Grade 10	22
Grade 11	19
Grade 12	19
<b>Total</b>	<b>83</b>

**Number of students by Special Education Designation**

<b>Designation</b>	<b>Number</b>
R Moderate Behaviour Support / Mental Illness	25
Q Learning Disorders	11
H Intensive Behaviour Interventions, Serious Mental Illness	19
D Physical Disabilities or Chronic/Health Impairments	17
G Autism Spectrum Disorder	10
K Mild Intellectual Disability	1
<b>Total</b>	<b>83</b>



On October 14 and October 15, 2021, Purpose School underwent a virtual Monitoring Inspection with an Inspector from the Ministry of Education. In the months leading up to the evaluation, the Principal worked on ensuring and demonstrating compliance of school operations, policies and procedures to Ministry of Education requirements. Under the direction of one of the Vice Principals, the teaching staff worked to ensure course outlines, unit plans and assessment of the courses they teach are in curricular compliance specifically with the new curriculum. Following an extensive review, a positive report was published indicating Purpose Independent Secondary School continues to meet the Independent School Act requirements for a Group One Certificate classification expiring June 2026.

The school year was bookmarked with two graduations. One graduation took place on September 24 at the Inn of the Quay celebrating the Grads of 2021. This Dinner and Graduation Ceremony held at the Inn at the Quay had been postponed from the previous June when stricter Covid-19 protocols were in place. On June 16/22, the graduating class of 2022 marked this special occasion at the Inn at the Quay with a dinner and grad ceremony. Both events were a very emotional and very proud moment for graduates and their families, friends and staff. We are very appreciative of the generosity of the funding of the student scholarships.

On the last day of school, the 2022 Year Book was distributed capturing the life at Purpose Secondary School and all the highlights throughout this most extraordinary year. A copy has been mailed to each Board member.

Community partnerships continue to contribute to the success of the school program. The Principal attended the Royal City Rotary Club Zoom meetings each Wednesday evening throughout the year. The school received support from the Rotary Club during the 2021-2022 school year when the Pot of Gold Golf Tournament resumed on August 24, 2021. The School has also resumed its partnership with New Westminster Parks and Recreation through a Reciprocal Agreement loaning our shuttle bus to the City during Spring and Summer breaks in exchange for passes, access to the Queensborough Fitness Center and field usage. We also forged a new partnership with Bully's Music Studio. This business has allowed our Music classes to use their Columbia Street and 6th Street location each day, free of charge.

## **PERSONNEL**

The staffing compliment for the 2021-2022 school year was as followings:

- Principal
- 2 Vice Principals/Teachers

- 4.5 Teachers
- .5 Educational Assistant
- 2 Youth Workers
- 3 Learning and Behavioral Support Workers
- 1 School Counsellor
- 1 Administrative Liaison
- 1 Receptionist/Administrative Assistant

In addition, the Purpose School had 3 consistent volunteers throughout the school year.

Staffing during the 2021-2022 school year increased with the hiring of an additional youth worker and one additional Learning and Behaviour Support worker. In the earlier part of 2022, the Administrative Liaison and the School Counsellor gave notice to explore other professional opportunities. Both positions have been filled with highly competent individuals who have integrated well with the staff team. A new Math and Science teacher was also hired to replace the teacher who retired in June 2021. Throughout the school year, professional development was held virtually.

All staff registered in an EASE (Everyday Anxiety Strategies for Educators) virtual on-line course developed by the Ministry of Children and Family Development in collaboration with BC Educators, counsellors, Anxiety Canada and other experts in the field of child and youth anxiety. The course provides “practical, flexible, evidence-based information and strategies to better equip school staff to support everyday (mild to moderate) anxiety in the Grade 8 to 12 classrooms. Upon completion, staff gained access to Grades 8-12 educator and student classroom resources.

The present staff team is a high functioning team - positive, deeply committed, collaborative, bringing their hearts and work ethic to school each day. Always student focused, always professional. It is a pleasure to lead such a team. The team not only meets the needs of students during the school day but have been responsible for the student initiated afterschool clubs - Pokemon Club on Monday, Japanese Anime on Tuesday, Functional Fitness on Wednesday and Games on Thursday. We also have a Drama Club and School Spirit Club.

## **PARTICIPATION**

Throughout the course of the school year, many curricular and extra-curricular activities took place. The School year began with a Welcome Back Assembly. The assembly addressed the present Covid-19 guidelines, the Heart-Mind- Well-Being Framework in addition to discussing the upcoming school year, timetable and behavioural expectations.

As the COVID-19 restrictions eased during the Spring 2022, community outings increased which included visits to the Art Gallery and Science World. Students participated in a 'Learn to Fish' program sponsored by the Freshwater Fisheries Society of BC at a hatchery in Abbotsford and visited the Vancouver Zoo. The Seniors (Grade 11 and Grade 12 students) enjoyed an overnight camping trip at Camp Capilano in May 2022. The School Spirit Club planned extracurricular events such as an Easter Egg Hunt, Beach Day and Pajama days to name but a few! Outdoor activities included a Fun Day at Queen's Park where the students, hands-down, won the tug of war contest against staff, hikes and working in the community garden. The school celebrated Pink Shirt day with a school-wide Tie dying T-shirt event. All the completed shirt were hung by clothes pegs in the front windows on Columbia Street – a very impressive sight! The music program performed for the school twice during the year – at Christmas time and again in June at the Bully's Music Studio on 6th Street. Students had an opportunity to demonstrate their talent and the skills they had acquired to staff, students and parents.

I am very pleased to report that a significant number of the students were able to complete at least one of the following mandated assessments this Spring - the Numeracy 10 Assessment, the Literary Assessment 10 and 12. All three assessments are a requirement to graduate with a Dogwood Diploma. No exemptions are allowed. The Principal continues to advocate exemptions should be made for those students with significant mental health challenges. Each year this process continues to send many of our students into a tailspin despite providing significant preparation and support the week before and during the actual assessment session, which is three hours in length. While it is stressed that the marks do not count, it is of little comfort to the students who are negatively impacted by the actual assessment process.

## **PURPOSE PROGRAMS: CROSS COLABORATION WITH PURPOSE SCHOOL**

The Principal and counsellor met with the Purpose Integrated Youth team and its Program Director twice each month throughout the school year. As well, the Director of Family Programs and one of the therapists presented a six session series with students entitled, "Keep Calm, Carry-on" focusing on teen anxiety and stress.

### **New Community Connections**

The Principal met also with new support resources including the Outreach Worker from North Fraser Indigenous Child and Youth Mental Health Services, Spirit of the Children Society and a Gender Diversity Specialist.

## **A GLIMPSE AT 2022-2023 SCHOOL YEAR**

### **Linear System**

Of note, is the decision to transition the Purpose school to a Linear timetable for the 2022-2023 school year. The schedule is divided into Monday/Tuesday and Wednesday/Thursday to minimize the amount of transitions per week for the students. The decision was made based on pace, quality and quantity of student learning, less turnaround throughout the school year and flexibility to accommodate smaller, more diverse student populations such as ours.

## **ENROLLMENT PROJECTION**

### **Registration for the 2022-2023 School Year**

By the third week in June, there were 90 confirmed student registrations and 6 pending registrations for the next school year. This is the first time the school, as a Special Education school (2016) has started the new school year nearing full capacity. Additional support staff will need to be hired as well as a reconfiguration of the school space will be necessary to accommodate the increased student enrollment.

## HEALTH VAN WITH PURPOSE ANNUAL REPORT

April 1, 2021 to March 31, 2022

### PROGRAM DESCRIPTION

The Health Van is funded by the Fraser Health Authority. It is a mobile harm reduction vehicle operated by a team of dedicated Outreach Workers. Used sharps are collected, Naloxone (medication administered to reverse an opioid overdose) is distributed and supplies for safer inhalation, injection, snorting and sex are delivered to various established Satellite Sites and to housed/unhoused people who use drugs.

Many clients of the Health Van live colourful lives and tell us vivid tales of past worlds and loved ones lost. The Van Team supports people in their current situation and accepts them without judgement.

This means accepting a person and their drug-use and working with a harm reduction model to prevent injury, illness and death, which is associated with a toxic illicit drug supply.

### Operating Highlights

The Health Van operates seven nights a week, rain or shine, from 11:00 a.m. to 01:00 a.m.. The van covers New Westminster, Burnaby, Tri-Cities, Maple Ridge and Pitt Meadows.

In March 2022, the Health Van was permitted to transport drug samples by the Ministry of Transportation. This means that more drug samples can be tested by FTIR Spectrometry and detailed results of samples can be delivered to the client with a short turnaround time.

*“This means accepting a person and their drug-use and working with a harm reduction model to prevent injury, illness and death which is associated with a toxic drug supply”.*

## **Product Distribution and Services**

The Health Van distributes supplies for safer sex, snorting, inhalation and injecting, including: 1cc sharps, .5cc sharps, 3 and 5 ml barrels, various size of screw-tip needles for barrels, colour-coded snorting straws, tourniquets, cookers, water vials, alcohol pads, straight pipes, bubble pipes, foil, push sticks, screens, four sizes of sharps containers, fentanyl drug checking kits to-go, on-the-spot Fentanyl strip drug-checking, Naloxone, overdose response and training, lubed condoms, flavoured condoms, female condoms, lubrication, masks, snacks, pads, tampons, oral care supplies, wound care supplies, basic wound care, pet food, coats, blankets, mitts, toques, and socks/underwear. As well, referrals are made to shelters/medical/detox facilities. All Health Van service is provided to people with the attention and respect they deserve.



## **HIGHLIGHTS AND OVERVIEW**

**The Health Van has been busy!**

### **Clients**

Outreach Workers received 1,980 calls from clients requesting the Health Van services, an average of 165 people per month. This number does not include lineups of people served at various parks, shelters, tent-cities and street corners or otherwise. Busiest city to least-busy were Burnaby, New Westminster, Maple Ridge/Pitt Meadows then the Tri-Cities. The Health Van distributed approximately 3,600 snacks/meals to hungry people.

### **Satellite Sites**

The Health Van delivers harm reduction supplies to various established satellite sites within the cities it serves. These sites include mental health and addictions centres under the umbrella of Fraser Health, emergency departments at hospitals, modular housing facilities, various types of shelters and single-room occupancy housing. Statistics for Satellite Sites are included throughout this report.

### **Peers**

Outreach Workers on the Health Van assist Peers (people with lived experience employed by the Society) with naloxone training, safer sharps recovery and provide harm reduction supplies to them so they can then distribute to their peers. Currently, there are five Peers hired through Purpose. These individuals are paid Peers who enter areas the Health Van cannot; places like Byrne Creek Ravine and forested areas.

Peers distributed 15,214 sterile syringes and collected 14,627 used syringes for safe disposal.

### **Naloxone Distribution, Training and Overdose Response**

8,296 Naloxone kits were distributed from the Health Van. This number includes kits used for

Naloxone training, distribution to both people who use drugs and to those who do not and to various satellite sites. Close to 1,000 people have been thoroughly trained how to recognize and respond to an opioid overdose with rescue breathes and Naloxone. Van Outreach Workers responded to 36 overdoses with Naloxone and rescue breaths.

### **Sharps Collection and Distribution**

Van Outreach Workers safely collected and disposed of 273,798 used syringes. This number includes syringe-returns from satellite sites mostly, returns from people who use drugs and the 21 “rig sweeps” conducted per week. One hundred and ninety-seven thousand, one hundred and thirty (197,130) sterile syringes were distributed from the van to people who use drugs and to satellite sites.

### **Referrals**

Van Outreach Workers do their best to assist people. This can range from helping people clean “street-feet” wounds and abscesses formed at a person’s injection site on their body, assessing suicidal ideation, finding temporary housing, assisting with detox admissions and more. Drivers are trained and provided with the tools necessary to carry out on-the-spot referrals.

Referral Type	Number of Referrals
Health Services	93
Homelessness/Shelter	117
Mental Health/Addiction	72
Sex/other	74

### **Drug Checking**

In December 2022, Purpose Society was the first organization in the North Fraser Health region to house and operate a FTIR Spectrometer used for drug checking. The Ministry of



Transportation granted Purpose Society the opportunity to collect and transport drug samples legally. Through a Chain of Custody procedure, van drivers can deliver samples back to Purpose Society, where a trained technician can analyze and interpret drugs, cuts and adulterants in samples and quickly deliver results to clients via text, email or phone call.

*“Purpose Society was the first organization in the Fraser Health North region to house and operate a FTIR Spectrometer used for drug checking”.*

## **PERSONNEL**

### **Van Team**

- A comprehensive training booklet has been developed for drivers. Emphasis on van and personal safety, safe sharps retrieval, client boundaries, what to do in the event of a needle poke, how to complete paperwork/shift reports/stats and proper collection of drug samples are at the forefront of training. Drivers complete the training booklet three times totaling a minimum of 21 hours of training: once with the Program Coordinator (in addition to Naloxone training and a review of Purpose Society’s Policy and Procedures Manual during this session), and two full-shifts on the van with seasoned drivers. New van drivers are monitored by the Program Coordinator for several weeks, post-hire
- The Health Van currently has four drivers (Outreach Workers), plus a Harm Reduction Program Coordinator
- Two drivers have three evening shifts per week
- One driver delivers to satellite sites and clients on Mondays and Thursdays during the day
- One driver is a designated on-call person, who also works every Wednesday evening
- There is emphasis on communication between the coordinator and the drivers via an on-line shift report. View here: <https://forms.gle/WbCZcGapNGZKrW3bA>. The shift report highlights safety and emotional well-being of the drivers, giving drivers the opportunity to request a de-brief with the coordinator, should they need it
- A tracking app has been downloaded on the Health Van phone as a safety feature

- Drivers and coordinator have participated in a self-defense course
- Coordinator and drivers engage in regular conversations about client interactions, client needs and driver needs
- Coordinator stays vigilant in regard to maintaining professional driver-client boundaries
- Driver-retention is high. There is not a consistent turnaround, which can be an indicator of job/organizational satisfaction

## **VISION FOR UPCOMING YEAR**

Increase volume of drug samples collected for FTIR Drug Checking, to continue to build meaningful, positive relationships with clients/satellite sites/community and to effectively serve as many clients as possible. Increase our Naloxone Training numbers to 1,200 people trained.

## **CONTINGENT LIABILITIES**

The nature of the job can lead to emotional exhaustion. Safety of van drivers. Van driver wage is below industry standard.

## **TAKEAWAYS**

The Health Van's services are necessary and crucial to people who use substances, the people who care about them and to satellite sites. Harm reduction works and the Health Van is directly responsible for saving many lives from a toxic, illicit drug supply.

*"The Health Van's services are necessary and crucial to people who use substances"*

# **HEALTH CONTACT CENTRE ANNUAL REPORT**

## **April 1, 2021 – March 31, 2022**

### **PROGRAM DESCRIPTION**

The Health Contact Centre (HCC) is open every day from 3:30pm to 10:30pm. A variety of services related to harm reduction is provided, including witnessed consumption for people injecting drugs. Also provided are unused harm reduction supplies for injection and inhalation, take home naloxone kits and training in overdose response, service referrals and resource information, as well as coffee and snacks. The HCC Outreach program began in June 2021, with workers out in the community every night from 6:00pm to 10:30pm, providing harm reduction supplies, information about resources, and promoting our services. Since October 2021, we have also been providing on-site FTIR spectrometer drug testing.

### **HIGHLIGHTS OF THE PAST YEAR**

The most significant highlight of the past year has been getting the Health Contact Centre up and running, and developing it into a successful, highly functional program with tangible benefits to this community and its members (see Outputs and Outcomes). Through the hard work that staff has put in to create a friendly, supportive, and nonjudgmental service at the HCC, we have been able, over the course of this year, to become an accepted and integrated part of this community.

The other highlight has been expanding the HCC services with the Outreach Program in June and the FTIR spectrometer drug testing in October. Having our Outreach Workers in the community every night has been successful, both in terms of providing services to people in other parts of New Westminster beyond the downtown area, and in promoting the Health Contact Centre to a wider range of community members who could benefit from participation in this program. The good relationships that outreach staff have built through their interactions in the community have helped to engender trust and strong relationships between the HCC and the population we serve. The FTIR spectrometer drug testing program has also been highly successful, with samples being dropped off for our technicians to test almost every night. As well, by promoting this service extensively outside of our regular client base, we have seen many people getting their drugs tested who might otherwise be unaware that they had the option to do so.

### **PERSONNEL**

The HCC currently has a permanent staff of 13 people, including:

- 1 Coordinator
- 3 Senior Harm Reduction Workers
- 4 Harm Reduction Workers (HRW)
- 2 Peer Support Workers (PSW)
- 2 Outreach Workers

In addition, we currently have 3 casual/on-call HRWs to cover shifts as needed. There are also 12 volunteers assisting both on-site in the HCC and with the Outreach program.

## **OUTPUTS AND OUTCOMES**

Between the opening date of April 6, 2021 and March 31, 2022, the Health Contact Centre had 1,543 visits to the witnessed consumption services from 296 unique participants. Staff has responded to 74 toxic drug overdose events on site and at least 20 more in the surrounding area. None of these events resulted in death.

HCC and Outreach staff provided 3,790 smoking harm reduction kits, 2,557 injecting harm reduction kits, and 1,164 take home naloxone kits.

Additionally, during this period, HCC and Outreach staff made 468 referrals to a wide variety of community services.

## **VISIONS FOR THE UPCOMING YEAR**

The expansion of the Outreach Program into daytime hours and potential addition of a daytime Harm Reduction Worker will help to fill the service gap created by our operation being limited to the late afternoon and evening. However, the aim is to continue to advocate for expanding the HCC hours. Not being able to access witnessed consumption services makes our participants less safe, and anything we can do to expand that access would increase the positive impact we can have through our service.

The other significant area for expansion is witnessed consumption services for people who smoke their drugs. There is a large number of people who use drugs in New Westminster whose main or sole method of consumption is through smoking. The lack of a safer use site for these people is another major gap for our clients.

It is understood that the major barrier preventing these expansions is a lack of funding. It is also significant, though, that the City of New Westminster supports both of these initiatives, and has included them in its recently released Homelessness Action Strategy, detailing its plan to address issues related to homelessness in New Westminster in the coming years. This is due in part to our advocacy, so it is worthwhile to continue pursuing the expansion of service through additional funding.

Beyond this, the overall intention is to continue to serve our participants with empathy and efficiency, with a well-trained, professional, stable and supportive staff.

# **COMMUNITY ACTION TEAM (CAT) ANNUAL REPORT**

## **April 1, 2021 to March 31, 2022**

### **PROGRAM DESCRIPTION**

The Community Action Team (CAT) operates under the Community Action Initiative (CAI) and aims to bring together a diverse network of organizations, community members and people with lived or living experience, in an effort to combat the ongoing drug toxicity crisis and develop projects that can help to fight stigma within our community. Four projects operate under the CAT program; Project ALLIES, The Anti-Stigma Campaign, The Peer Network and The Digital Inclusion Project.

### **HIGHLIGHTS/OVERVIEW**

Over the past year there have been many highlights; they are organized with the photographs shown below:



In April, we began painting, decorating and moving into our new “Digital Inclusion Hub” on the Mezzanine floor of 40 Begbie Street. The Digital Inclusion Project served 230 people from April 2021-March 2022, and 279 devices have been redistributed to date. The Digital Inclusion Project Coordinator has been working hard to keep the momentum of this project going, from organizing pop-ups with other New West organizations, to reaching out to companies for donations and creating marketing material. The Digital Inclusion Project has been so successful in helping those who do not have access to the internet or to electronic devices.



**LEFT:** Colin and Sydney with one of the first refurbished laptops last year!

**RIGHT:** Throughout this year Colin, Justin, Lola and Sydney have organized and/or attended a variety of events and pop-ups in New West.







We received 28 laptops from the Electronic Recycling Association through the New Westminster Police Department, and 43 cell phones from Mazarine Lodge, as pictured above. Throughout this year, donations were also received from the City of New West, Douglas College and from many other local businesses and generous community members. Having the Digital Inclusion Committee is hugely beneficial to this project, as it gives a large network of people with whom to share information, so that it can be widely shared amongst New Westminster residents that are experiencing the digital divide, but who may not know of, or be clients of, Purpose Society.



July 28, 2021 was 'Hepatitis C Awareness Day'. In partnership with Vancouver Infectious Disease Centre (VIDC), we hosted an information table in front of the Anvil Centre with resources along with rapid testing for Hep-C offered by VIDC. VIDC hosts a clinic at Purpose Society's Begbie Street location every Wednesday, for folks without access to medical care. This partnership has hugely benefited people in the community and clients of Purpose. This clinic runs from 12pm-4pm each Wednesday and sometimes sees as many as 48 people in one afternoon.

August 31, 2021 was 'International Overdose Awareness Day'. We hosted a table set up with harm reduction supplies, Naloxone kits, and information, as well as a Memorial Board where folks could come and leave a message for any loved ones that they had lost. The turnout to this event was good, as it was promoted with the CAT network. Members of NW Police





Department, NW Fire Department, Union Gospel Mission, The Record Newspaper and various other organizations stopped by to write a message to someone they had lost or just words of encouragement for those who are living with substance use. This event was visible from the sky train, so we attracted a lot of foot traffic, as well. This event helped spark conversations with New Westminster residents about harm reduction, the overdose crisis, substance use and stigma.



December 20, 2021 - Colin and Sydney attended a pop-up event at Ross Tower to connect seniors with our Digital Inclusion Project and offer assistance in helping them apply for devices and answering any questions they had about the internet or their own devices. This event was provided by the City of New West in an effort to help connect seniors to information and organizations that are available to help them. We gained many new clients from this event, and were able to help seniors that are in wheelchairs or have mobility restrictions, as the event occurred at their residence and they did not have far to travel.

Justin, Lola and Sydney attended three pop-ups at Century House over the past year, as well. We worked with Century House's SET (Seniors Engaging in Technology) team to engage seniors in the digital world and help to answer questions or resolve issues that they have with their own devices. These events were packed with seniors interested in learning how to use their devices. Many seniors get new phones, tablets or computers from family members for Christmas or Birthday presents. but they lack the



In September 2021, staff began interviewing people for the Anti-Stigma Video Campaign. We worked with Techno Monkey Media to film two videos, the first being about the resources that are available within New West. This first video featured interviews from members of the CAT, The Peer Network, people who have lived experience of substance use and other community members. The second video incorporated results from a survey about stigmatizing comments made directly towards people who use drugs. These videos were very well made and were



shared widely through New West organizations, the New West CAT and on various social media pages. These included Purpose Society's Facebook and Twitter, as well as other accounts such as @downtownnewwest on Instagram, which has 16 thousand followers. Both of these videos were also distributed through a mass email sent out by the Community Action Initiative (the program's funder), and highlighted during a CAI Knowledge Exchange as an example for other CAT's looking to engage in a similar project. The Peers interviewed in these videos said they felt like celebrities when their faces came up on screen while we were watching the knowledge exchange!



The Peer Network continues to meet every Tuesday from 2-3pm. Participant attendance has risen to pre-COVID numbers again, which has been very gratifying. The Peer Network group helps to establish a sense of connection for people; it always helps to know that you are not alone and that there are people that care about you enough to lend an ear. The Peer-to-Peer support that is demonstrated each week at the meetings is wonderful, everyone listens respectfully during our weekly check-ins and people offer words of support to one another. We have had Peer Network members say that the Peer Network feels like a family to them, that it gives them something to look forward to in the week and others who have said it feels like they are a part of something important that gives them a sense of purpose. Throughout the dreary winter months, the Peer Network morale was very low, so we tried to have our Peer Network Meetings be fun activities. The aim was to bring people together and foster a little bit of joy and hope during a time of year that is difficult for so many people. We made “ninja bread men”, played Jeopardy, made Christmas wreaths from real trees, and had a Christmas party -people's spirits seemed to lift up. Over the year, we've also had a day with a guide dog, and



presentations from Kristina (Harm Reduction Coordinator) about 'Shirts with Purpose' (pictured on the next page) and from Shawn (nurse with VIDC) about the clinic.

The most recent highlight was our Anti-Stigma Art Workshop. In partnership with 'New West Artists', we hosted an 8-week ( dates ??) anti-stigma art workshop that ran every Saturday from 10am-12pm. The aim of this workshop was to transform negative emotions into positive ones through art. The end goal of this workshop was to be able to have a "portable exhibit" with all the art pieces created, that could be displayed around New Westminster. So far, we have planned to display it at this coming year's 'International Opioid Awareness Day' in August

2022. We also have a spot secured in October/November 2022 to display the exhibit at the New West Public Library. Twenty-eight (28) people register for this workshop, with 30 registration slots available. Each workshop was led by someone who had lived experience of stigma. It was such an enjoyable workshop to be a part of and the feedback received from participants was overwhelmingly positive. People told us they had a newfound sense of self-confidence from doing something that they previously felt they could not. Other participants said how pleasant it was to sit in a room with people after 2 years of being isolated and alone (due to pandemic mandates). The art created was impressive; all the photos below are from this workshop series.





## PERSONNEL

The CAT Projects Team is made up of 6 people: Colin, Justin, Lola, Johnny, De-Anne and Sydney (Coordinator).

Colin wears many hats; he is an integral member of the CAT Team who comes up with so many innovative ideas. He runs a Battery Program, where he gives folks home-made batteries that allow them to have enough electricity in their tents to charge their phones, use a heating blanket or even heat up a bowl of soup. Colin also works for the Digital Inclusion Program, refurbishing the computers, phones or tablets the program receives to ensure they are in proper working order before they are redistributed to community members. Colin also works at the Health Contact Centre on the weekends.

Justin developed a great relationship with the New West Police Department Liaison. He went out with her nearly every morning to do outreach and ensure people sleeping outside have access to basic needs, information and referrals as needed. Justin also works with the CAT Team, helping to facilitate Peer Network Meetings, doing outreach around the Purpose building and helping clients in the Digital Inclusion Space. Justin also took on the role of Shelter Lead for the Extreme Weather Response Shelter, where he developed strong relationships with many of the shelter guests. He was able to help people get into more permanent shelters and/or assist them in getting set up with phones or computers through the Digital Inclusion Program.

Lola has been working hard as the new Digital Inclusion Project Coordinator. She has solicited donations from a variety of organizations and has done a great job in leading Digital Inclusion



Meetings and maintaining good relationships with the Digital Inclusion project partners. Lola has organized 'Pop-Ups' with Literacy New West, Century House and the Homelessness Coalition. Each of these events were successful and helped many people with gaining access to a device or asking any questions they may have had about their own devices. Lola also created a website for the Digital Inclusion Project that show cases what the project does, why it is important to the community, information about internet safety, as well as information about how to request a device from the Digital Inclusion Hub program.

Johnny and De-Anne are the newest additions to the CAT Team, and they are both resilient and hardworking people. Johnny does impressive maintenance and handy man work around Purpose sites and Deanne has joined our team as a Peer Support Worker. Deanne has started to do outreach with Justin, and helps to support the Peer Network and the Wednesday low barrier clinic. Both Johnny and De-Anne bring a lot to the table and having them as part of our team is a considerable help.

We are lucky to have such a strong team, and am grateful to call these people my colleagues. Everyone shows up on time and is ready to tackle whatever may come up throughout the day. We all know that we can depend on and support each other through any, and all, of the experiences we may have at Purpose. There have been some bumps along the way, but none that have derailed us, and we continue to work well together and are all looking optimistically at the upcoming year's CAT activities and events.



## **OUTPUTS AND OUTCOMES**

### **Anti-Stigma Video Campaign**

#### **Outputs**

The outputs for the video campaign were the production of the two anti-stigma videos. Eleven (11) people with lived or living experience of stigma were interviewed for the videos.

#### **Outcomes**

The outcomes of this project were:

- Increased validation and self-efficacy for those individuals who experienced stigma and were interviewed for the project.
- Increased knowledge of the impact of stigma on individuals by members of organizations and the community in general.

The videos were very well received by the CAT Team members and all those with whom the video was shared. The videos were distributed widely by the CAT Team with community organizations and Purpose employees. They were highlighted on Purpose's website and other social media channels, as well as distributed through the Community Action Initiative mailout list and posted on the "Downtownnewwest" Instagram.

### **Anti-Stigma Art Workshop**

#### **Outputs**

The output of the Anti-Stigma Art Workshop was the production of a portable art exhibit that can be moved to different locations around the city. There were twenty-eight (28) people registered for this workshop.

#### **Outcomes**

- Increased self-confidence for those individuals that participated and challenged themselves to try something they had not done before.
- Increased feeling of community connection and re-engagement in the community after COVID-19.

## **Peer Network**

### **Outputs**

The Peer Network had between fifteen-twenty (15-20) members attending the weekly meeting during this fiscal year. The numbers are rising and beginning to return to pre-pandemic levels.

### **Outcomes**

The outcomes of the Peer Network are:

- Increased trust in social service providers on the part of Peer Network participants. Peer Network members trust the staff at Purpose and come to us whenever they are in need of assistance.
- Increased sense of connection for Peers In the community and an increased sense of belonging for the Peer Network Members.

## **Project Allies**

### **Outputs**

Project Allies supported unhoused community members through daily (Monday-Friday) outreach with the New Westminster Police Department (these contacts were not tracked). This is something we may look at doing in the next fiscal year.

### **Outcomes**

- Increased feeling of safety for those that were living outdoors as each morning they were able to receive basic hygiene supplies, information on resources and referrals to organizations if needed.
- Increased knowledge of available services and organizations operating within New Westminster.

## **Anti-Stigma Campaign**

### **Outputs**

- The Anti-Stigma Campaign hosted two (2) community events: one for International Overdose Awareness Day (August 31st) and one during Homelessness Action Week.
- The production of two (2) Anti-Stigma Videos and an eight (8) week Anti-Stigma Art workshop series.

### **Outcomes**

- Increased awareness from local businesses, residents and other community members about substance use, addiction and stigma.



Although there is no “hard evidence” that we have been successful with our Anti-Stigma Campaign, more people are expressing an understanding of these complex issues on social media sites and other platforms.

## **VISION FOR UPCOMING YEAR**

For the upcoming year, the intention is to host another Anti-Stigma Art Workshop series, this time in partnership with New West Artists and Union Gospel Mission (as UGM already has an art studio that is currently not being used). There is also a plan to create an Anti-Stigma Social Media Campaign, titled “Won’t You Be My Neighbor?” based on the empathetic interviews that Mr. Rogers would do. For this Campaign, staff will go out into the community with a set of questions to ask people about their lives in an effort to humanize those who use substances. The intention will be to try to have other community members view people who use substances as their fellow neighbors, even if they do not have a roof over their head.

There will be renewed attention to the pilot project of installing outdoor charging stations for digital devices around the community.

Another vision for the upcoming year is to move the Peer Network Garden to a permanent location outside, like a plot at the New Westminster City Hall Community Garden. This way, Peer members can go visit anytime they want and not just within the hours of the Peer Group meetings.

Lastly, the Team is envisioning having and attending more pop-up events within New West. An example is the annual International Overdose Awareness Day at Hyack Square on August 31st, where there will be a community BBQ, booths for community organizations, and a space to show case the art created throughout this year at the Peer Group meetings and within the Anti-Stigma Art Workshop. The Team may also arrange for speakers to come talk at this event.

## **LOCAL IMMIGRATION PARTNERSHIP ANNUAL REPORT**

### **April 1, 2021 – March 31, 2022**

Local Immigration Partnerships (LIPs) are the mechanism through which the Government of Canada supports community-based partnerships to improve settlement outcomes for newcomers.

In New Westminster, this community partnership is the Welcoming and Inclusive New West (WINS) Local Immigration Partnership Council. Purpose hosts the funding for the community and provides a staff coordinator. As well as coordinating the initiative, the coordinator supports three working groups and oversees a number of projects with funds leveraged through the LIP.

As the catalyst to community collaboration around issues for refugees and immigrants, the LIP Council consists of 54 members representing 26 local agencies and organizations, including the City of New Westminster, Fraser Health Authority, settlement agencies, NGOs, community groups, other key organizations, and individual members of the community. The City of New Westminster Supervisor of Community Planning is the Chair of the LIP Council. Membership is open to any interested organization or community member.

### **HOW COVID AFFECTED LIP**

- LIP Council meetings and working group meetings were held virtually again this year with mixed results. Missing was the human connection that comes with meeting in person, and the networking that happens before and after the meeting where partnerships are formed and collaborative activities are planned.

On the positive side, virtual meetings provided opportunities for equity and access. Those who couldn't attend meetings due to staffing, time, or travel issues, were able to attend online meetings.

It is expected when in-person meetings resume some portion of the virtual meeting format will be retained to continue to allow more options for members.

- Food security, securing suitable employment, housing situations and the general well-being of newcomers, Indigenous peoples, and members of racialized communities were disproportionately impacted by COVID-19. As well, language barriers often affected newcomer's access to information.

The effects of the coronavirus were especially difficult for those who moved to Canada during the pandemic, those living with low income, and/or who were socially isolated. Mental health needs and the need for culturally informed care was magnified. Service providers talked of feeling stressful and more anxious than usual. Zoom fatigue and anxiety around technology is still a common theme.

The need for information increased overall and underscored LIP's role in disseminating the best, most informed, and up-to-date information in as many languages as available. The coordinator regularly found and provided information about supports for newcomers.

Through the LIP, research, immigration trends, and tools to settlement were shared with service providers and stakeholders, and with many key players who are in a position to make a difference.

Collecting and sharing resources and information about local programs, community projects, and about online and in person events helped connect and coordinate services within the community. Referrals were made between stakeholders through LIP and partner organizations.

## **SOME OF THE MAIN ACTIVITIES OVER THIS REPORTING PERIOD INCLUDED:**

### **Supporting Working Groups**

The Coordinator oversees three working groups, the Strategic Planning Working Group, the Belonging and Community Receptivity Working Group, and an Employment Working Group.

Working groups propose and implement activities to best support newcomers in New Westminster.

The focus of the ***Strategic Planning Working Group*** is to monitor goals, priorities and actions, and to address funding goals.

Activities include oversight of the LIP initiative and Strategic Plan development, the review of action plans and the Terms of Reference, funding leverage, and measurement and evaluation.

The ***Belonging and Community Receptivity Working Group*** was formed to plan activities which focus on increasing newcomers' sense of belonging and engage the broader population to increase community receptivity.

The ***Employment Working Group's*** mandate is to build on employment-based research and resources for the Local Immigration Partnership Council and to develop activities that will help newcomers secure and retain appropriate employment.

## **Anti-racism activities**

### **BC Multiculturalism Grant**

LIP had leveraged a 3-year BC Multiculturalism Grant to create a New Westminster 'Spoke' Committee (as in a Hub and Spoke model) to advance equity in the community. The mandate is to identify and challenge racism, and address hate crimes and hate-motivated behaviour.

Over the course of this fiscal year, the second year for this particular grant, a Diversity, Anti-Racism and Gender Specialist was contracted to follow up a community scan of existing anti-racism activities in New Westminster. Through cultural cafes, interviews and a survey with cultural, faith-based and IBPOC individuals and communities, she documented lived experiences of racism and discrimination in New Westminster.

The common engagement questions asked to participants in this project included:

- A. What main issues around discrimination and racism are you and your community facing in New Westminster?
- B. How are you and your community specifically addressing discrimination and racism?
- C. What anti-hate and anti-racism initiatives are further needed to better support the needs of you and your community?

These were challenging, emotional, and sometimes triggering conversations. Sixty-five individuals participated, and findings were divided into five themes: 'Racism is Real, Raw and Ravaging', 'Workplace Racism and Discrimination', 'Intercultural Racism and Discrimination', 'Public Space and Safety', and 'Racism and Mental Health'.

The results of this activity and its key findings were documented in Rising up! An Anti-Racism Report. The recommendations proposed will be central towards guiding future activities. The report was shared throughout the community, with presentations made to the LIP Council, the Resilience BC New Westminster Spoke Committee, the City of New Westminster Social Inclusion, Engagement and Reconciliation Task Force, the Provincial Anti-Racism group for the Victoria Multi-faith Society, and the provincial Resilience BC Hub and Spoke membership.

A few comments made during the cultural cafes and conversations included:

- I find myself moving into complacency as a defence mechanism.
- We are thankful with the immigration laws of Canada. However, Canada on paper is much better than it is on the ground. Feeling a sense of belonging requires respect and dignity. Currently we are forced to see ourselves as a slave rather than a citizen.
- Someone else said that while he appreciated participating in the community cafes and discussions, “These discussion often can backfire.”

### **Indigenous Anti-Racism Training Series**

Council members wanted to learn more about First Nations, colonialism, systemic racism, Indigenous history, and how individuals and organizations can contribute to reconciliation. Two sessions of a three-part training series by Sk'elep Reconciliation were held in March 2022 (the third session was slated for April 2022) to explore land acknowledgments, worldviews, power, privilege, and responsible allyship in practice. The cost was shared between the LIP and Spoke Committee and invitations were extended through local networks. At least a third of the participants came from the general community.

Participants left with a better understanding of what it is like to live as an Indigenous person, and of the history and policies that took away lands, children, and ways of being, and resulted in a multitude of challenges, barriers and issues that Indigenous people still have to face.

### **Cloudscape comics**

In 2021, nine windows along Purpose's downtown location at 502 Columbia Street showcased posters created in comic form by artists from Metro Vancouver, and purchased through LIP in 2020.

These posters talk of the loss, extreme danger, and hardship refugees encountered on their journey. In December 2021, some posters were moved from downtown to Family Services of Greater Vancouver, and the rest were displayed in the Welcome Centre which is attached to the new high school. The posters often start conversations about newcomer's own resettlement journeys.

### **Protocol Response to Hate Crimes**

"How to Respond to Prejudice and Hate: New Westminster Guidelines for Responding to Hate Crimes and Critical Incidents Motivated by Bias, Prejudice and Hate" was updated with contact information and links to more supports for victims or witnesses of prejudice and discrimination.

### **Anti-racism data legislation**

In December 2021, Purpose was invited to submit a proposal for a provincial grant to collect high-level demographic data from diverse ethnocultural and racialized communities towards the development of provincial anti-racism data legislation to be introduced in May 2022.

Funding was received and individuals identifying as Indigenous, Black or People of Colour who use or provide agency services were invited to share insight into the systemic racism they face. In January 2022, the coordinator oversaw the consultations and met with a small focus group of clients and individual staff who work with those at high risk of overdose. Results were consolidated into a report and sent with others from across the province to a central consulting firm to process and analyze.

Raced-based data can help identify systemic racism and equity gaps. Any publicly released data collected through this legislation could inform the direction of the LIP and help focus the work of the Working Groups.

### **Welcome Centre**

- For many years, LIP advocated for a Welcome Centre where newcomers could find local information in one easily accessible location, and where they could relax and make connections to the community. In September 2021, with LIP advising the use and design, New Westminster Schools opened a Welcome Centre located within the new secondary school, with an outside entrance to open access to the community.

- The Welcome Centre is a one-stop space with local resources and materials, a community room for programming, and a relaxing area where newcomers can sit and chat with other newcomers and with the Community Navigator. The Community Navigator, whose position is paid for by the City of New Westminster, oversees the location and can make referrals between agencies.

### **Sanctuary City Policy**

- LIP continues to work with the City towards successful implementation of the Sanctuary City Policy which was endorsed by City Council in the summer of 2021. LIP provided feedback to the Access to City Facilities Programs and Services for All Residents, Regardless of Immigration Status policy, especially in terms of developing understanding and acceptance of the policy from the newcomer community.
- The School District also has Sanctuary City status. City representatives on the LIP Council will look at new communication and messaging around Sanctuary City in view of an incident in December 2021, when a mother, without immigration status, was detained by Canada Border Services Agency officers near a local elementary school. People in New Westminster need to feel safe but also must understand the limitations of the city policy as other levels of government have their own power.

**PURPOSE RENT BANKS ANNUAL REPORT  
(NEW WESTMINSTER, BURNABY, MAPLE RIDGE/PITT MEADOWS)  
April 1, 2021 – March 31, 2022**

## **OVERVIEW**

Purpose Society Rent Banks provide no interest loans to low to moderate-income rental households in the communities they serve. A Rent Bank is a housing stability program designed to keep people who are at risk of eviction from losing their housing.

When individuals and families are evicted from their homes due to non-payment of rent, there are a number of negative consequences for tenants, landlords, as well as the community at large. The vacancy rate for the Metro Vancouver area was 1.2% in 2021, down from 2.6% in 2020. These low vacancy rates make it incredibly challenging for households who lose their housing to find alternate safe, suitable, affordable shelter in the community. Instead, these low-income households are frequently forced to move out of communities such as New Westminster or Burnaby, or risk becoming homeless.

In addition, there are significant financial benefits in assisting individuals and households to maintain their housing. In the case of a forced eviction, fees for bailiffs, court costs, and other ancillary expenses can easily run into the thousands of dollars, a burden typically borne by landlords. In situations where a forced eviction is not necessary, there are still substantial tenant procurement costs for landlords, including commissions, broker fees, tenant improvements, or marketing expenses. Those households who are forced out incur costs related to moving and storage.

For those who would otherwise become homeless as a result of losing their housing, research suggests that rent banks provide a cost effective approach when public costs are factored in. In Canada, rent bank loans typically range from roughly \$500 to \$4000. However, there are substantial public costs to homelessness, which far outweigh this figure. The public healthcare costs for a person who is homeless are 56% higher on average, compared with national mean. When social services and criminal justice costs are included with health care, it costs the public 33% more to provide services to people who are homeless compared to individuals who are socially housed.

## **LOCATIONS**

The Purpose Society currently operates Rent Banks in three communities:



- New Westminster (April, 2017)
- Burnaby (October 2020)
- Maple Ridge/Pitt Meadows (November 2020)

The New Westminster Rent Bank operates from the Purpose Society's 40 Begbie Street location, and Burnaby and Maple Ridge/Pitt Meadows from leased space in both of those communities.

### **Procedures to Get a Loan**

#### **a) Eligibility Requirements**

- Must be 19 years of age or older
- Must reside in one of the communities served by Purpose Rent Banks and at the rental property for which you are requesting the loan OR have be moving into a rental property for which you are requesting the loan in one of the communities served by Purpose Rent Banks.
- Must be a Canadian citizen, Landed Immigrant, or Permanent Resident
- Must have a current bank account OR be receiving income assistance/PWD
- Must have a regular source of verifiable income which is sufficient to cover rent/living expenses
- Must have a legitimate reason for experiencing a temporary financial crisis
- Must not be able to access any other forms of financial assistance
- Must have 2 pieces of ID
- Must meet the income requirements set out by HILs (Housing Income Limits) used by BC Housing
- Must demonstrate that loan will stabilize housing for 90+ days
- Must have no undischarged bankruptcy

#### **b) Application Process**

1. All applicants must submit a completed Pre-Assessment Form to determine eligibility.
2. Pre-Assessment Forms can be submitted at any time through the BC Rent Bank website or to the appropriate Purpose Rent Bank location during office hours. Pre-Assessments are processed in the order they are received.
3. Based on the Pre-Assessment, those eligible will be given a Loan Application package. Loan Applications are processed in the order they are received. Supplemental documents requested in the Loan Application must be submitted at this time or when requested.

4. Once the Loan Application is submitted, applicants will be contacted directly by the Purpose Rent Bank staff to discuss their loan applications. If necessary, the Purpose Rent Bank staff (with consent of the applicant) may follow up with landlords, utility providers, or others to confirm the information provided by the applicant. The applicant may be asked to submit additional documentation at any time while the Loan Application is being reviewed.
5. Purpose Society Rent Bank staff take all Loan Applications for review by the Loan Review Committee. The Loan Review Committee decides whether to approve an applicant for a loan and whether there are to be any further requirements to be met by the applicant.

### **Loan Maximums**

Loan Maximums are currently the same for all three Purpose Rent Banks:

- \$1,400.00 for Individuals
- \$1,700.00 for Families
- Up to \$500 for essential utilities (electricity and natural gas)

### **Funding**

The City of New Westminster contributes to the New Westminster Rent Bank's operating expenses. Additional operation funding of the New Westminster Rent Bank was been provided by the BC Rent Bank. A significant contribution to the New Westminster Rent Bank's loan capital was made by the City of New Westminster in March 2020. These funds have allowed the New Westminster Rent Bank to continue in this fiscal to meet the needs of residents of New Westminster to remain housed. Additional financial support was provided by the BC Rent Bank from the federal Reaching Home Covid-19 Response Program, which allowed the New Westminster Rent Bank to provide rent subsidies and grants in addition to loans.

The Burnaby Rent Bank received both operational and loan capital funding from the BC Rent Bank and the City of Burnaby. These funds have allowed the Burnaby Rent Bank to offer services to the residents of Burnaby negatively impacted by Covid-19 as well as other temporary financial crisis. Additional financial support was provided by the BC Rent Bank from the federal Reaching Home Covid-19 Response Program, which allowed the Burnaby Rent Bank to provide rent subsidies and grants throughout this fiscal year.

The Maple Ridge/Pitt Meadows Rent Bank received both operational and loan capital funding from the BC Rent Bank. These funds have allowed the Maple Ridge/Pitt Meadows Rent Bank to offer services to the residents of Maple Ridge/Pitt Meadows negatively impacted by Covid-19 as well as other temporary financial crisis. Additional financial support was provided by the BC Rent Bank from the federal Reaching Home

Covid-19 Response Program, which allowed the Maple Ridge/Pitt Meadows Rent Bank to provide rent subsidies and grants throughout this fiscal year.

## HIGHLIGHTS

### COVID-19

For the safety of both applicants and staff, the Purpose Rent Banks have aligned service delivery with electronic access through the internet and email since the onset of the pandemic. For people who do not have internet access or are not comfortable using online applications, the Purpose Rent Bank staff have worked on site and have been available for in person meetings while following Covid-19 health and safety protocols. The impact of Covid-19 is reflected in job loss/reduced hours and change in living situation, representing the impetus for 41% of potential recipients requesting rent assistance. Job loss is certainly a strong indication that people either lost employment due to businesses closing either temporarily or permanently. As well, roommates having to move out, family members having to move home, the need to find less costly accommodation again reflect the impact of Covid-19. Additionally, illness and medical crisis includes potential recipients off work due to Covid-19 or exposure to someone with Covid-19.

For a second year, the Purpose Rent Banks received funding which enabled them to offer rent subsidies and grants to loan applicants who needed additional support beyond the amount available through a Rent Bank loan. This funding was also used to support loan applicants who would face financial hardship in repaying a loan. The funding for rent subsidies and grants was made available by the BC Rent Bank from the federal Reaching Home Covid-19 Response Program.

Throughout the Covid-19 pandemic, the Purpose Rent Banks have seen an increase in people applying for assistance with rent and other bills. Additionally, the amount of assistance which is required has significantly increased. Having grants and rent subsidies during this time allowed the Purpose Rent Banks to support more people than if we had only been able to offer loans.

#### Reasons for Assistance

Across the three Purpose Rent Banks, 'Job Loss' and 'Medical/Illness' were the most common reasons for individuals/families seeking a loan, at 24% each. These reasons were closely followed by 'Change of Living Situation' at 21% and 'Loss of Work Hours' at 17%, as to why a loan was sought.

#### Grants and Short-term Subsidies

As stated above, through funding from the BC Rent Bank under the federal *Reaching Home COVID Response Fund* from 2020-2022, Purpose Rent Banks were able to offer grants and short-term rent subsidies to loan applicants whose needs exceeded the maximum loan amounts, or where the repayment of a loan would cause a financial

hardship. This funding became a key component of the Purpose Rent Bank service through the pandemic, as many of our applicants had a high level of income instability. The Purpose Rent Banks will be supporting the BC Rent Bank in an application for further *Reaching Home Funds* in order to be able to provide grants in 2022-24.

## **PERSONNEL**

Bruce Foster is the Coordinator of the Purpose Rent Bank Programs. He oversees all operations and supervises the staff at all three Rent Bank sites, and originally was the Case Manager for the New Westminster Rent Bank.

### New Westminster Rent Bank

This fiscal year saw turnover in the New Westminster Case Manager position. Bruce Foster moved fully into the Coordinator position and Rosemary Sojka was hired as the Case Manager. Rosemary left the position and was replaced by Natasha Gauthier. Natasha also left the position and was replaced by Ashley Isaak.

### Burnaby Rent Bank

Jazzy Singh started the year as Case Manager of the Burnaby Rent Bank. He left the position and was replaced by Shiela Phipps. Shiela was in the position the year before, but had to take an indefinite leave. Shiela Phipps is the present Case Manager.

### Maple Ridge/Pitt Meadows Rent Bank

Steve Wizzard was hired as the first Maple Ridge/Pitt Meadows Rent Bank Case Worker. He was in the position for several months and was then replaced by Anna Johnson.

## OUTPUTS/OUTCOMES

### Loan and Grant Annual Summaries by Community

Pre Assessment & Loan Information	Community			Total
	New Westminster	Burnaby	MR/PM	
Total Pre-Assessment	153	204	148	505
Ineligible	27	44	14	85
Applied	126	160	134	420
Withdrew Application	70	121	77	268
Loans Issued	34	25	40	99
Grants Issued	22	14	17	53
% Loans & Grants Issued from Total	37%	19%	39%	30%
Annual Total Loans & Grants (\$)	\$66,317	\$42,292	\$53,776	\$162,385

### Repayment Information by Community

Community	Repayment Total (\$)	Expected Repayment (\$)	Repayment Rate (%)
New Westminster	\$33,002	\$47,774	69%
Burnaby	\$ 3,213	\$ 4,866	66%
MR/PM	\$ 2,760	\$ 4,798	58%
<b>TOTAL</b>	<b>\$38,975</b>	<b>\$57,438</b>	<b>68%</b>

### Demographics by Community

## AGE

Community	18-29	30-39	40-49	50-59	60-69	70+
New Westminster	6%	26%	33%	25%	6%	4%
Burnaby	15%	21%	24%	19%	15%	6%
MR/PM	16%	25%	22%	20%	14%	3%
<b>Average</b>	<b>12%</b>	<b>24%</b>	<b>26%</b>	<b>21%</b>	<b>12%</b>	<b>4%</b>

## GENDER

Community	Male	Female
New Westminster	45%	55%
Burnaby	39%	61%
MR/PM	39%	61%
<b>Average</b>	<b>41%</b>	<b>59%</b>

## HOUSEHOLD SIZE

Community	1 Person	2 People	3 People	4 People	5+ People
New Westminster	40%	31%	19%	4%	6%
Burnaby	46%	27%	12%	12%	3%
MR/PM	25%	37%	10%	16%	12%
<b>Average</b>	<b>37%</b>	<b>32%</b>	<b>14%</b>	<b>11%</b>	<b>7%</b>

## ANNUAL INCOME

Community	< \$10,000	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 +
New Westminster	2%	43%	23%	17%	9%	6%
Burnaby	0%	31%	28%	19%	16%	6%
MR/PM	6%	20%	33%	15%	6%	20%
<b>Average</b>	<b>3%</b>	<b>31%</b>	<b>28%</b>	<b>17%</b>	<b>10%</b>	<b>11%</b>

## HOUSEHOLD COMPOSITION

Community	Single, Living Alone	Single, living w/ roommate	Couple, w/o Children	Couple, w/ Children	Single, w/ Children
New Westminster	38%	12%	4%	8%	38%
Burnaby	39%	21%	3%	3%	34%
MR/PM	25%	14%	10%	16%	35%
<b>Average</b>	<b>34%</b>	<b>15.5%</b>	<b>5.5%</b>	<b>9%</b>	<b>36%</b>

## INCOME SOURCE

Income Source	Community			Average
	New Westminster	Burnaby	MR/PM	
Income Assistance	8%	18%	6%	11%
Person w/ Disability	25%	18%	25%	23%
Employed	49%	31%	40%	40%
Employment Insurance	14%	12%	13%	13%
CPP/OAS/GIS	8%	9%	9%	9%
Child Tax Benefit	44%	0%	21%	22%
Private Disability	8%	3%	8%	6%
Other	18%	9%	11%	13%

**\*Note: Recipients may have multiple sources of income.**

## LOAN TRENDS

	New Westminster	Burnaby	Maple Ridge/ Pitt Meadows
<b>Loan Repayment</b>			
Repayment Rate	69%	65%	54%
Recouped Dollars	\$33,002.00	\$8,882.00	\$4,893.00
Number of Loans Fully Paid	62	0	0
<b>Loans Provided</b>			
Average Loan Amount	\$1,378.00	\$1,153.00	\$1,344.00
Loans Given	34	25	40
Total Amount Loaned	\$46,863.00	\$28,840.00	\$53,776.00

## GRANT TRENDS

	New Westminster	Burnaby	Maple Ridge/ Pitt Meadows
<b>Grants Provided</b>			
Average Grant Amount	\$884.00	\$961.00	\$890.00
Grants Given	22	14	17
Total Amount Granted	\$19,454.00	\$13,452.00	\$15,137.00

## VISION FOR THE UPCOMING YEAR

### Future Challenges

The COVID-19 pandemic has had a significant impact on the request for rent bank services, not only for the Purpose Rent Banks, but also across all rent banks in the Province. With the continued increases in rents, rising food costs, and rising fuel costs, we anticipate the demand for rent bank services will remain high in the upcoming year.

The continued lack of truly affordable housing is resulting in more renters facing significant challenges in finding and maintaining adequate housing. This reflects back on the demand for rent bank services.

It is anticipated that a member from a local credit union will be joining the Loan Review Committees for all three Purpose Rents in the upcoming year.



Purpose Rent Bank staff have met with Maple Ridge City Counsellors to provide information on the Maple Ridge/Pitt Meadows Rent Bank. It is hoped that a Maple Ridge City staff person will also join the Loan Review Committee in the upcoming year.

### **Upcoming Changes**

For the upcoming fiscal year (2022-23), the Loan Maximum Amounts are going to be increased in order to better reflect the significant increase in market rents. These new amounts will vary across the three Purpose Society Rent Banks to reflect the rental market rates and the demographics of rental households in each community.

### **New Maximum Loan Amounts (effective April 2022)**

<b>Community</b>	<b>Maximum Loan Amounts</b>		
	<b>Individuals</b>	<b>Families</b>	<b>Essential Utilities</b> (electricity and natural gas)
New Westminster	\$1,700	\$2,500	Up to \$500
Burnaby	\$1,900	\$3,000	Up to \$500
Maple Ridge/ Pitt Meadows	\$1,600	\$3,500	Up to \$500

**PERFORMANCE AND QUALITY IMPROVEMENT (PQI) COMMITTEE**  
**ANNUAL REPORT**  
**April 1, 2021 to March 31, 2022**

The activities of the Performance Quality Improvement (PQI) Committee for the period of April 2021 through March 2022 were again limited due to the continued impact of operating under the COVID-19 pandemic. The stress on staff from this situation created challenges in the provision of client-related duties, let alone PQI tasks.

The tasks outlined for the PQI committee in the 2021/2022 PQI Work plan included:

1. File Audits
2. Review of Critical Incidents
3. Risk Management Review
4. Review of Work Plans
5. Program outcomes

The PQI Committee is responsible for overseeing the collection, review and processing of information related to the following:

1. The identification of gaps and trends in services.
2. Case record reviews.
3. Short and long-term Society planning processes.
4. Resource management including staffing levels.
5. Critical incidents.
6. Internal and external program evaluations (including consumer and stakeholders satisfaction surveys and outcomes measurement reports).

The Board of Directors of the Society conduct the review of grievances and complaints.

The PQI committee consists of 8-10 members representing all Society services and programs. Membership includes management, coordinators and front line employees. During this fiscal year, there were nine members on the committee. The areas of service represented on the committee were Child Care programs (2), Family program, Youth programs, Substance Use program, Local Immigration Partnership and Administration (3). Historically, one of the Board members sits on the PQI Committee; however, this has not occurred since the onset of the pandemic.

The PQI committee meets on a monthly basis, currently the third Wednesday of each month. Since the introduction of the COVID-19 'gatherings' mandates, these meetings have taken place virtually, via ZOOM. The PQI Committee typically meets 10-12 times per year. During

this fiscal year, the committee met six times virtually via ZOOM and had one in-person electronic file audit training session.

## FILE AUDITS

All documentation for each client and/or family who receives service through the Lower Mainland Purpose Society for Youth and Families is stored in a single file. In the fall of 2020, the MCFD funded Family Programs and Youth Programs went paperless, and now only maintain electronic client files in the *Penelope Case Management System*. All other programs have maintained paper files, which are stored in a locked designed area. Whether paper or electronic, each client file contains all required documents for that program. Any written documentation must be legible in blue or black ink, and securely fastened inside the individual files.

## ELECTRONIC FILES

The movement of the Family Programs and the Youth Programs to only maintaining electronic files required the development of new audit guidelines specific to electronic files and the *Penelope Case Management System*, some minor adjustments within *Penelope* and adjustments to the Audit Record forms for those programs. This process began in March 2021, with the final version of the *Electronic File Audit Guidelines* completed in October 2021. A training session was held with all PQI members in October 2021 to familiarize everyone with the process of conducting audits on files held in the *Penelope Case Management System*.

As of October 2021, the only issue outstanding concerning the audit of electronic files was the issue of 'signatures'. The system as it is currently designed, does not allow for signatures to be made on the documents that require them. Receiving signatures into the system is technologically possible, and the agency's Database Administrator will be working with Athena, the producer of the *Penelope Case Management System*, to receive instruction on how this is done.

As a trial run for the first draft of the *Electronic File Audit Guidelines*, file audits were conducted in the Young Parent Program and Youth Program in the spring of 2021 (April – June). A total of 52 files were audited, with the program breakdown as follows:

- Youth Programs - 47 files (all open files)
- Young Parent Program - 5 files (all open files)

This review contributed to the refinement of the new guidelines and the need for some minor adjustments to the *Penelope System* and Audit Record forms.

The review of the Young Parent and Youth Program files indicated the need for file management training for the Youth Program staff. These staff were all relatively new to the agency at the time and, with the exception of one, relatively new to the field of youth work.

Areas that require continued monitoring are:

1. Ensuring that 'Consent' and 'Release of Information' forms are completed and signed prior to service delivery occurring.
2. Ensuring that Progress Notes are written for every significant contact staff have with a client.
3. Ensuring that Assessments and Service Plans are completed according to the timelines identified in the Operational Guidelines.
4. Ensuring that clinical supervision occurs according to the timelines identified in the Operational Guidelines.

## **PAPER FILES**

None of the child care centres files were audited this past fiscal year. This was due both to the limited capacity of the PQI Committee staff members (as a result of pandemic pressures), as well as the COVID 19 protocols established at the child care centres, restricting access to each centre to only staff and attending children (parents dropped off and picked up their children outside the doors to each centre).

## **REVIEW OF CRITICAL INCIDENTS**

The PQI Committee is responsible for the quarterly review of critical incident reports. The Board is responsible for reviewing grievances and complaints. Completed Critical Incident reports are vetted by Program Coordinators and/or Program Directors and are then forwarded to the Executive Director. The Executive Director reviews all reports, signs and forwards them to the Office Administration staff, who retains the reports in a separate folder, stored and locked in the Accounting Filing Cabinet. Since August 2020, reports have also been scanned and retained in the 'Limited Access' portion of the Shared Drive.

During the review, the CQI Committee considers the following:

1. Environmental factors or settings
2. Client issues
3. Staff responses

4. Staff training issues
5. Communication
6. Evidence of gaps in policies and procedures, whether anything could have been done to reduce or prevent the issue
7. Emerging trends or patterns that can be identified

Critical incidents for this fiscal year were reviewed as follows:

1. May – July 2021 (3)
2. August – October 2021 (6)
3. November 2021 – January 2022 (13)
4. February – April 2022 (1)

A total of 23 critical incidents were reviewed in this fiscal year. Eleven of the incidents took place at the Health Contact Centre (HCC) and eight at the Extreme Weather Response (EWR) Shelter. Both of these are new programs and, for the most part, target a highly marginalized population. The distribution of critical incidents across the programs is as follows:

- Qayqayt Children's Centre - 1
- Kitchener School Age Program - 1
- Food Hamper Program - 1
- Purpose Independent School - 1
- Extreme Weather Response Shelter - 8
- Health Contact Centre - 11

The nature of the eleven (11) incidents in the Health Contact Centre is as follows: physical assault (either to a client or by a client) – 5; Agitated or aggressive state – 2; illness – 1; unauthorized access during closure – 1; refusal to leave the premises – 1 and theft (staff's cell phone was stolen) - 1.

The nature of the eight (8) incidents in the Extreme Weather Response Shelter is as follows: medical situation (overdose or illness) – 4; physical injury – 1; Aggressive outburst – 1; client refused to leave premises – 1; and fire (client started a fire outside the Shelter) – 1.

Of the remaining four (4) incidents, two (2) occurred in child care centres. One involved a medical incident (COVID-19 exposure) (Qayqayt) and the other a physical injury to a child (Kitchener).

The nature of the incident in the Food Hamper Program was physical injury to a volunteer, and the one at the Purpose Independent School was a student medical incident.

In the incident at Kitchener School Age Program, a child was playing tag and bumped his head on the playground equipment. The injury was relatively minor and resulted from typical age-related child interactions or play behavior by young children. The physical injury to the volunteer involved spilling a cleaning powder on her hand, which caused a rash (she was clear she should be wearing gloves in the future). The school incident involved a student who fainted, likely do to a change in medication.

Over the many years of operations, the PQI Committee has recognized that some programs are more prone to have critical incidents and/or have incidents of a certain nature. In the child care programs, minor physical injuries are somewhat common as a result of the normal play activity in which children engage. With the opening of both the Health Contact Centre in the spring of 2021 and the Extreme Weather Response Shelter, which operated from December 2021 – March 2022, it is apparent that these programs tend to have certain types of critical incidents based on their clientele. The majority of clients in both of these programs are highly marginalized: homeless, experiencing mental health issues and active in drug use. Their 'survival mode' frequently involves aggression and their mental health and addiction issues often necessitate the need for medical intervention. From the documented responses in their critical incidents, it is clear that staff are able to effectively deal with these incidents, intervening when it is safe to do so and calling on emergency services when it is not.

All 23 of the incidents were resolved in a reasonable manner with staff responding appropriately to the incidents, calling the suitable emergency services (ambulance, police, and/or fire) when necessary and ensuring everyone's safety. However, in two of the incidents at the Health Contact Centre, there were secondary issues relating to appropriate professional behaviour between staff members. These were addressed at the time by the Program Director.

In staff responses to the actual incidents, agency policies and procedures were followed. Agency policies were not followed in regard to maintaining respectful interactions with co-workers as identified in two of the incidents at the HCC.

In the reporting and documentation of incidents, there were several instances of critical incident reporting policy and procedures not being followed. These largely include missing Program Director or Coordinator responses. Coordinators and Program Directors have been

reminded to include a written response to be included in all critical incident reports. The PQI Committee is considering options to make this piece of the process easier for managers to accommodate. This is the only significant area requiring attention over the past fiscal year.

Follow-up documentation is occurring on a consistent basis by the Site Managers of the childcare centres. Overall, staff members responded effectively to incidents when they occur. While the documentation of incidents has improved, it continues to be an area requiring attention, especially in light of staff turnover at the line worker level. In-house training on critical incident documentation was developed several years ago and is included in the annual training schedule at least every other year.

## **RISK MANAGEMENT REVIEW**

PQI engages in the following tasks to monitor potential risk to staff and clients:

1. Review of Critical Incidents and
2. Review of activities of the agency's Occupational Health & Safety committee.

Reviewing the activities of the Occupational Health and Safety (OHS) Committee involves ensuring that the OHS Committee meets regularly, that staff are aware of and know how to bring concerns forward to the OHS committee and that concerns are followed up. A PQI member also sat on the OHS Committee during this fiscal year, along with the Coordinator of Recruitment and Training, the Database Administrator, the ECD Programs Team Leader, the Executive Director, the Coordinator of the Burnaby Youth Hub, a Youth and Family Development Worker and the Purpose Independent School Counsellor.

The OH&S committee aims to meet monthly in accordance with WorkSafe BC requirements. This past year, meetings occurred:

- |                |                   |
|----------------|-------------------|
| * April 13/21  | * September 14/21 |
| * May 11/21    | * February 15/22  |
| * June 8/21    | * March 15/22     |
| * August 10/21 |                   |

July or August meetings are frequently cancelled due to staff summer holiday schedules. There was a lapse in meetings for 4 months from October 2021 – January 2022. The staff

member chairing the Committee left the agency in the fall and there was a delay reorganizing the Committee with a new Chair.

As with last year, in addition to the regular monitoring duties, the OHS Committee was focused on staying current with the federal/provincial pandemic mandates and their impact on the operation of agency programs and services.

According to OH&S minutes:

- First Aid and NVCI re-certifications were monitored and staff trainings scheduled as required
- Risk Management sheets were kept current across the agency on a monthly basis
- OHS policies and procedures were reviewed and amended as necessary.

There were a total of five (5) WCB claims over this fiscal year.

The following emergency drills were conducted:

- Purpose School conducts one earthquake drill per year and four fire drills per year.
- All childcare centres conduct one earthquake drill per year and one fire drill each month as per licensing requirements.
- BYSC conducts fire and earthquake drills as per provincial requirements.
- Head office conducts four fire drills per year and one earthquake drill each year.
- All other Agency satellite programs conduct fire and earthquake drills as per accreditation requirements.

## **PQI WORKPLAN**

The 2021/2022 Workplan is attached.

## **FOCUS FOR NEXT FISCAL YEAR**

1. As this coming year (Spring 2023) is a re-accreditation year, a review of the PQI Operational Guidelines will occur, to ensure compliance with the current PQI Standard (2022 Ed.).



2. Given the COVID-19 pandemic, which has overshadowed operations for the last two years, the primary focus for this coming year is to get all of the required annual PQI activities back on track and occurring according to the *PQI Workplan*.
3. Review and amend Electronic Client File Audit Guidelines as needed (initial Guidelines created in 2021).
4. Continue to work with staff, Coordinators and Directors to maintain appropriate standards of client files.
5. Maintain PQI membership at 10 persons.
6. 2022/2023 Workplan.
7. Continue to review all forms and procedures to ensure they are appropriate and effective.
8. Review PQI binders and sample files.
9. Ensure outcomes are in place for each program/service, and that they are being assessed on a regular basis (annually, at a minimum).

**LOWER MAINLAND PURPOSE SOCIETY  
PERFORMANCE & QUALITY IMPROVEMENT COMMITTEE  
2021 - 2022 WORKPLAN**

<b>MONTH</b>	<b>TASKS</b>
<b>APRIL</b>	<input type="checkbox"/> Finalize revised PQI File Audit Guidelines <input type="checkbox"/> Assignment of PQI Annual Report (April 2020 - March 2021) <input type="checkbox"/> Schedule Meeting Minute takers (April – September 2021) <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI Meeting <input type="checkbox"/> Review PQI Members Binders <input type="checkbox"/> Review all PQI Binders and update as needed
<b>MAY</b>	<input type="checkbox"/> Review File Audit Reports and Assign Summary Report <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI Meeting
<b>JUNE</b>	<input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>JULY</b>	<input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>AUGUST</b>	<input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting

<b>SEPTEMBER</b>	<input type="checkbox"/> Schedule Meeting Minute takers (October 2021 – March 2022) <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>OCTOBER</b>	<input type="checkbox"/> Review PQI 2020-2021 Annual Report <input type="checkbox"/> Complete Penelope File Audit Training <input type="checkbox"/> Complete Paper File Audit Training <input type="checkbox"/> Complete Critical Incident Report Training <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting <input type="checkbox"/> Community Partner Survey <input type="checkbox"/> <i>*Review Annual Training plan</i>
<b>NOVEMBER</b>	<input type="checkbox"/> Assign File Audit Schedule (All files to be completed by March 2022) <input type="checkbox"/> Assign Audit Summary Report <input type="checkbox"/> Assign Critical Incident Reports (All CIRs to be completed by Mar 2022) <input type="checkbox"/> Finalize 2020-2021 PQI Annual Report <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>DECEMBER</b>	<input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting <input type="checkbox"/> Start annual review of 2022-2023 PQI Work Plan
<b>JANUARY</b>	<input type="checkbox"/> Complete annual review of 2022-2023 PQI Work Plan <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>FEBRUARY</b>	<input type="checkbox"/> Annual Staff Survey <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting
<b>MARCH</b>	<input type="checkbox"/> Review File Audit Reports <input type="checkbox"/> Review Critical Incident Reports <input type="checkbox"/> Assign Spring File Audit <input type="checkbox"/> Review Occupational Health & Safety meeting minutes <input type="checkbox"/> PQI meeting <input type="checkbox"/> Review Annual Staff Survey <input type="checkbox"/> <i>*Review progress of Emergency Plan Procedures</i> <input type="checkbox"/> <i>*Review Risk Management Forms and Procedures</i> <input type="checkbox"/> <i>*Review of report on Information Management Systems</i>
<b>COMMENTS</b>	

## **VOLUNTEER PROGRAM ANNUAL REPORT**

### **April 1, 2021 to March 31, 2022**

The object of the Purpose Volunteer Program is to provide meaningful volunteer opportunities that enhance the mission of the society.

“The Purpose Society aims to enhance personal well-being, strengthen family functioning and increase personal responsibility, confidence and healthy decision making”.

Staff and volunteers work together to create healthy environments and positive experiences for clients.

Purpose Society volunteers and practicum students donated 6,471.75 hours in the Purpose School, Family Programs, Youth Hub, Health Van, Stride Program and the Childcare Centres from April 1st, 2021 to March 31st, 2022. This number was up 766.5 hours from the previous year.

Every year a survey is distributed to volunteers to learn what we are doing right and what needs to be improved. Purpose’s goals are to provide volunteers with meaningful positions, to show them appreciation, and welcome them as part of the team. The surveys help to achieve our goals. This year, 15 surveys were sent to current volunteers, 12 were returned completed.

100% of the volunteers feel welcome

100% feel like they are making a difference

and 100% feel that they are given enough direction and support from staff.

This survey shows that the volunteers want to meet other volunteers and get to know each other.

With the Covid-19 pandemic, it has been a challenge to organize a volunteer appreciation event. We did find another way to show our appreciation for volunteers by giving them Starbucks and other gift cards. .

The 2021 Christmas Hamper Program ran smoothly with staff working alongside volunteers. Thirty-nine volunteers contributed 114.0 hours to help receive, move, organize and deliver over 180 hampers.

## **A FEW VOLUNTEER COMMENTS FROM STAFF**

### **From the Rent Bank:**

We have had three volunteers working with the Purpose Rent Bank Program this year. All three volunteers have shown adherence to their time commitments with the Purpose Rent Banks. All three have presented positive attitudes when here and have been open to doing whatever work we needed assistance with from filing, data entry, and document organization to helping with technology use.

The volunteers have helped the Purpose Rent Bank Program to keep our physical files organized and our data records up to date.

All of our volunteers have been wonderful!

### **From our Administrative Team:**

I must say that all of the volunteers that come by my window are very friendly! While I do not work with the volunteers, I know they all contribute in a big way. I have had more interaction with Haley and Kai and I cannot say enough about their going beyond whatever is asked of them.

I would love to point out that Kai and Haley are both amazing and go beyond every day and always with a positive attitude and a smile. A joy to be around!

The new volunteers that I have worked with directly are so enthusiastic and excited to help the community and become a part of our organization.

**Purpose Volunteers are the best!**

## LMPS FUNDING SOURCES 2021– 2022

Province of BC - Ministry of Children and Families	3,258,072	33.01%
Parent Fees	2,498,248	25.32%
Province of BC - Ministry of Education	1,317,120	13.35%
Fraser Health Authority	768,836	7.79%
Federal Government	607,390	6.16%
Other Grants	369,037	3.74%
Rental Income	401,238	4.07%
BC Housing	163,727	1.66%
School District 41	150,000	1.52%
Donations	133,763	1.36%
Municipal Government	112,321	1.14%
Other - interest	24,396	0.25%
Province of BC - Other	18,837	0.19%
Sundry Income	18,501	0.19%
Gaming Funds	16,540	0.17%
Fundraising	7,582	0.08%
<b>Total</b>	<b>\$9,865,608</b>	<b>100.00%</b>

## LMPS FUNDING SOURCES 2021–2022

