



The Lower Mainland Purpose Society for Youth & Families Annual Report 2022-2023

40 Begbie Street, New Westminster BC V3M 3L9
604-526-2522
www.purposesociety.org

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MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

2022 - 2023

A huge highlight for this year was the successful completion of LMPS's Accreditation. The time and energy to prepare for the Accreditation Team to come by to review the work is commendable. The day-to-day work that the society does that is then reflected in the accreditation report is phenomenal. The Board thanks every member of LMPS for their contribution to another positive formal celebration of the passion and service the Society provides.

As this is my last term as President, I wish to share some thoughts about what is foremost, as I see it, for the Board to focus on in the near future.

1. Recruitment of an Executive Director. This has proven to be a difficult process. Over the last year we have advertised twice to fill this position. So far, no suitable candidate has been found. We need to find a perfect blend of someone who has a strong sense of fiscal acumen, an unwavering belief in the dignity and value of every human being, a clear vision of what it means to be a leader in the service industry. The complexity, diversity, and magnitude of the mission of the LMPS makes this position incredibly important.
2. Recruitment of Board Members. Prior to the epidemic the Board was about to participate in a visionary process. Having so many new members in recent years it is important to develop a shared understanding of the purpose, value, and work of the Board. It is important for the Board to be able to define:
 - a. Processes for direct relations with the various LMPS programs. Increased awareness of the day-to-day challenges of each program will allow for greater understanding of how the Board can be supportive.
 - b. Processes that involve outreach to the community, local and Provincial Politicians. Advocacy for the LMPS is a crucial responsibility of the Board.
 - c. In addition to the funds the Society receives from various organizations, the value of local fundraising cannot be overlooked. Events that involve the community help to bring awareness and support for the work the LMPS does.

Finally, I would like to express my gratitude to the staff, leadership, and Board members of the Lower Mainland Purpose Society. I am so grateful for being associated with such a professional, committed, and passionate collection of wonderful people!

Rick Fabbro,
President, Lower Mainland Purpose Society for Youth and Families
2022-2023

EXECUTIVE DIRECTOR'S MESSAGE

2022–2023

We were all looking forward to better days than the Covid days we had left behind. Then it seemed that the world tipped a little on its axis and we faced other challenges. Russia attacked Ukraine and started a devastating war that is ongoing. We began seeing inflation affect food and gas prices, rents, mortgage rates and other things that resulted in many people looking for ways to make ends meet. All of these events affected the people that we serve.

This year, a major and important piece of work that was accomplished was preparing for and undergoing re-accreditation. This was the 7th accreditation/re-accreditation by the agency. A senior staff member prepared the self-study report and submitted all the supporting evidence. However, all staff played a role in preparing for the site visit in January, 2023. Once again, Purpose staff demonstrated that we surpass the expected outcomes in both governance and service delivery standards.

The Food Program, that began at the beginning of Covid, was carried on. It was always intended that, after Covid ended, we would close the food distribution program. However, after Covid, the requests for food increased and it was clear that this was a program that we could not abandon. Food is distributed to folks through hampers to families, from the Health Van and at a weekly Market. There is no funding for the food program yet the Board of Directors and staff support the ongoing operation of this necessary program. This speaks to the deep commitment of the Board of Directors and staff to meeting the basic needs of the people we service.

This year an important focus of the work was developing new partnerships and collaborations. As resources shrunk, staff looked for ways to work more effectively and efficiently, provide new and additional services in innovative ways. The Purpose staff have developed very strong relationships with staff of the City of New Westminster and other organizations that work with folks who are homeless, using substances or experiencing a mental illness.

Finally, accolades to the staff. As the years pass, I have worked harder to demonstrate to staff how they are valued by management. They show up everyday with a commitment to making a difference in the face of a myriad of challenges. I marvel at their energy, commitment, resourcefulness, creativity and willingness to go the extra mile. I will repeat myself, over and over, by saying that the effectiveness and success of Purpose originates with the staff. My heartfelt and humble thanks to the staff who come and go or come and stay for a long time. Everyone who has worked, or is working, for Purpose has contributed in very valuable ways to what Purpose has become. And Purpose will only get better.

Lynda Fletcher-Gordon

CHILDCARE PROGRAMS ANNUAL REPORT

April 1, 2022 to March 31, 2023

OVERVIEW

Since 1994, The Lower Mainland Purpose Society for Youth and Families (Purpose Society) has provided 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 a total of 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

The Centre opened its doors in June 1, 2021 and the enrollment was low for the first months of operation. At the beginning of the fiscal year the centre offered care for a total of 18 children. In December 2022, all vacant spaces were filled and the centre reached its full capacity (25 licensed spaces). In the past, it would have taken 2 – 4 years to reach full enrollment. The Centre reached full capacity in half a year and had over 20 children on a waitlist. This proves that the need for child care in the Capitol Hill area remains high.

Skwo:wech Children's Centre

In 2021 Purpose Society was selected by the New Westminster Board of Education for School District #40 to be the operator of a new child care centre, located on the school grounds of the Skwo:wech Elementary School (former Richard McBride). The Centre will be operated by the Purpose Society in partnership with the New Westminster School District to provide care for a total of 37 children - 12 children under 36 months and 25 children that are 30 months to school age.

The Agreement between the Society and the School District was in effect as of August 1, 2022; however, there were a number of deficiencies that needed to be addressed and the furniture and equipment delivery was delayed multiple times. The Centre remained unopen for the remaining of the fiscal year.

Relocation of Qayqayt and Ready Set Grow

Towards the end of 2022, the New Westminster School District informed the Society that they had put forward applications for the New Spaces Fund offered by the province for the relocation of the Qayqayt and Ready Set Grow Children's Centres to the respective school grounds of F.W. Howay Elementary and Lord Tweedsmuir Elementary. The application was approved and the centres will need to relocate by the end of March 2024.

The news made many families upset, as for many, the new sites are away from the downtown core and they do not have easy access to public transportation. Most of the families live close to the current Centres, and some families do not own a vehicle. They will be less likely to keep their children registered in the Centre after moving to the new locations.

Rowan Avenue Daycare IPD Project

In the summer of 2022, the City of Burnaby selected Purpose Society as the successful proponent to serve as operator of the new child care centre to be built at Burnaby Lake, on Rowan Avenue. The Centre will be the forth one operated by the Society in partnership with the City of Burnaby. The Centre will give priority to children of City of Burnaby personnel and Burnaby RCMP employees. The second priority is to the residents of Burnaby in general.

Rosser School Age Program

Opened in September 2020, the School Age program at Rosser Children's Centre continued to grow in attendance. Due to high demand for enrollment of children attending Rosser Elementary and Gilmore Elementary, the School Age Program at Rosser Children's Centre serviced the two schools for the 2022 – 2023 school year. On the third year of operation, the enrollment in the program increased to 94% (from 63% in the previous year) and it is anticipated to have all spaces filled during the 2023 -2024 school year.

Yukon School Age Program

All new children enrolled in the program in September 2022 are siblings of children attending the program and graduating from the Centre's 3 – 5 Program. No children from the waitlist got a place in the program.

Summer Program

Yukon Crescent Children's Centre offered a summer program in July and August of 2022. The first priority was given to all children in need of extra support that attend any of the Society's three school age programs. Second priority was given to children attending the centre hosting the program – Yukon Crescent. Any remaining spots were given to children enrolled at Rosser or Kitchener School Age Program.

The 2022 program opened all licensed spaces, after two consecutive years of offering the program at a reduced capacity during the COVID-19 pandemic.

Canada Summer Job Program (CSJ) – July and August 2022

Yukon Crescent School Age program was successful in securing funding to hire two students that worked in the centre for eight weeks, for the entire duration of the summer program.

The Canada Summer Job Program contributed to creating mutually beneficial experiences for students and the program participants. The centre will participate in the 2023 CSJ Program.

Professional Development/Training

As part of our commitment to encourage and support staff with their professional development, educators were able to access financial support provided by the Society to attend training sessions on topics of their choice, related to the ECE field, organized outside the agency.

On December 23, 2022, the educators from all Centres participated in a full day Professional Day (via zoom), facilitated by Mary Kim and Emma Jensen, pedagogists with the Early Childhood Pedagogy Network (ECPN). During the current fiscal year, educators from all centres participating in the ECPN program had access to numerous professional training sessions facilitated by the pedagogists in each centre, or in learning circles organized for all educators. Permanent educators collected an average of 20 hours of professional development hours during the course of the fiscal year, to be used towards renewing their ECE Licence. Casual educators were encouraged to attend these sessions.

The educators 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. Kinsight consultants worked on a similar capacity to support the two centres located in New Westminster.

Expanding Partnerships

Working with a Pedagogist (ECPN)

In the fall of 2019, the Society engaged in conversations with the Early Childhood Pedagogy Network (ECPN) and reached an agreement to have a pedagogist 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 with ECPN started in late spring 2020 with the two centres, and expanded in the spring of 2021 to an additional three Centres. In September 2022, the partnership expanded to include two more centres: Rosser (the Preschool Program) and Capitol Hill, bringing the total to seven.

As seven centres joined the partnership with the ECPN, a second pedagogist was assigned to join our team of educators. The centres are benefiting from working with two professionals that provide direct one-on-one support when needed.

The pedagogists continued to meet with staff of each program within a centre 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. They continued helping educators reflect upon their exploration of the various results of the activities, understand children's interests and interpret the messages children are trying to send to them through various activities. The pedagogists help staff to further enhance children's learning experiences, to ensure that the learning is holistic.

This partnership will also be extended in the near future to incorporate Skwo:wech Children's Centre, so children and their families will experience its benefits.

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 are equipped with the knowledge and skills to effectively work with the children requiring extra support.

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

Province of British Columbia Child Care Initiatives and Support

Child Care Fee Reduction Program (CCFR)

The Society submitted an application and all centres were approved for the Child Care Fee Reduction Program, enabling parents to pay reduced child care fees for the current fiscal year.

ECE Wage Enhancement

The Society applied and was approved for the ECE Wage Enhancement Program for the 2022 – 2023 fiscal year. All educators and supported child development workers possessing a valid ECE Licence to practice, received a \$4.00/hour wage enhancement for all the hours they are providing direct service to children. Educators possessing an ECE Licence to practice that are working in a supporting role, are also beneficiaries of a wage enhancement.

Affordable Child Care Benefit (ACCB)

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(ren) enrolled.

CHALLENGES

More children spend between 10 and 11 hours in the centres on a daily basis. As a result, additional staff needed to be hired in order to maintain the staff to children ratio required by Licensing Regulations for the full hours of centre operations.

Our centres continue to experience a deep shortage of experienced childcare educators in both Burnaby and New Westminster centres. It is particularly difficult to attract and retain staff holding a valid ECE License or post basic credentials (Infant/Toddler, Special Needs). The province-wide labour shortage of quality educators is even deeper than the previous years. As wages are an important factor in educators choosing a place of employment, the Society will continue to work raising educators' wages to a more competitive level.

The experienced educators are providing constant mentoring to those less experienced and the new hires. Exemptions have been submitted to Licensing so that 'in-training' educators can open or close the programs as per Licensing regulations.

During the 2022 - 2023 fiscal year, the average enrollment in each centre was as follows:

- Cameron Children's Centre – 99.8%
- Capitol Hill Children's Centre - 85%
- Madison Children's Centre – 100%
- Yukon Crescent Children's Centre – 100%
- Ready Set Grow Children's Centre – 99.6%
- Rosser Preschool - 84%
- Rosser School Age Program - 94%
- Kitchener School Age Program – 99.5%
- Yukon Crescent School Age Program – 100%
- Qayqayt Children's Centre – 91%
- Yukon Summer Program - 81%

Staffing

Seven ECE Assistants enrolled into an ECE program and three ECEs enrolled into post-basic training to upgrade their skills. After graduation, they will be able to fill vacant positions in our centres, positions requiring an ECE license to practice. Numerous casual employees were hired on a permanent full-time basis to fill vacant ECE or ECE Assistants positions, as well as new Supported Child Development Workers.

Most of the permanent vacancies were filled by internal candidates that were working in a casual capacity. The number of vacancies exceeded the number of interested internal candidates; therefore, the positions were advertised online, with limited success in hiring quality candidates.

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

POSITIONS								
CENTRES	Site Manager	Program Supervisor	ECE	ECE Assistant	Child Development Support Workers	Activity Worker	Casual Employee	TOTAL
Cameron	1	2	7	3			8	21
Capitol Hill	1		3				3	7
Madison	1	2	7				5	15
Kitchener	1			1	1			3
Qayqayt	1	1	7				3	12
Ready Set Grow	1	2	7				2	12
Rosser	1	-	2	1	1	1	1	7
Yukon	1	3	9	4	2		5	24
Any Centre/Floating	1							1
TOTAL:	9	10	42	9	4	1	27	102

OUTPUTS

Families Served

The eight child care centres operated by Purpose Society offer child care services through 303 licensed spaces. During this fiscal year, the centres provided child care to a total of 382 families

and 445 children (382 children last fiscal) living in Burnaby, New Westminister, 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. Sixty three (63) families had two or more children enrolled in our centres. Ready Set Grow Children's Centre provided child care services and support to 14 young parents (14 last fiscal).

Eighty-five percent (85%) of the families served by our Burnaby centres reside in Burnaby, 1% in New Westminister, 7.5% in Coquitlam and the remaining 6.5% residing in the surrounding cities. The breakdown of Burnaby residents by City of Burnaby owned centres is as follows: Cameron – 53% (39% in the neighboring Coquitlam), Madison – 87% and Yukon – 89.5.

Seventy-three percent (73%) of the families served by our New Westminister centre reside in New Westminister, 17% reside in Burnaby, 4% in Surrey and 6% reside in other cities.

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

OUTCOME MEASUREMENTS

Parent Survey Overview

The annual parent survey was conducted in March 2023. A questionnaire was 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's policies.

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

Parents provided a variety of positive comments regarding educators: they are professional, caring and friendly with children and families and build positive relationships. Many parents indicated that educators are approachable and easy to communicate with and children have good connections with them (others feel language is sometimes a barrier in effective communication). Staff are flexible, they follow children's lead and incorporate families' feedback into addressing some arising issues.

These are some comments made by families:

"As my son finishes his preschool journey, I would like to take the opportunity to thank you for everything that you have done for him in two years. Your dedication, patience and love have played a pivotal role in shaping his personality, enhance his knowledge, and boosting his confidence. Your approach to education have been invaluable. Under your guidance and mentorship, my son has grown so much. He has learned the alphabet, written his name and improved his social skills tremendously. Your warm smile and kind words have made him feel comfortable in the classroom, allowing him to express himself freely and participate in class. Thank you for making his journey so enjoyable and memorable. You have made him happy to come to school [daycare] every day, eager to learn something new and fun. You have helped us, as parents, appreciate how important teachers are in shaping children's future."

"Teachers are great with the kids and very supportive. My son is starting to go to daycare without crying. It means the centre is doing a great job." One family says.

"The site manager manages the centre very well. The centre has enough staff including a music teacher, children love their music class."

"The kids participate in many activities and get outside daily."

Parents expressed their appreciation to the efforts made in all centres to keep them informed of what is happening inside the centres. Communication with parents via email was the main venue and staff made all the efforts to keep parents informed about changes to the program, new requirements, or protocols.

Most parents are happy with the communication between families and the centres. They would like to get more information about children's daily experiences in the centre, but they understand staff do not have enough time. Some parents suggested to have more staff in the centre, so they could receive more information about their child at the pick up time.

The families continue to be happy to receive a "Goodbye Book" (given to families when a child

transitions into the next program or when they leave/graduate from the centre).

The children requiring extra support are helped on a constant basis and parents can see the progress in various areas including knowledge enhancement, positive changes in children's behaviour as well as the improvement in their social and emotional skills.

Parents of children attending the school age programs, in general, made positive comments regarding the quality of activities organized during the school year, as well as during the school breaks. Some parents said their children enjoy the program, others would like to see a better variety of activities for older children. Some are grateful that both children are in the same centre/program.

Some parents of children attending the school age program at Kitchener would like to see a summer program organized in that centre.

Some families would like to see their children having shorter naps or to not having a nap because it is hard for their children to fall asleep at night.

Other parents would like to see more fixed playground equipment, all new centres should have a more attractive playground, like Yukon has, and a bigger area to play.

Some parents continue to speak about the need to have more stable staff in each program, but they understand the childcare sector is still in need for more educators.

Many parents from Ready Set Grow and Qayqayt indicated how unhappy they are about the relocation of the centres. One stated *"We have concerns about the move and how our child will adapt."* Another stated *"The new location is less convenient for us. We understand the reason, but it is very unfortunate."* Another said *"Your programs and centres have served my older child very well and now my other son. My only wish was that they would not move."*

The following indicates the percentage of parents surveyed who agreed with the survey statement:

OUTCOMES	% OF PARENTS WHO AGREED	
Program is well planned and suitable to all ages	100%	Cameron
	93%	Capitol Hill
	92%	Kitchener
	96%	Madison
	97%	Ready Set Grow
	100%	Qayqayt
	98%	Rosser
	93%	Yukon
Staff members are professional, approachable and provide good care	98%	Cameron
	95%	Capitol Hill
	98%	Kitchener
	98%	Madison
	99%	Ready Set Grow
	97%	Qayqayt
	99%	Rosser
	93%	Yukon
Staff have regular, informal discussions with parents	92%	Cameron
	94%	Capitol Hill
	94%	Kitchener
	93%	Madison
	91%	Ready Set Grow
	94%	Qayqayt
	98%	Rosser
	96%	Yukon
The inside environment is safe, clean and attractive to children	100%	Cameron
	97%	Capitol Hill
	98%	Kitchener
	92%	Madison
	97%	Ready Set Grow
	100%	Qayqayt
	99%	Rosser
	95%	Yukon

Food provided is balanced and appealing	92%	Cameron
	95%	Capitol Hill
	98%	Kitchener
	100%	Madison
	95%	Ready Set Grow
	96%	Qayqayt
	92%	Rosser
Outdoor play area is clean, safe and well equipped	93%	Yukon
	100%	Cameron
	92%	Capitol Hill
	88%	Kitchener
	96%	Madison
	97%	Ready Set Grow
	93%	Qayqayt
Parents are satisfied with the health and safety policies and practices of the centre	98%	Rosser
	99%	Yukon
	87%	Cameron
	89%	Capitol Hill
	94%	Kitchener
	88%	Madison
	97%	Ready Set Grow
	95%	Qayqayt
	98%	Rosser
	96%	Yukon

MOVING FORWARD

The Society will continue working with the New Westminster School District to address all identified deficiencies and it will prepare and submit all documentation to obtain a Fraser Health Licence and a Business Licence to operate Skwo:wech Children's Centre.

The Society will continue working with the New Westminster School District on the logistics to effectively relocate the Ready Set Grow and Qayqayt Children's Centre to the respective school grounds of F.W. Howay Elementary and Lord Tweedsmuir Elementary, in order to minimize service disruption during the re-location process.

The Society will continue to actively participate in meetings with the design team to provide input into creating a quality child care centre that will offer spaces for 74 children at Rowan Ave

Centre in Burnaby.

Purpose Society will be continuing the partnership with the Early Childhood Pedagogy Network (ECPN) and together, will organize more training activities, including learning circles for all educators working in the centres.

Attracting and retaining staff will continue to be a major priority in the new fiscal year. Staff will continue to be provided with opportunities for professional development and support when moving into a different position within the centre or within the agency (moving to another centre). New educators will receive continuously the training, mentorship and support needed to perform their jobs. This will be provided either by the senior staff, site managers or other professionals working with the teams of educators.

We will continue to maintain a pool of casual employees (ECE or ECE Assistants) that will cover sick, vacation time or temporary vacancies in all centres. We will continue to maintain all current partnerships with major ECE colleges and closely work with the Practicum Coordinators to accommodate practicum students' in our centres.

The centres will continue to maintain the provision of quality child care services to all children enrolled in our centres and their families. We will continue to research new promising practices and will be open to embracing new concepts or initiatives that, in our professional opinion, will enhance children's healthy development to better equip them to successfully transition into school.

We will continue to implement new programs that in our professional view, contribute to enhancing children's development and learning.

FAMILY PROGRAMS ANNUAL REPORT

April 1, 2022 to March 31, 2023

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, 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, 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. This service is open to Ministry referrals, community-based referrals, and self-referrals.

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 multiple staffing changes, the Family Futures program continued to deliver in-person services to best meet the needs of clients. The staff provided high-quality service to children and their families in the Lower Mainland area. Staff members have also continued to further develop their skills 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 available professional development opportunities, including online training.

STAFFING

After Michelle Saldeba moved into the Program Director position in March 2022, this left a vacant Family Therapist position. This position was filled by Priyanka Sethi in April 2022. In September 2022 Alana Guidry joined the family therapy team as an intern, and upon completing her internship in February 2023 she was hired as a Family Therapist. Hillary Gallinger returned from maternity leave in February 2023, shifting to a part-time role.

Family Development/Supervised Access Worker Elizabeth Farquarson resigned in April 2022, and in October 2022 Jordan McEvoy was hired to fill this vacancy.

Young Parent Support Worker Allison Von Wallis resigned in April 2022 and the position was

filled by Christiana Assala in May 2022. Christiana resigned in January 2023 leaving a vacant position. FDW staff supported coverage of this caseload during the position vacancy.

The Family Programs Staff Team are 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 Family Therapists: Hillary Gallinger (part-time), Priyanka Sethi, Alana Guidry

Family Development/Supervised Access: Maria Terante, Amrita Kaur, Jordan McEvoy

Young Parent Support: vacant

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	1,475.75	1,839	69
Supervised Access	1,995.75	2,300	32
STT	2,033.25	1,094	47
Outreach Therapy	376.25	564	7
Link-TriCities	908.50	690	16
Young Parent Support	720.50	1,031	14

Family Futures

Ongoing efforts to increase service units back to pre-COVID numbers continued during this service year. Totals in all individual programs increased from the previous year, with Short Term Therapy (STT) significantly exceeding the target service units. Although some individual program target service units were still not met, the combined total service units exceeded the target. Service units provided from April 1, 2022 – March 31, 2023 totaled 5881, while the annual target service units is 5797.

Links TriCities and Young Parent Support

TriCities Links again exceeded the annual target service units. The annual service units for the Young Parent Support Program saw a decrease from the previous year, potentially related to staffing transitions and vacancy.

Outcomes Measurement and Client Satisfaction

Progress was made from the previous year to gather feedback from families using the outcomes measurement and client satisfaction forms, with some responses from 11 families received. At the mid-point of service, 67% of responding families reported seeing improvement from the start of service, while 33% reported that their goals had been met. At the end of service, 100% of the families completing the outcome measurement reported that their original problem had improved, their counsellor/FDW had provided them with the type of service they desired, and they were using the skills learned during their sessions.

Client satisfaction evaluations showed overall positive results. 100% of families reported that the service they received makes a difference in their day to day life, and 89% reported that the service met the needs they had at the beginning of service. No questions were rated below an 8 by clients on this 1-10 scale.

In the next fiscal year efforts will continue to gather feedback from more of the families in order to more accurately measure the effectiveness of our programs and identify areas for continued improvement.

VISION

In the upcoming 2023-2024 fiscal year, the primary goal is to continue increasing service units. Family Programs will continue to provide quality services to meet the needs of children, youth,

and families. We will continue to connect and increase collaboration with community partners, and look for funding opportunities to expand the existing programs or add more programs to fill any gaps in services. Family Programs will continue to develop new groups and offer additional sessions of established groups. The program intends to continue exploring fee-for-service counseling and supervised access services based on a sliding scale, which will allow the program to accept additional referrals directly from the community and provide an additional funding source.

We will also prioritize professional development for staff members, surveying staff about the issues and themes they are seeing with families, as well as topics of interest. We will work to develop annual training plans to meet the needs of all team members. In addition to training offered in-house, staff members will be encouraged to continue pursuing external professional development opportunities to support their work.

ECD/FAMILY PROGRAMS ANNUAL REPORT

April 1, 2022 to March 31, 2023

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. 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 eight programs were offered:

1. Pitter Patter
2. Family Circle
3. PLANS (Physical Literacy Arts Nature & Science)
4. Let's Play!
5. Online Family Circle Book Club
6. EME (English Made Easy)
7. Building Community and Connections
8. Nobody's Perfect Parenting Program

Staffing Overview

There have been many changes in staffing this past year. Cathryn McPhee resigned in mid-June to pursue another career path and in September Yuka Woods, Kelli Finskars and Francisca Madariaga joined the ECD Team. Carolyn Hearty and Elizabeth Cottam continue with Family programs.

Even though there have been many changes with staff; staff provided high quality service to families.

During the year, staff attended numerous professional development opportunities. Some of these trainings included:

- CAPC Fraser Training with Dr Deborah MacNamara – The Irreducible Needs of Kids to Thrive: Sleep and Eating.

- Growing the Parent Child Relationship from a truly Strength Based Perspective with Orah Chaye.
- Indigenous Anti-Racism Training Series with Bonnie Van Hatten, CEO of Sk'elep Reconciliation.
- Talking to Kids about Racism Workshop with Angela Ma Brown.

Elizabeth, ECD Team Leader, continues to be active with the Literacy New West committee, Kids New West Community Table and Royal City Rotary.

PROGRAM HIGHLIGHTS/OUTPUTS

'PITTER PATTER & FAMILY CIRCLE' both fall under the Federal Government's Public Health Agency of Canada's CAPC, or Community Action Plan for Children initiative. Service delivery was all 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 still proving challenging for several families.

'PLANS' was offered in partnership between Purpose, City of New Westminster Parks and Recreation, Literacy New West and Royal City Rotary. There were two series offered in the spring and fall. Spring was at Queen's Park and fall programming was back at Ryall Park, Queensborough (where programming had not been offered since pre-COVID). Families were thrilled to have service back in Queensborough and attend a registered, in-person program where their children got active and explored nature!

'LET'S PLAY!' was a new initiative for families with children aged birth- five years who were on the waitlist for other programs and were keen to join a registered program. It ran for several weeks, but as winter approached, many of these families did not feel comfortable attending indoor programming and withdrew. At the end of December 2022, we closed the program.

'FAMILY CIRCLE BOOK CLUB' was offered for 3 weeks during the winter months and these families were happy to attend the online program. Participants would read an article and discuss topics such as parenting, social isolation and other challenges they may face.

'ENGLISH MADE EASY (EME)' After a hiatus due to funding and the pandemic, EME was reintroduced to the community in winter 2023. EME is an opportunity for families to come together to learn and practice English. Caregivers and their children aged birth- five years are

welcome to attend.

‘BUILDING COMMUNITY AND CONNECTIONS’ was a six week program for participants to learn about their neighbour’s stories and hear guest speakers from the New Westminster Welcome Centre, the Qayqayt First Nation Indigenous Community Development Administrator and a Cultural Café. Arts and crafts included Indigenous beading, crocheting and age appropriate crafts for the children attending with their parents.

‘NOBODY’S PERFECT PARENTING PROGRAM’ was offered in partnership with Family Services of Greater Vancouver (FSGV). 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.

Group Outputs

The table reflects the number of visits, hours, families and individuals served during programs for the 2022-2023 year.

PROGRAMS	OUTPUTS			
	VISITS	HOURS	FAMILIES SERVED	INDIVIDUALS SERVED
CAP C: Pitter Patter Family Circle	1,148	2,296	102	272
PLANS	186	314	22	56
Let’s Play!	18	27	5	12
Family Circle Book Club	6	6	8	14
English Made Easy	84	168	18	45
Building Community & Connections	4	18	7	9
Nobody’s Perfect	25	50	5	7
Family Circle Club Book Club (Online)	6	6	8	14

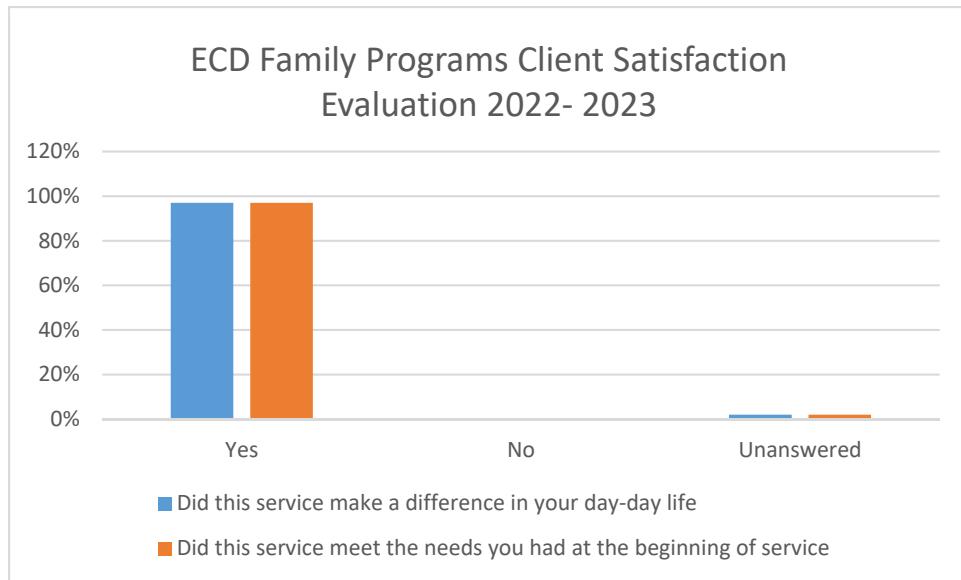
Outcome Data and Client Satisfaction

The 'ECD Family Programs Client Satisfaction Evaluation' were distributed to all program participants and the majority of families completed the evaluations. In addition to 'ECD Family Programs Client Satisfaction Evaluation', CAPC programs administered its own CAPC PARENT SURVEY 2022 – 2023, online and/or hard copy to families. Data was collected, collated by PHAC and the results were forwarded to Purpose.

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	77%	16%	5%	2%							
Information was useful	79%	11%	5%	2%	3%						
Useful hand outs were provided	65%	9%	5%	5%	3%	2%					11%
The counsellor was knowledgeable about topics that are important to me	64%	16%	9%	2%	2%	2%					5%
There was enough time for questions and discussion	75%	13%	10%	2%							



Following the pandemic, it was evident to note that parents/caregivers were seeking out registered, in-person programming. All the programs had significant increases in attendance and client engagement as noted in the evaluations.

Outcome Data and Client Satisfaction

Making Families a Priority



Pitter Patter and Family Circle had a 23% increase with families attending from last year

Parent comments... "It makes me feel less isolated from my community and allow me to make friends and socialize with other parents."

"Great for baby to play w/ different toys & for mom to meet others. Interesting info sessions. I like the sharing of clothes & books."

PLANS had a 27% increase in families attending programming over last year.

Parent comments... "Best outdoor program we've been to!"
"As one of the only outdoor programs running this allowed me to attend and feel covid-safe while having a 2 month old at home."



Building Community & Connections a small intimate group of attendees that shared stories of lived experiences and anti-racism. Due to weather and illness attendance was down 25% to last year.

Parent comments... "I need this kind of program, its good for my soul. Learning from educated people. The program is very important for me. So good for immigrant people, we need more support."

Family Circle Book Club, was an on-line opportunity for those who were not comfortable meeting in-person. Parenting articles were read and discussed.

Nobody's Perfect Parenting Program was offered in partnership with FSGV and 5 families attended.



English Made Easy was reinstated after the covid years and had a great response from the community.

Parent comments... "It made me getting used to talking in English as it has many chances to talk in pair."

"My daughter and I enjoy this service and learn while we spend time together."

Let's Play! was introduced for families attending PLANS and on the Family Program's waitlist. Unfortunately, it closed at the end of December as these families did not feel comfortable meeting indoors due to illness rising and poor weather conditions.

Family Programs also had many special events:

- Winter Picnic with Santal
- Summer Park Programming
- Ice skating at Moody Park and much more!



VISION

ECD/Family Programs will continue to provide quality service to meet the needs of children and their 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 staff will continue to be encouraged to pursue professional development training and education opportunities. Elizabeth and Kelli are both interested in attending a Parent-Child Mother Goose, which will be a nice complement to the many ECD programs that Purpose offers.

In the coming year 2023- 2024, ECD Family Programs will seek funding and offer the following programs:

- BC Council for Families to offer a Nobody's Perfect Parenting Program online or in-person;
- Community Gaming Grant to support Family Programming;
- Canada Post Community Foundation for a grant to build upon EME's re-introduction to the community;
- 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;

It has been exciting to see the dedication and commitment from the community to family programs after the pandemic years. By offering outdoor programs, virtual programs and indoor, in-person programs, it caters to the diverse needs of the community. In addition, it has been exciting welcoming our new ECD Facilitators as they bring their own creative incentives to Purpose's programs.

INTEGRATED YOUTH ANNUAL REPORT

April 1, 2022 to March 31, 2023

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) or Child and Youth Mental Health (CYMH). Referrals are accepted from Social Workers, Probation Officers, and Child and CYMH Clinicians. Services are provided by a staffing complement of two Youth and Family Development Workers and two North Fraser Youth Outreach Workers.

IYS provides services 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 (YAG: preparing 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 a. Community Work Service (CWS), b. Curfew Monitoring (phone and in-person), c. Intensive Support and Supervision Program (ISSP),
7. Youth First outreach,
8. 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 Team Leaders, Probation, and Child and Youth Mental Health to review clients and their current needs and service delivery.

Purpose Society, in partnership with MCFD, has 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 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). It is a collaborative effort between PLEA Community Services Society of BC, Purpose Society, and St. Leonard's 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 Youth First Team. The 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 to provide comprehensive services to youth.

Collaborative Practice meetings are typically held 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 will be 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 disengaged/marginally engaged youth.
- Providing one-to-one and case management support to these youth.
- Engaging in community-based interventions in partnership with community agencies to address the needs of marginalized youth.
- Offering primarily outreach-based services.
- Creating a community-based, natural support system for each youth.
- Providing crisis intervention and strategic support services to identified youth, including goal-oriented counseling and life skills enhancement.
- Assisting in the coordination of social, educational, economic, and health services through case management plans.
- When appropriate, supporting youth to reintegrate into home or community.
- Assisting youth in disengaging from harmful activities (street involvement, sexual exploitation, criminal activity, substance misuse, self-harm).
- Supporting youth in developing positive coping strategies and a healthy decision-making capacity.

- Aiding families in accessing community resources and networks, and developing formal and informal support systems to maximize their functioning.

PERSONNEL

The Integrated Youth Services staff team consists of 4 FTEs for direct service:

- **2 Youth and Family Development Workers:** Amy Bodill and Shakshy Rakshit (Margaret Orcullo is on maternity leave from March 2023-March 2024).
- **2 Youth Outreach Workers:** Miko Ahmad and Danielle Boudreau (North Fraser Outreach Workers).

There was some staff turnover in 2022-2023. Shakshy began working in August 2022, Danielle in December 2022, Amy in January 2023, and Miko in June 2023.

Dennis Hong served as a North Fraser Youth Outreach worker for most of 2022-2023 and was promoted to the Coordinator of the New Westminster Youth Hub in April 2023.

OUTPUTS & OUTCOMES

The following outlines the types of services provided and the total amount of service units in the 2022-2023 fiscal year:

Youth Transition 2,732 hours	Youth Justice 74 hours	Street Outreach 0 hours
Support To Safe Care (Sexually Exploited Youth) 17 hours	Family Mediation & Reunification 361.75 hours	North Fraser Youth Outreach 412.50 hours

Throughout the year, the Youth and Family Development Workers and North Fraser Youth Outreach Workers carried full caseloads. To prevent keeping youth in need on a waitlist, new referrals were directed to the YOWs. Although the YOWs cater to the most at-risk youth through specialized services, every effort is made to ensure that youth in need receive the necessary support. Maintaining a waitlist contradicts Purpose's client-centered philosophy, so steps are taken to address this. The youth team remains flexible and adaptive, consistently rising to the challenges and changes to ensure that youth and families receive the care and attention they deserve.

We experienced low referrals from the youth justice office at MCFD due to the significant impact of the Covid-19 pandemic on court systems, affecting the charging/sentencing of youth. Additionally, there was no permanent youth probation officer in New Westminster until March 2023, affecting our youth justice service hours. In March 2023, MCFD hired a part-time youth probation officer, Taylor Hamilton. Since then, we have been starting to receive more youth justice referrals.

Additionally, there were limited referrals from the North Fraser Youth First team during 2022-2023, primarily due to various changes in leadership within the MCFD office. There were no joint North Fraser Youth First meetings involving St. Leonard's, Plea, and MCFD during the 2022-2023 fiscal year.

Despite the lingering of the pandemic causing many agencies to alter their services, IYS remained fully operational in 2022-2023. Staff continued to regularly meet with clients, ensuring uninterrupted service delivery.

PROGRAMS

LIFE SKILLS: Throughout 2022, IYS consistently provided weekly life skills sessions for youth, focusing on areas such as financial literacy, mental health, community resources, post-secondary exploration, communication, and employment. These sessions were organized into 4-8 week cycles during the fiscal year, with an average attendance of approximately six youth per session.

SPIRIT OF THE CHILDREN: Since April 2022, a partnership with Spirit of the Children facilitated monthly events at the Burnaby Youth Hub, featuring Indigenous-focused activities, education, and meals. These inclusive sessions were open to all youth.

SUMMER GROUP OUTINGS: In the summer of 2022, IYS staff conducted weekly group outings for youth, engaging in various activities such as hiking, beach days, kayaking, art sessions, berry

picking, cycling, and visits to Playland.

BURNABY-NEW WESTMINSTER TASK FORCE ON SEXUALLY EXPLOITED AND AT-RISK YOUTH:

Joining in September 2022, the Task Force convenes quarterly to address emerging trends and areas of concern within the community. Established in 1998, it comprises staff from diverse sectors, aiming to prevent the commercial sexual exploitation of youth and provide comprehensive support services.

FRASER HEALTH DENTAL VAN: In December 2022, we collaborated with Fraser Health to host the bi-weekly dental van. The services including check-up, cleaning, and oral hygiene education.

MCFD YOUTH JUSTICE: As of January 2023, MCFD ceased pursuing a youth justice day program due to staffing shortages in New Westminister and limited accommodations from Purpose Secondary. Consideration was given to reallocating the funding toward employing an ISSP worker in New Westminister.

TRANSGENDER SUPPORT GROUP: Partnering with Trans Family Services/Plea, bi-weekly educational sessions commenced at 502 Columbia Street in September 2022. Collaborating closely, IYS assisted in program development, advertising, and promotion targeting New Westminister and Burnaby School Districts, New Westminister Youth Services staff, and MCFD.

NEW WESTMINSTER YOUTH HUB: Launched in March 2023, the New Westminister Youth Hub, funded by the Building Safer Communities Program in partnership with Public Safety Canada and the City of New Westminister, is dedicated to supporting youth entrenched in street life or at risk of involvement in gun and gang violence. This initiative aims to guide these young individuals toward positive life choices, offering a secure environment for activities, study sessions, mentorship, and essential resources to foster personal growth, community engagement, and meaningful connections.

BURNABY YOUTH EMPOWERMENT PROGRAM: In March 2023, we proposed a funding application to initiate the Burnaby Youth Empowerment Program (BYEP). This initiative aims to empower vulnerable youths aged 12-24 through a strengths-based approach. Situated within the Youth Hub, BYEP offers diverse resources and services encompassing life skills training, cultural connections, employment guidance, mental health support, art therapy, and substance use assistance. Additionally, we prioritize participant well-being by providing snacks and bus tickets. The program's realization is thanks to the backing of the City of Burnaby and Public Safety Canada.

VISION FOR THE UPCOMING YEAR

The IYS team is dedicated to furthering its engagement in community-wide collaborative practices, aiming to bolster relationships with various service providers within the community. By nurturing and expanding ongoing partnerships and working relationships, the upcoming year is poised for continued success. Monthly Collaborative Practice meetings are scheduled between IYS workers and partner agencies, serving as a platform to uphold consistent service practices across the service delivery area (SDA).

When the Foundry applications open up in 2023, we will be working on submitting an application as representation of the Burnaby Youth Hub Steering Committee.

Moreover, our focus will be on expanding and enhancing programming at the New Westminster and Burnaby Youth Hub. We aim to nurture and grow these programs, ensuring they cater comprehensively to the needs and aspirations of the youth within these communities.

BURNABY YOUTH HUB ANNUAL REPORT

April 1, 2022 to March 31, 2023

OVERVIEW

The Burnaby Youth Hub ('the Hub') stands as a youth support center where multiple service providers collaborate, co-locate, and deliver programs for at-risk youth in Burnaby and the surrounding communities. Commencing operations in 2010, the Hub aims to reduce access barriers by offering strength-based, youth-centric resources at one centralized location. Programs and services at the Hub are a result of collaboration with various community partners and focus on supporting five pivotal pillars:

- Mental health
- Physical health
- Sexual health
- Education and employment
- Advocacy

The Hub's goal is to empower young individuals, nurturing skills and capacities that enable them to become independent and engaged members of the community. This mission heavily relies on robust community partnerships.

2022-2023 REFLECTIONS

The 2022-2023 year presented unprecedented challenges to our community amid the gradual transition away from the Covid-19 pandemic. Despite this, the Hub and its programs saw these challenges as an opportunity to reassess the needs of young people swiftly and innovate programs and services to meet those evolving needs. While numerous programs, both within the Hub and in some in the broader community, suspended services during the Covid-19 pandemic, those that persisted adapted by discovering new methods to reach and engage youth, minimizing disruptions. The necessity for consistent and accessible support for vulnerable populations became even more critical during this pandemic period.

Although the Hub had previously submitted three unsuccessful Foundry funding applications, the applications open again in 2023. The Hub Steering Committee and Purpose Society are optimistic about a successful application, considering indications of Foundry's interest in establishing a Burnaby location. The Hub Coordinator had collaborated with a committee comprising other community agencies and the Burnaby PCN to strategize the previous

applications.

The Hub remains committed to its growth plan, making headway in establishing new partnerships and fortifying existing ones toward its vision.

Overall, the Hub persevered in providing vital support programs to address the needs of young people in the community. The unique circumstances of this year highlighted our creativity and resilience in providing pertinent, innovative, and suitable support for vulnerable youth.

BURNABY YOUTH SERVICES HUB STEERING COMMITTEE

The Burnaby Youth Services Hub (BYSH) Steering Committee supervises and directs Hub activities. The current committee comprises representatives from various agencies:

- Burnaby Family Life
- Burnaby School District
- Burnaby Primary Care Network
- Cameray Child and Family Services
- City of Burnaby – Parks & Recreation
- City of Burnaby – Planning
- Fraser Health Authority
- Lower Mainland Purpose Society
- Ministry for Children and Family Development
- Options for Sexual Health
- Odyssey I Substance Abuse Services for Youth
- St Leonard's Youth and Family Services

In January 2010, BYSH formulated a Collaborative Practice Agreement to bolster relationships among service providers working with vulnerable youth. This agreement guides the integrated support model and seamless service delivery. Employing a collaborative approach, service providers craft personalized support plans tailored to individual youth needs.

The project's ultimate goal is to integrate services for high-risk children and youth by:

- Coordinating service delivery
- Sharing best practices
- Centralizing co-location service provision
- Enhancing community accessibility and connections

(Burnaby Youth Services Hub: Collaborative Agreement, 2010)

BURNABY YOUTH HUB COMMUNITY PARTNERS

The Hub's success hinges on robust community partnerships. Below is a current list of agencies involved in the Hub in various capacities:

- **BYSH:** Agency representation in the Burnaby Youth Services Hub Steering Committee (referenced above)
- **OUTREACH:** Active participation in relevant committees, initiatives, education, or training for Hub youth and/or staff, or other outreach initiatives directly impacting the youth accessing the Hub
- **PROGRAM:** Direct program or service provision at the Hub
- **REFERRALS:** Active mutual referral of youth between programs where appropriate

ORGANIZATION	MANDATE	PARTNERSHIP OVERVIEW
Aunt Leah's Place	Supporting youth in and from foster care.	Outreach, referrals.
Burnaby Community Services	Support for families and seniors.	Outreach, referrals.
Burnaby Family Life	Support services for individuals and families.	BYSH, program, referrals.
Burnaby Neighbourhood House	Support services for individuals and families.	Outreach, program, referrals.
Burnaby Public Library	Resources for literacy, education, and community building.	Outreach, program, referrals.
Burnaby School District	Fourth largest school district in BC, supporting over 24,000 students.	BYSH, outreach, program, referrals.
Cameray Child and Family Services	Supporting children, youth, and families through counselling, education, and advocacy.	Program, referrals.
CAVE Youth Employment Program (Douglas College)	Providing training and employment opportunities for youth.	Outreach, referrals.

ORGANIZATION	MANDATE	PARTNERSHIP OVERVIEW
City of Burnaby – Arts & Heritage	Supporting creative expression in Burnaby.	Program, outreach, referrals.
City of Burnaby – Parks & Recreation	Supporting recreation and leisure in Burnaby.	BYSH, program, outreach, referrals.
City of Burnaby – Social Planning	Supporting social wellbeing and social development in Burnaby.	BYSH
Family Services of Greater Vancouver	Supporting children, youth, families, and adults.	Program.
Fraser Health Authority	Publicly funded health authority serving the Fraser Region.	BYSH, program, outreach, referrals.
Fresh Voices	Supporting newcomer youth.	Program.
Immigrant Services Society	Support services for newcomers.	Program.
Inter-Regional At-Risk Youth Link (IRAYL – Pacific Community Resources Society)	Outreach and support for youth on/around Skytrain routes.	Outreach, referrals.
Ministry for Children and Family Development (including Child & Youth Mental Health)	Government support for children and youth.	BYSH, outreach, program, referrals.
Mosaic Settlement and Employment Services	Supporting newcomer and immigrant youth and their families	Program, outreach, referrals.
Odyssey I Substance Use Counselling (Boys and Girls Club of South Coast BC)	Supporting youth and families affected by substance use.	BYSH, outreach, referrals.
Options for Sexual Health	Low-barrier, all-ages sexual health services.	BYSH, program.
PLEA Community Services	Support services for children, youth, families, and individuals.	Program.

ORGANIZATION	MANDATE	PARTNERSHIP OVERVIEW
QMUNITY	Supporting LGBTQ+ individuals in the Lower Mainland.	Outreach, referrals.
RCMP	Law enforcement agency supporting Burnaby.	Outreach, program.
Spirit of the Children Society	Support services for Indigenous children, youth, families, and individuals	Program, referrals.
St Leonard's Youth and Family Services	Support services for children, youth, and families.	BYSH, outreach, program, referrals.
S.U.C.C.E.S.S.	Support services for newcomer families and individuals.	Outreach, program, referrals.
Trans Family Services	Supporting trans youth and their parents, guardians, and/or families.	Outreach, program, referrals.

COMMUNITY INVOLVEMENT

For the 2021-2022 year, Program Director sat on and contributed to the following community tables and committees:

COMMITTEE	AGENCY LEAD	POSITION
Burnaby COVID-19 Youth and Teen Working Group	Burnaby Primary Care Networks	Member & key program partner
Burnaby Intercultural Connections Working Group	Burnaby Family Life	Member
Burnaby Taskforce on Homelessness	Society to End Homelessness in Burnaby	Member
Burnaby/New Westminster Task Force on Sexually Exploited and At-Risk Youth	City of Burnaby	Member

COMMITTEE		AGENCY LEAD	POSITION
	<i>Youth Engagement Subcommittee</i>		Chair
Burnaby Youth Week		City of Burnaby	Collaborator
Burnaby Anti-Racism Group		City of Burnaby	Member and founder
Metrotown Interagency Committee		City of Burnaby	Member
Burnaby Foundry Planning Committee		Burnaby Primary Care Networks	Member & key program partner

PERSONNEL

The current staffing at the Purpose Society's Hub includes:

Program Director: Under the guidance of the Executive Director, the Program Director's role involved:

- Supervising community partnerships and Collaborative Agreements
- Providing support to the Burnaby Youth Services Hub Steering Committee
- Managing building operations and maintenance
- Securing program funding
- Contributing to community development and outreach initiatives
- Designing and executing youth programming
- Overseeing day-to-day Hub operations, encompassing the building, programs, and partnerships

However, due to limitations, the Program Director could only be present on-site at the Hub once or twice per week throughout the 2022-2023 fiscal year. Additionally, with most programs paused due to the pandemic, several essential data points remain unavailable.

In 2023, our goal is to hire a part-time Program Coordinator to work alongside the Program Director in managing the Hub's operations.

PROGRAM SUMMARY & STATISTICS

2022-2023 Burnaby Youth Hub Statistics

PROGRAM	AGENCY	TARGET	NUMBER OF YOUTH		STAFF
			2021-2022	2022-2023	
Administration	Purpose Society	Hub programs, partnerships, building operations	Not available	Not available	1 staff
Burnaby Youth Clinic	Fraser Health	Youth under 22	Not available	Not available	7 staff
Burnaby Youth Hub School	SD41	Youth facing barriers to conventional education	65	65	11 staff (5 on-site)
Indigenous Youth Drop-In	Spirit of the Children	Indigenous youth	3 (1 session)	30 (9 sessions)	1 Spirit of the Children staff 1 Purpose staff
Mental Health Counselling	Cameray Child & Family Services	Youth facing mental health challenges	Paused (pandemic)	Paused (pandemic)	
Mental Health Counselling	Child & Youth Mental Health	Youth facing mental health challenges	Paused (pandemic)	Paused (pandemic)	
Open Art Studio	Burnaby Family Life	Youth/students	Paused (pandemic)	Paused (pandemic)	
OPT Clinic	Options for Sexual Health	All ages requiring sexual health care	Not available	Not available	3 staff
PRIYD Summer Camp	Family Services of Greater Vancouver	Youth with disabilities	10	12	3 staff

PROGRAM	AGENCY	TARGET	NUMBER OF YOUTH		STAFF
			2021-2022	2022-2023	
Youth Substance Use Advisory Council	Fraser Health, SD41	Youth wanting to advocate and provide peer support for substance use.	14	Paused (pandemic)	2 staff
Youth Centre Programs	Purpose Society	Youth facing mental health challenges	Paused (pandemic)	Paused (pandemic)	1 staff

PROGRAM HIGHLIGHTS

One of the most significant highlights of the 2022-2023 year was the Hub's progress beyond the Covid-19 pandemic. Although the pandemic caused a temporary pause in numerous programs at the Hub, we have resumed service planning and initiated preparations and connections with other agencies for activities in 2023.

Another pivotal focus was the reestablishment of the Burnaby Youth Services Hub (BYSH) after a hiatus in 2020 and 2021. This revitalization allowed community organizations to reconnect, facilitating the exchange of updates on their programs, agencies, and staffing. Looking ahead, this committee will continue overseeing and planning programs at the Hub. Moreover, discussions were initiated by the BYSH regarding lease extensions or potential alternatives after the Hub's lease expired on August 31, 2022. Subsequently, the Hub and connecting properties were sold to a new ownership group. Purpose Society successfully renewed the lease with the new owners and property managers, Martello Group, securing the Hub's space from September 1, 2022, to August 31, 2025.

CHALLENGES

The 2022-2023 year presented unparalleled challenges for our program, our community partners, and, most significantly, the youth we serve.

COVID-19 Impact

The rapid escalation of the COVID-19 pandemic and the sudden imposition of restrictions had profound repercussions on the Hub's programs. It compelled us to innovate both the types and methods of support provided to our clients.

Throughout 2020 and into 2023, all partner programs at the Hub paused operations, except for the Burnaby Youth Clinic (Fraser Health), Metrotown Options Clinic (Options for Sexual Health), and the Hub Secondary School (Burnaby School District). Some programs transitioned to phone call appointments and online sessions.

In response to COVID-19 protocols and changes, the Hub staff identified the following challenges:

- Difficulty in effectively connecting with youth virtually, particularly without a physical space outside their homes.
- Reaching vulnerable youth who lacked reliable access to technology.
- Insufficient technological resources or programs to fully transition programming to a virtual platform, especially concerning the Youth Clinic and the Hub School.
- Amplified financial and emotional hardships, including heightened social isolation, faced by the youth and families we support, compounded by the limited availability of programs during the pandemic.

Staffing and Limited On-Site Presence

The reduced presence of Purpose staff on-site throughout the fiscal year 2022-2023 has posed challenges in delivering, evaluating, and optimizing programming. The lack of on-site staff presence has impacted our ability to gather real-time observations, assess day-to-day operations, and obtain essential qualitative insights. This constraint has hindered the collection of valuable qualitative data regarding program implementation, participant engagement, and staff-client interactions.

Navigating Lease Extensions and Property Changes

Approaching the expiration of the Hub's lease involved an intricate process of negotiating lease extensions and adapting to changes in property ownership, which presented challenges in ensuring seamless continuity of operations within the Hub. The imperative need to secure a stable and uninterrupted operational space for the Hub and its affiliated programs became a critical concern. The transition resulting from the change in property ownership introduced uncertainties regarding the Hub's long-term physical presence, necessitating negotiations and adaptability to secure renewed leasing agreements.

This process encompassed navigating legal complexities, coordinating with new property owners — the property managers Martello Group — and aligning their objectives with the Hub's mission and operational requirements, including those outlined by the Burnaby School

District and Fraser Health. Ensuring a smooth transition, preserving the continuity of services, maintaining stakeholder confidence, and guaranteeing the sustained availability of essential resources in the new operational setting became pivotal challenges during this transitional period.

Communicating with the New Property Owners and Managers:

During the lease renewal process in 2022, Fraser Health identified several concerns, notably potential leaks and mold buildup in the ceiling and washrooms. The Program Director collaborated closely with Fraser Health's Property & Asset Management Manager to address the necessary remedial actions. However, challenges arose due to the lack of coordination and willingness of the property owners and managers to allocate the appropriate funds and resources required for these essential repairs.

GOALS & VISION

Moving ahead, the Program Director's primary objective will be to recruit a Program Coordinator, focusing on better meeting the evolving needs of youth in our community. In the meantime, the Program Director will continue in supporting existing partnerships, exploring new collaborations and initiatives, and designing supportive programming and spaces conducive to an adaptable program climate tailored to the community's changing youth needs.

In January 2023, Purpose Society initiated engagement with the City of Burnaby to submit a proposal for new life skills and mental health programming through the Building Safer Communities Fund by Public Safety Canada. This initiative aims to support youth at risk of gun and gang violence in the community. By March 2023, the Program Director finalized and submitted the proposal. If successful, Purpose Society aims to facilitate daily workshops for youth and collaborate with partner agencies to offer comprehensive services.

YOUTH SOURCE ANNUAL REPORT

April 1, 2022 to March 31, 2023

OVERVIEW / HIGHLIGHTS:

Youth Source continues to serve as a vital drop-in and appointment-based service, providing essential support to individuals aged 21 and under on Tuesdays and Thursdays from 2:30-6:30 pm. Dedicated to providing essential support to individuals aged 21 and under, the clinic offers free, confidential, and inclusive services that cover health, sexuality, and overall wellness. Notably, access to our services remains easily available without the need for a care card. The team at Youth Source, consisting of devoted Purpose staff, healthcare experts, volunteers, and collaborative partners, has been instrumental in delivering an extensive range of essential services. These services include personalized one-to-one support, comprehensive health education, resource guidance, adept referrals to suitable programs, and access to our food bank. The clinic specializes in comprehensive sexual health services, encompassing STI information, screening, treatment, birth control services, pregnancy testing, counseling, emergency contraception, HIV information and testing, as well as harm reduction supplies. Additionally, we facilitate seamless referrals to counselors and community support services as required.

The success of Youth Source thrives on the collaborative spirit of our community partners committed to supporting youths who access our services. Purpose Society appoints a staff member from their youth program or a clinic volunteer to serve as a Youth Source navigator during clinic hours, complemented by medical staff provided by Fraser Health Authority to ensure the clinic operates seamlessly.

PERSONNEL:

Maintaining a robust relationship with Fraser Health remains pivotal for our operations at Youth Source. Our effective collaboration ensures open communication channels that allow for the prompt resolution of arising issues. The active involvement of the Program Director, along with dedicated clinic volunteers working on a rotating schedule, significantly bolsters the effective functioning of the clinic.

VISION FOR THE UPCOMING YEAR:

Throughout 2022 and 2023, Youth Source experienced fluctuating visitation rates primarily due to the gradual transition away from the Covid-19 pandemic. Moving forward, we anticipate a gradual increase in visitation rates as we continue navigating post-pandemic adjustments and normalize our operations.

To further engage and support youths during waiting times, our Purpose Society staff and volunteers will continue initiating regular check-ins. These interactions aim to foster meaningful connections while identifying additional resources required by our clients. These engagements serve as educational opportunities, assisting in recognizing crucial needs such as mental health support, employment guidance, educational resources, substance use assistance, and advocacy services.

Furthermore, in the forthcoming year, Purpose Society will continue in promotional efforts to advertise Youth Source within the community. Our outreach initiatives will expand to encompass heightened advertising campaigns across various platforms. We intend to reach New Westminster's Youth Center, middle, high, and alternative schools, and collaborating closely with our community partners. By leveraging these networks, we aim to increase our outreach goals. Through these strategic measures, our target is to enhance visibility and accessibility, ensuring that Youth Source remains a trusted and easily accessible resource for the youth population in our community.

YOUTH ADDICTION PROGRAMS

BURNABY YOUTH CUSTODY SERVICES ANNUAL REPORT

April 1, 2022 – March 30, 2023

FROM THE DESK OF THE PROGRAM COORDINATOR

This year, I am proud to share a vignette 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
- 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. We have also unfortunately had our part-time position cut in May 2023 for the same reason.

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. **Over 40%** of our referrals are self-referred.

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 precontemplation.

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.

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.

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

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
- Textile Therapy
- Horticultural Therapy
- Apiary Program (Bee hive Program)
- Run, Walk, Talk

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.

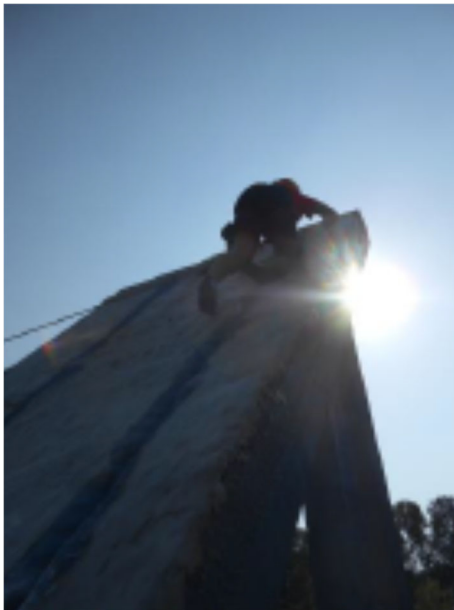
Service is provided to youth on a one-on-one basis or in small groups depending on the goal of the sessions and the preferences of the youth. This program has been reduced somewhat during the past year due to the difficulty in accessing BYCS support staff to be with the Youth during out of school hours.



Third Quarter



Highlights



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 grave sites 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.

Apiary Program (Bee hive Program)

Why Beekeeping is Beneficial for our Garden and Youth?

Pollination

Your garden will thank you. Honeybees are a highly efficient pollinator that will travel over a 3-mile radius in search of blossoms. Your organic vegetable garden will show increased production and produce larger and more uniform fruits as a direct result of the honeybees' tireless work. They are responsible for pollinating $\frac{1}{3}$ of the crops that we eat, including almonds, apples, strawberries, and so much more!

Make An Impact

Starting beekeeping is not only beneficial to your vegetable garden, but to the species itself. Honeybees play a critical role in our ecosystem and food systems, but are facing more threats than ever. In 2019, 40% of honeybees did not survive the winter. We are helping to expand the honeybee population and improve their health. Our local ecosystem will benefit from the increased pollination and biodiversity.

Experience

A beehive brings an educational and rewarding experience to Youth. We offer the opportunity to witness young bees taking their first orientation flights, house bees removing debris from the hive, and nurse bees tending to the young. You may even see the infamous 'waggle dance' that forager bees use to communicate the direction and distance to new food sources! Bee care is also an excellent way to build our relationships with the youth we are working with as they learn new skills!

Honey

We harvest once per year. Cap, spin and pour into jars. We sell the honey in house and place the proceeds back into the now sustainable North Arm Apiary Program.



1st Quarter Highlights



2nd Quarter Highlights



4th Quarter Highlights



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.

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. To date we have trained over 130 Youth and over 160 Adults with how to use Naloxone.

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.

COMBATTING THE OPIOID OVERDOSE EPIDEMIC

The 2022 fiscal year presented our team with significant challenges, our programming and participants were deeply impacted by the ongoing drug poisoning crisis and ongoing larger social conversation around navigating current and historic injustice.

- Our team worked closely with the school and correctional staff to provide services. Partnership projects included involvement in facilitating activities with Boys Club Network 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.

- 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 this year 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.



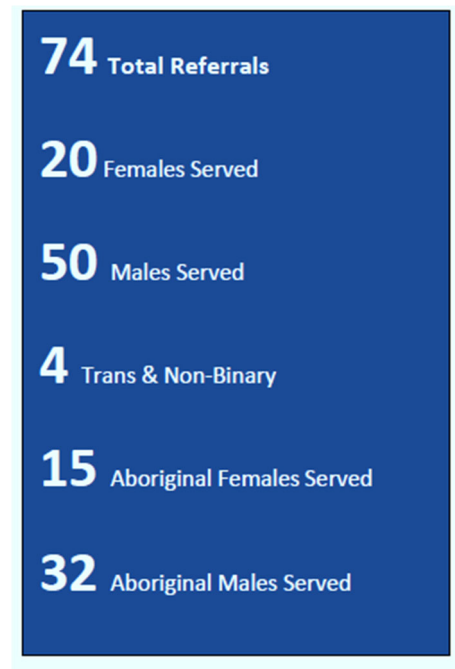
THE NUMBERS AT A GLANCE

Program Service Hours*

This program provided **836 hours** of direct service and **1,614 hours** of indirect service totaling **2,450 hours**

CWT SERVICE TYPE	1 to 1 Hours	NON CLIENT Specific Hours	TOTAL
Therapeutic Intervention	836	1,614	2,450

Referrals



Referral Source Breakdown

42% Self Referred

REFERRAL SOURCE	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Mental Health/ Health		2	1	2	1	1			4	3	1	2
Case Management		1	2			3		4	2	2	2	1
Social Worker/ Native Liason			1	2			2	4			2	
Self	3	2	2	2	1	2	4	2	4	4	1	4
TOTAL	3	5	6	6	2	6	6	10	10	9	6	7

Group Service

GROUP SERVICE	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Nalaxone Training Youth	2	1				1			3		2	1
Nalaxone Training Staff								5				

Referrals To Treatment Programs/Outpatient Counselling

A total of **19 REFERRALS** were assisted/completed by the D&A program to the treatment programs listed:

PROGRAM	# of REFERRALS
180 Degrees (Campbell River, BC)	1
Westminster House (New Westminster, BC)	1
Boys and Girls Club (Victoria BC)	2
Daughters and Sisters (Surrey, BC)	4
Fraser Health Substance Use Counselling (Surrey, BC)	2
Last Door Adult Treatment Program (New Westminster, BC)	1
The Foundry (North Vancouver, BC)	1
PCRS Youth Counselling (Vancouver, BC)	1
PLEA Supportive Recovery Housing (Vancouver, BC)	1
Waypoint (Surrey, BC)	5

PURPOSE INDEPENDENT SECONDARY SCHOOL ANNUAL REPORT

School Year 2022-2023

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 Moderate Behaviour Support/ Mental Health (R) followed by Physical Disability/Chronic Health (D) and Severe Behaviour Support/Mental Health (H). Other designations with fewer students include Learning Disabilities (Q) and Autism Spectrum Disorder (G).

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 2022-2023 school year there were 96 FTE students calculated in May for the Eligible Student (ES) Audit. One FTE is equivalent to one student attending over 600 hours. This is an increase of 13 FTE from the previous year, and the amount of funding was slightly higher given a

re-distribution of students at higher funding levels.

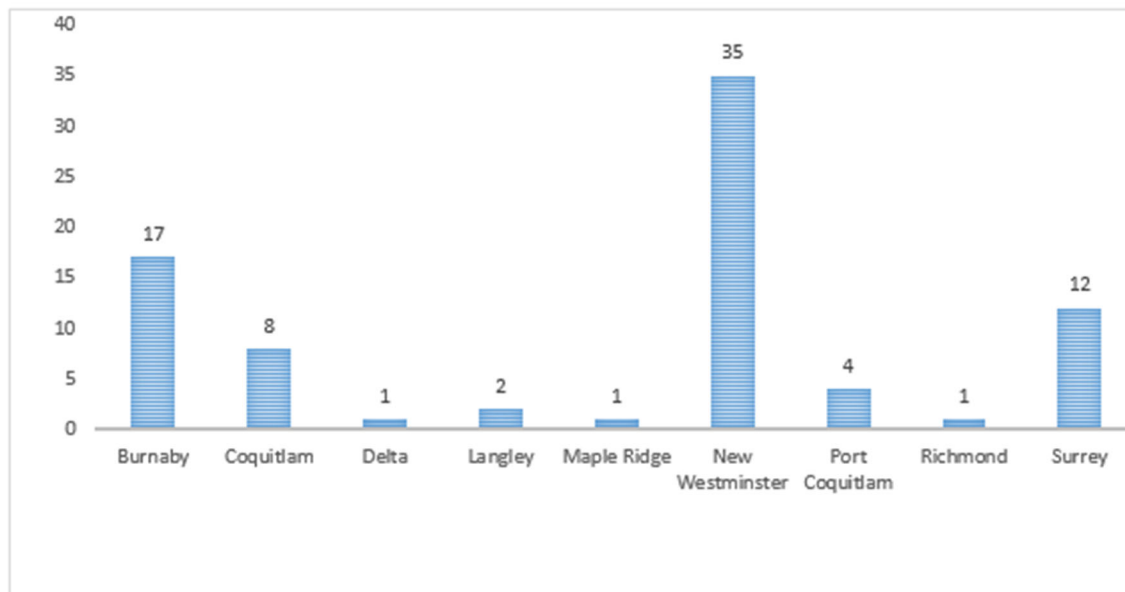
Please see the tables below illustrating various demographic information for the student population for the 2022-2023 school year:

Student Demographic

GRADE	FREQUENCY	ABORIGINAL ANCESTRY
Grade 8	6	3
Grade 9	17	5
Grade 10	22	8
Grade 11	19	5
Grade 12	29	3
TOTAL	**93	30

** Please note this number is actually 103. Ten students were withdrawn throughout the 2022-2023 school year. Full Time Equivalent for funding purposes was 96.

Student Demographic by City / District



Student List by Grade level and Gender - All Active Students

Page 1

July 6, 2023

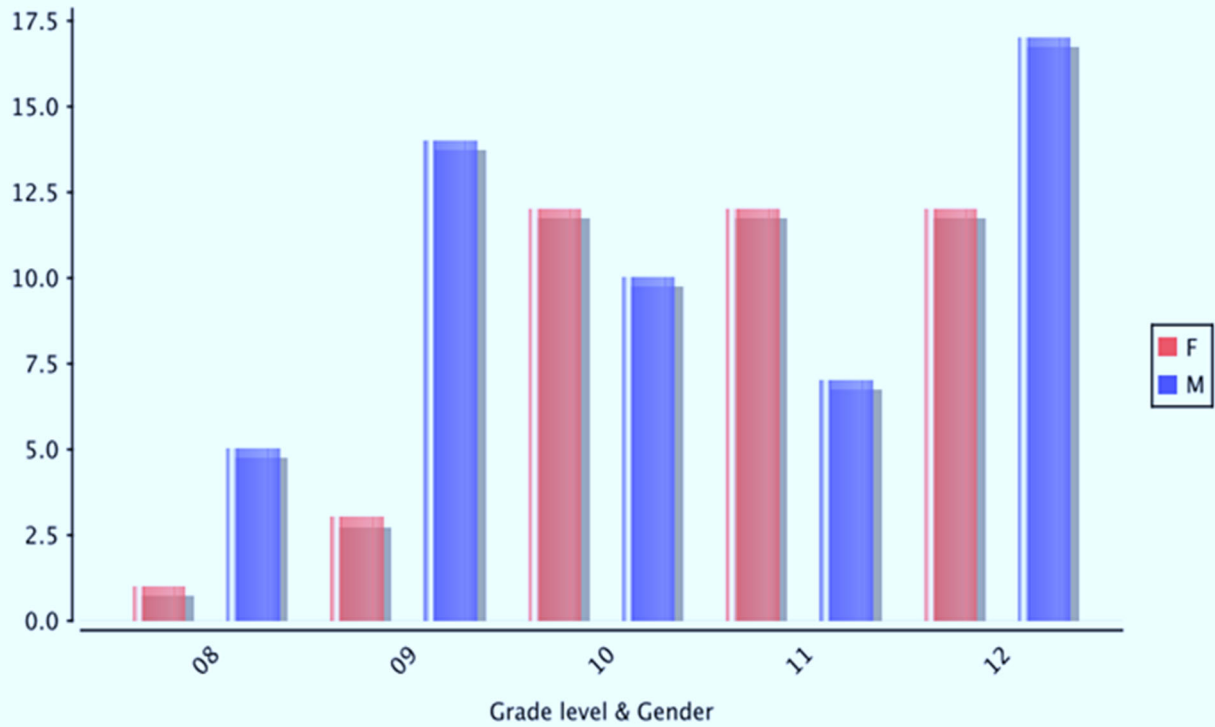


Chart Summary				
Data Set	Grade level	Gender	Number	Percent
	08	F	1	1.08%
	08	M	5	5.38%
	09	F	3	3.23%
	09	M	14	15.05%
	10	F	12	12.90%
	10	M	10	10.75%
	11	F	12	12.90%
	11	M	7	7.53%
	12	F	12	12.90%
	12	M	17	18.28%
	Totals		93	100.00%

Frequency of students by Designation

FUNDING TYPE	PER STUDENT	COUNT	AMOUNT
Basic	\$4,557.00	96	\$437,472.00
Special Ed	\$2,000.00	96	\$192,000.00
C	\$21,280.00	2	\$42,560.00
D	\$21,280.00	21	\$446,880.00
G	\$21,280.00	9	\$191,520.00
H	\$10,750.00	20	\$215,000.00
K	\$0.00	3	\$0.00
Q	\$0.00	17	\$0.00
R	\$0.00	24	\$0.00
		96	\$1,525,432.00

This year, 27 students were financially supported with a monthly TransLink 3-zone pass for a total cost of \$14,000. This amount was partially offset by a \$7200 grant administered by FISA (Federation of Independent Schools) from the Provincial Government's Family Affordability Fund. In addition, almost 30 students participated in the 'Fuel Up' Lunch program by being partially or fully subsidized by the school. Others forms of student support included the student fridge always stocked with healthy food for breakfast and snacks, field trips and school supplies.

In the Fall of 2022, the school received a \$28,000 grant from the Ministry of Education to upgrade the ventilation on the of the school level of the building.

Community partnerships continue to contribute to the success of the school program. The Principal continues to be a member of the Royal City Rotary Club. During the past year, the school received \$3500 from the annual Pot of Gold Golf Tournament held on July 12, 2022. The School has also continued 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. Our partnership with Bully's Music Studio remains strong. This business has allowed our afternoon music classes to use their 6th Street location during the past year at 50% of the usual rental cost. The Columbia Street Sandwich Company continues to offer our school a discount whenever possible.

The class of 2023 celebrated their graduation with a dinner and grad ceremony at the Inn at the Quay on June 15. The event attended by 112 individuals was a very emotional and very proud moment for graduates and their families, friends and staff.

On the last day of school, the 2023 Year Book was distributed capturing the life at Purpose Secondary School and all the highlights throughout the school year. A copy is being mailed to each Board member.

PERSONNEL

Staffing during the 2022-2023 school year increased with the hiring of an additional teacher, one teacher to replace the Art teacher who left in June and one additional Learning and Behaviour Support worker to support two higher need dependent students in the Grade 8/9 program. In March, the new teacher hired in the Fall resigned her position for personal reasons and was not replaced given the time of the year. In early March, the Counsellor gave notice wishing to return to private practice. The counsellor position has since been filled with a highly competent individual who has integrated well with the staff team and students. A new teacher has been hired to begin in September to replace the one who resigned in March.

Throughout the school year, professional development was held virtually. All staff registered in a Webinar Series on Dyslexia and continued their training with the Dalai Lama Centre's Social/Emotional Learning series using the Heart-Mind-Well-being Framework.

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 focussed, 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. In September, there were two team day camps held at Camp Capilano in North Vancouver – one for the Grade 8/9 students and the second camp held for the Grade 10 -12 students. The team days were a huge hit and have been scheduled again for next September. Students had opportunities to participate in team-based outdoor games, hike, swim in the outdoor pool and

roast marshmallows over a campfire.

During the school year, the School Spirit Club planned many extracurricular events. The music program also performed at many of these events as well as scheduled concerts throughout the year including a Sunday concert in the community. The school hosted and celebrated the screening premiere of two films created by the Drama Club complete with a red carpet and popcorn. One of the films screened was submitted to the Vancouver Film Festival – Student division. In June, the students created a third film which they plan to submit to a Summer film festival in Langley. The Leadership class held two very successful Krispy Kreme donut fundraisers over the past year. One student completed a 4 week work placement at Science World.

Presenters brought to the school included B.C. Labour’s “ Alive after Five “ program , a new and young workers Health and Safety Program , Children of the Street program on On-Line Safety and Yukon Dan on Goldpanning.

Students participated again this year in the Learn to Fish program sponsored by the Freshwater Fisheries Society of BC at a hatchery in Abbotsford and also visited the Vancouver Aquarium in June. The Graduating Class enjoyed an overnight camping trip at Camp Capilano in May. Outdoor activities included a Fun day at Queen’s Park with the tug of war contests against student against staff and fun relay games, hikes and working in the community garden. The students also attended Indigenous Peoples Day in Moody Park in the latter part of June.

I am very pleased to report that 56 students were able to complete at least one of the following mandated assessments throughout the year - the Numeracy 10 Assessment, the Literary Assessment 10 and 12.

GRADUATION ASSESSMENT HEADCOUNT			
2022-23	January	April	June
Numeracy 10	6	N/A	10
Literacy 10	15	12	N/A
Literacy 12	11	2	N/A
Total # of students	32	14	10

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 COLLABORATION WITH SCHOOL

The Principal and counsellor met with the Youth team and its Director once each month throughout the school year. The Leadership class continued throughout the year to volunteer weekly with the Hamper program.

COMMUNITY CONNECTIONS

The school collaborated with many other community agencies and ministry partners including the Ministry of Youth and Family Development, Child and Youth Mental Health, the Maples Adolescent Treatment Centre, Children's Hospital and various Indigenous programs. In addition, the school has worked closely with two facilitators from the Canadian Council on Rehabilitation and Work (CCRW) a nation-wide organization providing employment services with the aim to build inclusion by reducing barriers and understanding disability in the workplace. Six Grade 12 Purpose students were selected to join the Youth the Future (YTF), a cohort-based program. The program will support them in achieving sustainable employment through establishing an understanding of how to build the necessary skills to succeed in the workplace. There are workshops as well as 22 weeks of support from pre-employment to post-employment. The school plans to offer this to more Grade 12 students in the following year.

A GLIMPSE AT 2023-2024 SCHOOL YEAR

Linear System

The transition of our school to a Linear timetable for the 2022-2023 school year was successful and was embraced by students, staff and families. Given this success, we will carry on using the linear timetable for the 2023-2024 school year. The schedule is divided into Monday/Tuesday and Wednesday/Thursday minimizing the amount of transitions per week for the students. The slower pace allowed for greater flexibility and we were able to accommodate the unique learning needs and circumstances of our diverse student population.

ENROLLMENT PROJECTION

Registration for the 2023-2024 School Year

By the fourth week in June 2023, there were 10 new student registrations and 70 returning students for next year, with a total of 80 students pre-transitioned to Purpose Secondary School in September of the new school year. For the second year in a row, Purpose Independent Secondary School will start the new school year near full capacity.

HEALTH VAN WITH PURPOSE ANNUAL REPORT

April 1, 2022 to March 31, 2023



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 and is in operation 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.

Used sharps are collected, overdoses are responded to, drug-checking is performed, 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.

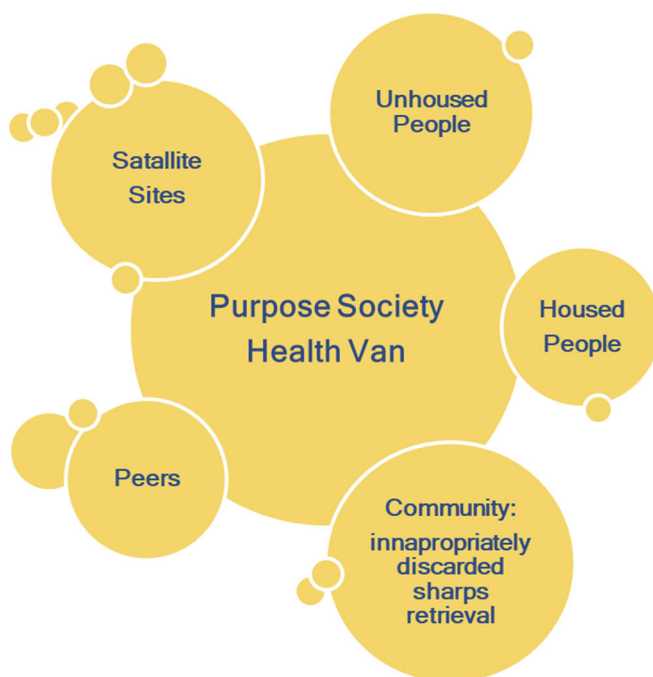
Operating Highlights

Purpose's harm reduction program created QR code stickers that when scanned by a cellphone, a video pops up explaining how to respond to an overdose. 5,000 QR code stickers were printed and attached to naloxone kits in an effort to assist responders to effectively and competently save a life.

"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

Van Outreach Workers received 2,661 calls (*an increase of 34%* from the same 12 month reporting period last year) from clients requesting the Health Van services, an average of 222 people per month. Busiest city to least-busy were Burnaby, New Westminster, Maple Ridge/Pitt Meadows then the Tri-Cities.

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. There were five Peers at the start of this reporting period, we are down to three, R.I.P. to Myke Germyn and Penny Peckhem. These individuals are/were paid Peers who enter areas the Health Van cannot; places like Byrne Creek Ravine and forested areas.

Peer's distributed 21,998 sterile syringes, *an increase of 44%* from the same reporting period last year and collected 19,427 used syringes for safe disposal, an increase of 32% from the same reporting period, last year.

Naloxone Distribution, Training and Overdose Response

10,607 Naloxone kits were distributed from the Health Van, *an increase of 28%* from the same reporting period last year. 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.

Well over **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 **34 overdoses** (36 during the same reporting last year) with Naloxone and rescue breaths.

Sharps Collection and Distribution

Van Outreach Workers safely collected and disposed of 275,487 used syringes, a slight increase from 273,798 from the same reporting period last year. This number includes syringe-returns from satellite sites mostly, returns from people who use drugs and the 21 “rig sweeps” conducted per week. 128,067 (*a 29% decrease from the 197,130* sterile syringes distributed during the same reporting period last year) 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/drug and alcohol counselling and more. Drivers are trained and provided with the tools necessary to carry out on-the-spot referrals:

REFERRAL TYPE	NUMBER OF REFERRALS	NUMBER OF REFERRALS
	2021-2022	2022-2023
Health Services	936	906
Homelessness/Shelter	117	479
Mental Health/Addiction	72	537
Sex/other	74	150

Contributing Variables

1. Health Services – decrease in numbers could be reflective of the loss of Purpose’s low-barrier, weekly medical clinic.
2. Homelessness/Shelter – drastic increase is directly related to Purpose opening a low-barrier, 50-person homeless shelter.

3. Mental Health/Addiction - sharp increase could be because of the launch of Purpose's PACT program (**Peer Assisted Care Team** is a mobile, community-led team that offers support to individuals experiencing a mental health and/or substance use crisis). Because it is now next to impossible to refer any drug-user into a detox/rehab program, Van Outreach Workers have been regularly referring individuals to Drug and Alcohol Counselling.
4. Sex/Other- Van Outreach Drivers assist individuals with Bad Date Reporting and referrals to clinics where sexual health is the primary care. Additionally, inserts were included in "safer-sex-kits" which provided contact information for sexual health referrals.

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 (FTIR machine funded by the Fraser Health Authority). 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. *Moving forward to 2023*, the Health Van acquired its own drug checking machine called a SCATR, which can be independently operated from the Health Authority. An application with the Federal Government for the approval of mobile drug checking is in process for approval (hopefully!). Purpose Society is the first organization of any kind, in all of Western Canada to operate a SCATR drug-checking machine. Purpose will also be pioneers in the design and implementation of a mobile drug checking program with the Federal Government and will be the first in Western Canada to operate. Learn about the SCATR machine here: <https://scatr.ca/>

QR Codes/Overdose Response

In April 2023, the Health Van created a QR code that links to an emergency overdose response walk-thru, in addition to a link to a full one-hour Naloxone training. 5,000 stickers were printed with the QR codes and adhered to Naloxone kits. Any person can scan the code with their cell phone and they will be supported through overdose response effectively and with clarity. To date (July, 2023), there are more than 1,200 clicks on the emergency response video. The QR code sticker is the first of its kind in British Columbia, putting Purpose on the map at the forefront of innovative harm reduction practices.

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
- 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

Obtain approval from the Federal Government for a Mobile Drug Checking program with the SCATR, to continue to build meaningful, positive relationships with clients/satellite

sites/community and to effectively serve as many clients as possible.

CONTINGENT LIABILITIES

The nature of the job can lead to emotional exhaustion. Safety of van drivers

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, 2022 to March 31, -2023 Annual Report

PROGRAM DESCRIPTION

The Health Contact Centre is open every day from 3:30pm to 10:30pm. We provide a variety of services related to harm reduction, including witnessed consumption for people injecting drugs. We also provide unused harm reduction supplies for injection and inhalation, take home naloxone kits and training in overdose response, service referrals and resource information, and coffee and snacks. Our HCC Outreach program expanded to include daytime as well as evening shifts in November 2023, with workers out in the community every day from 7:00am to 3:00pm and every night from 6:00pm to 10:30pm, providing harm reduction supplies, information about resources, and promoting our services. We also provide on-site FTIR spectrometer drug checking.

HIGHLIGHTS OF THE PAST YEAR

One of the highlights of the past year has been the expansion of our Health Contact Centre outreach program to cover daytime, as well as evening, hours. This has more than doubled the amount of time that our outreach workers are in the community, building connections with clients and promoting HCC's services. Through this expansion, we have found that our daytime workers are interacting with community members in need of services in high numbers. This illustrates that the need for harm reduction services in New Westminster exists beyond the Health Contact Centre's limited hours of operation.

Another significant highlight has been working with Fraser Health partners to clarify policies surrounding peer assisted injection at overdose prevention sites like ours. Peer assisted injection had not been permitted at HCC prior to this, per FHA policy, but, as written, that policy was vague and contradictory. It also forced some participants into a situation where they would either need to try repeatedly to inject themselves, resulting in emotional distress and physical harm, or leave the site to have someone else inject them. Both of these options increase potential risk to participants. Thanks to our advocacy, this policy is now being rewritten to provide clear and sensible direction that will allow for safe peer assisted injection at overdose prevention sites across the Fraser Health region.

PERSONNEL

The HCC currently has a permanent staff of 13 people, including 1 Coordinator, 3 Senior Harm Reduction Workers, 5 Harm Reduction Workers, 1 Peer Support Worker, 3 Evening Outreach Workers, and 2 Daytime Outreach Workers. As well, 2 of our Senior HRWs also work shifts as HRWs and 1 of our Outreach Workers also works 2 shifts as an HRW. In addition, we currently have 7 casual/on-call HRWs to cover shifts as needed. We also have 12 volunteers assisting both on-site in the HCC and with our Outreach program.

OUTPUTS AND OUTCOMES

Between April 1, 2022 and March 31, 2023 the Health Contact Centre had 1,809 visits accessing the witnessed consumption services and 182 new participant intakes. Staff responded to 61 toxic drug overdose events on site and in the surrounding area. None of these events resulted in death.

HCC and Outreach staff provided 3,658 smoking harm reduction kits, 2,661 injecting harm reduction kits, and 2,060 take home naloxone kits.

Additionally, during this period, HCC and Outreach staff made 205 referrals to a wide variety of services.

VISIONS FOR THE UPCOMING YEAR

In the coming year, I would like to see us 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. 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.

I understand that the major barriers preventing these expansions is a lack of funding, and in the case of witness inhalation services, space. 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 I believe it is worthwhile to continue pursuing this.

Beyond this, I would like to see us continue to serve our participants with empathy and efficiency, with a well-trained, professional, stable and supportive staff.

COMMUNITY ACTION TEAM ANNUAL REPORT

April 1, 2022 to March 31, 2023

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

The Digital Inclusion team has participated in a variety of pop-ups this year. In June 2022, the Digital Inclusion Project promoted its services at the New Westminster Food Hubs at St. Aidan's Presbyterian and St. Barnabas. Folks lining up for food hampers were able to connect with Lola and learn about coming in for one-on-one digital learning support and getting set up with a

device.

Throughout the fiscal year, the Digital Inclusion team also participated in monthly "Bring Your Own Device Days" at Century House, a partner of the Digital Inclusion Project. Lola, Justin, Colin, and Sydney helped seniors with their tech-related questions and solidified relationships with Digital Inclusion Hub visitors.





In August 2022, one of Purpose Society's long-time clients, Myke Germyn passed away after battle with cancer. Myke was incredibly community-oriented; with the help of The Hyack Festival Association, we were able to commemorate Myke's life by dedicating a set of Fireworks to him at the Farewell Summer Festival on August 27th. Myke had a lasting impact on all those he came in contact with and we'll always remember him. Rest in Peace to our friend, Myke.



Youtube video: https://www.youtube.com/watch?v=LFU_djOU3ds

For International Overdose Awareness Day on August 31, 2022, the NWCAT hosted a booth with the Health Van, harm reduction supplies, informative materials on overdose, and other partnering agencies who sit on the NWCAT. Commemorative artwork of those who were lost in the overdose crisis was created by participants in the peer network and displayed on the day of the event.



In October 2022, with the support of the City of New Westminster, the Digital Inclusion Project acquired four charging lockers to distribute across organizations providing vital support to residents of New West — Purpose Society, New Westminster Public Library (main branch, uptown), Union Gospel Mission, and Elizabeth Fry Society (Sapperton). The charging station comes equipped with three different ports to accommodate a variety of devices, and folks can feel safe and leave them locked up with a four-digit pin. Street-entrenched folks have voiced that it is a relief to know that they lock up their device somewhere safe.

In December 2022, Digital Inclusion was featured in an interview with Ria Renouf of the New West Anchor on an initiative to support Ukrainian families with laptops and cell phones for the upcoming holiday season to help with their work and education opportunities.



Sydney Andrews, Lola Jecmenica, Justin Snyder, Colin Levers



In March 2023, the NWCAT began organizing a New West Community Market at 502 Columbia Street. It welcomed local small businesses, entrepreneurs, makers, and creators to promote their work to the larger New West community. It went over very well, with lots of folks asking about a future rendition, as well. The event raised over \$1500 for future NWCAT initiatives.



PERSONNEL

The CAT projects team consists of two peer support workers, Colin Levers and De-Anne Bolwell, along with Lola, the NWCAT Coordinator.

In their roles as peer support workers, Colin and De-Anne provide vital assistance to individuals who may be street-entrenched and actively struggling with addiction. This support goes beyond mere encouragement; they actively engage in facilitating referrals, answering tech-related questions in the Digital Inclusion Hub, aiding in the completion of housing forms, and assisting with various tasks necessary for navigating through the complex systems they encounter. Their commitment extends to addressing the multifaceted needs of individuals facing challenges related to homelessness and addiction, ensuring they receive the necessary support and guidance to navigate the often intricate and bureaucratic systems in place. Through their efforts, Colin and De-Anne play a crucial role in empowering individuals to access the resources and assistance they require on their journey toward stability and well-being.

OUTPUTS AND OUTCOMES

Peer Network

Outputs

- Attendance at the weekly meetings of the Peer Network ranged between fifteen and twenty (15-20) members throughout the fiscal year.

Outcomes

- There is a heightened trust in social service providers among participants in the Peer Network. Members of the Peer Network trust Purpose staff and turn to us whenever they require assistance.
- The impact extends beyond trust, fostering a stronger sense of connection among peers in the community. This, in turn, contributes to an increased sense of belonging for members of the Peer Network.

Project ALLIES

Outputs

- Two (2) peer support workers are currently employed under Project ALLIES. They provide one-on-one support, mentorship, and advocacy to clients based on their shared experiences, leveraging their unique insights and recovery journeys.
- Peer support workers assisted in twenty-six (26) housing inquiries/referrals, etc., fourteen (14) calls to shelters, four (4) calls to medical facilities, including detox centers, doctors' offices, and pharmacies. They also assisted in fifty-eight (58) general calls, which included calls to family, parole officers, legal aid, banks, etc. Not all outcomes are recorded, as some clients wish to stay anonymous.

Outcomes

- Enhanced the sense of trust and security for clients navigating the social services system by providing peer support from individuals who have personally experienced many of the processes involved.

Digital Inclusion

Outputs

- From April 2022 to March 2023, the Digital Inclusion Hub had two hundred and eighty-nine (289) visits and distributed three-hundred and forty-six (346) devices.

Outcomes

- Those who have received a device reported that they have developed improved digital literacy skills, gaining confidence in using technology for various purposes such as communication, job searches, and accessing online resources.
- Street-entrenched individuals have gained access through the Digital Inclusion Hub to essential information, support services, and resources available online, contributing to their overall well-being.

Anti-Stigma Campaign

Outputs

- Members of the Peer Network were invited to take part in the *Changing the Conversation* project by the Institute of Applied Ethics at Douglas College. This initiative seeks to gain a deeper understanding of the viewpoints of individuals who have faced challenges associated with housing insecurity, including renters. The goal is to enhance

the incorporation of these perspectives in community discussions about housing. Fifteen (15) peers participated in the event.

Outcomes

- The inclusion of participants from our Peer Network underscores the value of incorporating a broad spectrum of voices, ensuring that the project not only acknowledges but actively includes the insights and experiences of those who may have been historically excluded or marginalized. The result is a more holistic and representative approach to addressing issues related to housing insecurity in New Westminster.

VISION FOR THE UPCOMING YEAR

In the coming year, the primary objective of the CAT is to persist in cultivating opportunities that empower our peers, fostering a heightened sense of agency among them. To achieve this, we are considering the exciting prospect of curating a community "zine" that will showcase the artistic expressions of our peers, encompassing artwork, photography, poetry, and various other forms of creative work. Our intention is to publish and widely distribute this "zine" throughout the community, utilizing it as a powerful vehicle for an Anti-Stigma Campaign. Another initiative we would like to revisit is the 'Shirts with Purpose' program, providing individuals in the community with artistic talents another chance to showcase and sell their artwork on custom-designed t-shirts, allowing them to generate income from their creative endeavors.

Additionally, we aim to strengthen our collaborative efforts with other social services providers to create a more unified and seamless experience for individuals navigating the social services system. This entails extending invitations to representatives from various organizations to actively participate in our peer group discussions and having the NWCAT team sit in on important events and community roundtables, fostering an environment of shared learning and mutual support. Furthermore, we are exploring opportunities to bring these organizations on board for the initiation of new projects and initiatives, with the goal of enhancing the overall support network available to our community. Through these endeavors, we aspire to not only break down barriers but also establish a more interconnected and supportive social services landscape for those in need.

LOCAL IMMIGRATION PARTNERSHIP ANNUAL REPORT

April 1, 2022–March 31, 2023

Local Immigration Partnerships (LIPs) are the mechanism through which the Government of Canada supports 87 community-based partnerships across the country to improve settlement outcomes for newcomers. LIPs work with settlement and non-traditional settlement sectors to develop a local settlement strategy to produce a welcoming community.

In New Westminster, this community partnership is Welcoming and Inclusive New West (WINS) Local Immigration Partnership Council. Purpose hosts the funding, and provides a coordinator to support the Council and oversee projects to mitigate issues for refugees and immigrants.



The LIP Council is chaired by the City of New Westminster's Supervisor of Community Planning, and consists of 54 members representing 25+ local organizations and individuals.

Membership is open to any interested organization or resident, who may also join any of four working groups or the Resilience BC New Westminster Spoke Committee, all supported by the coordinator.

- The focus of the **Strategic Planning Working Group** is to forward the collective vision and provide oversight and review of the LIP initiative.
- The **Employment Working Group's** mandate is to develop activities that will help newcomers secure and retain appropriate employment.
- The **Belonging and Community Receptivity Working Group** was formed to focus on increasing newcomers' sense of belonging, and to engage the community and increase receptivity towards immigrants and refugees.
- Originally a municipality-led *Ukrainian Response Working Group*, the **Refugee Response Working Group** moved under the LIP in March 2023. Its mandate was broadened to include all refugees and the name was changed to reflect this.

- Purpose receives funding from Resilience BC Anti-Racism Network to form and maintain a **Spoke Committee** to address racism. In 2022 – 23, the Committee supported Community Dialogues, Indigenous Anti-racism Training, Truth and Reconciliation Day, and translated *Guidelines for Responding to Hate Crimes and Critical Incidents* into other languages.



SERVICE DELIVERY IMPROVEMENTS (SDI) PROJECT

Purpose Society was one of a few host agencies of a LIP to be invited to apply for, and subsequently receive, IRCC funding to design a plan of settlement services, based on the needs of the community (for model purposes). In 2022 – 23, a consultant was retained to create a baseline of local services, and to analyze for duplications, gaps, and unmet needs.

The design of the model Community-Based Plan which incorporates a local approach to service delivery and funding, has been underway since January 2023.

TRENDS IN IMMIGRATION AND SETTLEMENT LIP FOLLOWED OVER THE REPORTING PERIOD:

- The main issues for newcomers (arriving over the last five years) include securing suitable employment, finding adequate housing, and food security.
- English language needs are high and affect access to information.
- Newcomers are more and more educated, and employment needs are related to better understanding the Canadian employment culture and workplace environment.

- There was a saturation of government-funded employment training opportunities in 2022-23. LIP partners found people were more interested in training for new professions rather than return to jobs held before COVID.
- The general well-being of newcomers, Indigenous peoples, and members of racialized communities was disproportionately impacted by COVID-19.
- Mental health needs and the need for culturally informed care was magnified.
- There is a growing increase in incidents of racism.

It is imperative to identify and challenge oppression, colonialism and racism in workplaces and in the community.

Many of the activities over this reporting period focused on anti-racism and awareness, including:

Cloudscape

A series of one-page comics, purchased from the artists in 2020, tell stories of refugees' journeys to Canada and were posted in the windows of 502 Columbia Street, at the Welcome Centre, and with partner organizations such as Family Services. These graphics are a powerful medium to promote community understanding of why refugees flee to Canada.

Community Dialogues

The first of three Community Dialogues was held at Century House in March 2023. An Indigenous Elder facilitated a panel from India, Ethiopia, and Japan (see Yuka, a Purpose employee, in the photo), who talked about their journeys to Canada and the barriers they faced.



Everyone enjoyed food made by immigrants, art displays by immigrant artists, and networking with the panellists and artisans. The audience shared their own stories, and were either amazed to hear about the barriers many immigrants faced, or found similarities with their own story. It was an opportunity to include

newcomers' needs within community conversation and planning processes.

Cultural Differences

The LIP Belonging Working Group created a resource about cultural differences. It grew from a member sharing the saying, "You can't spit on a smiling face!" Children in Korea are taught to smile, even when in trouble, as it is hard to stay angry with someone with a charming smile. A young student in New Westminster smiled as she had been taught while being reprimanded by a teacher. The teacher misinterpreted her smile as a smirk.

From this incident, the working group collected anecdotes and information to develop awareness that cultural differences must be met with respect.

Indigenous Anti-Racism Training Debrief

The third training session and a debrief session facilitated by Bonnie Van Hatten of Sk'elep Reconciliation were held in 2022.

Participants left with better understanding of what it is like to live as an Indigenous person, and of the history and policies that took away land, children, and ways of being.

Inquiry Into Hate In The Covid -19 Pandemic

The coordinator was invited by the BC's Office of the Human Rights Commissioner to participate in the consultation process and review findings and recommendations from the 'Inquiry into Hate in the Covid -19 Pandemic'. This resonated with LIP's anti-racism work. BCOHRC's *From Hate to Hope* was released in March 2023.

Protocol Response To Hate Crimes Tool Kit

Local services and the steps to take for victims or witnesses of hate crimes and incidents motivated by bias, prejudice and hate, were translated into Amharic, Arabic, Punjabi, Russian, Spanish, and Ukrainian from English and Chinese (Simplified).

Elimination Of Racial Discrimination

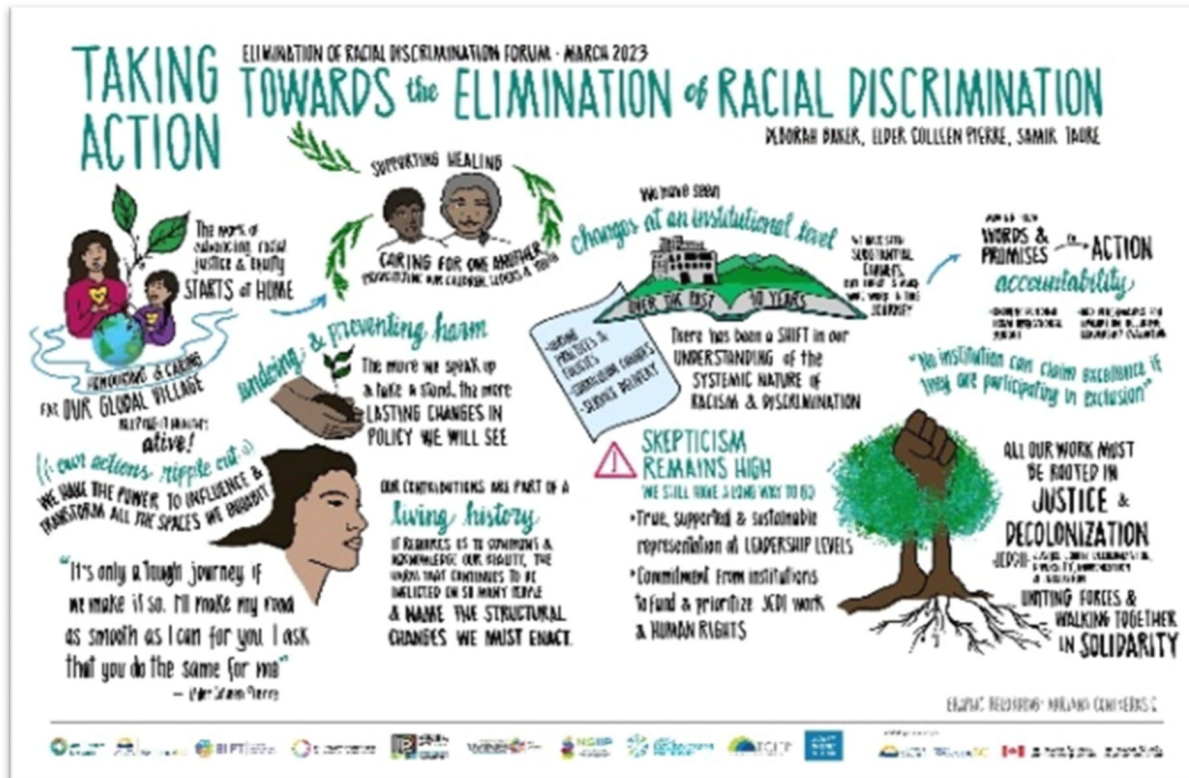
To recognize International Day for the Elimination of Racial Discrimination, the LIP coordinator collaborated with other LIP communities to hold an event. The day began with an Indigenous Elder and a university researcher speaking about racism, followed by the Theatre of the Oppressed, which uses theatre as a tool for transformation. The LIP coordinator facilitated an anti-racism pathways in employment session. The common denominator was frustration.

Comments included

- I was offered entry to Canada based on my skills, but once I was here I wasn't allowed to use them.

- I was told that if I changed my name I might get more interviews.

The key recommendation was the need for credential recognition and credit for education and work experience outside Canada.



Newcomer Day

In partnership with the municipality, the annual Newcomer Resource Festival, *New to New West*, was held on June 2022 at the Welcome Centre. The event was held outside with 21 exhibitors, children's crafts and art, and entertainment from many countries. More than 120 newcomers attended, down about 50% from pre-pandemic years. The Planning Committee attributed this to ongoing concerns about crowds and to a change in venue.

Truth And Reconciliation Day

An invitation was received from Spirit of the Children Society to hold a table on Truth and Reconciliation Day at Westminster Pier Park, with a focus on children and reconciliation. LIP provided copies of the *Protocol Response to Hate Crimes*, had an activity for families, and information about LIP and Purpose Society. The emcee, the Indigenous Cultural Liaison Advisor, gave a shout-out to the anti racism work done through this project.



Employment Brochures

Brochures were created to promote the benefit of hiring newcomers and building an inclusive workplace: "Highly skilled and job-ready newcomers bring valuable assets to the workplace".

The aim is to encourage employers to level the hiring process for skilled ready-to-work newcomers.

PURPOSE SOCIETY RENT BANKS ANNUAL REPORT

(New Westminster, Burnaby, Maple Ridge/Pitt Meadows)

April 1, 2022 – March 31, 2023

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 0.9% in 2022, down from 1.2% in 2021. In addition, market residential rental rates are skyrocketing. In Burnaby the average monthly rent for a one bedroom apartment is \$2,400. This is a 33% increase from the same time last year. The significant increase in residential market rents has occurred throughout Metro Vancouver. The low vacancy rates combined with the extremely high market rents make it incredibly challenging for low to moderate income households who lose their housing to find alternate safe, suitable, affordable shelter in their community. Often people are 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 and often are not able to find new housing.

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 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, the Burnaby Rent Bank has an office at 4075 Kingsway and the Maple Ridge/Pitt Meadows Rent Bank is located in shared office space at 22520 Dewdney Trunk Road.

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

- All applicants must submit a completed Pre-Assessment Form to determine eligibility.

- 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.
- Based on the Pre-Assessment, those applicants who meet the eligibility requirements will be given a Loan Application package to complete. Loan Applications are processed in the order they are received. Supplemental documents requested in the Loan Application must be submitted with the Loan Application or as requested.
- 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 supporting documentation at any time while the Loan Application is being reviewed.
- Purpose Society Rent Bank staff take all Loan Applications for review by the Loan Review Committee. Each Purpose Society Rent Bank has its own 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

COMMUNITY	INDIVIDUALS	FAMILIES	ESSENTIAL UTILITIES (ELECTRICITY & 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

FUNDING

New Westminster Rent Bank

The City of New Westminster contributes to the New Westminster Rent Bank's operating

expenses. Core operational funding of the New Westminster Rent Bank is 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 through the BC Rent Bank from the federal Reaching Initiative, which allowed the New Westminster Rent Bank to provide grants in addition to loans.

Burnaby Rent Bank

The Burnaby Rent Bank received both operational and loan capital funding from the BC Rent Bank. The City of Burnaby also contributed to the operational funding of the Burnaby Rent Bank. These funds have allowed the Burnaby Rent Bank to offer services to the residents of Burnaby. Additional financial support was provided by through BC Rent Bank from the federal Reaching Home Initiative, which allowed the Burnaby Rent Bank to provide grants as well as loans.

Maple Ridge/Pitt Meadows Rent Bank

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. Additional financial support was provided through the BC Rent Bank from the federal Reaching Home Initiative, which allowed the Maple Ridge/Pitt Meadows Rent Bank to provide grants in addition to loans. Presentations have been made to both staff and Maple Ridge City Council to provide information on rent bank services and seek financial support.

HIGHLIGHTS

Reasons for Assistance

Across the three Purpose Rent Banks "Other" was the most common reason at 30%. A wide range of reasons fall within this category, which makes it difficult to assess. Some of the reasons noted are not receiving child support, having a family emergency (such as travelling to attend a funeral) and unexpected expenses such as costly car repairs.

Under specific reasons to request assistance, "Illness/Medical" situation (illness of the recipient or a family member) was the most common reason for recipients requesting assistance at 23%. It is interesting to note that Loss of Income such as "Job Loss" (12%) and "Reduction in Work

Hours” (13%) totaled 25% of the reasons for seeking assistance.

TYPE OF CRISIS	NEW WESTMINSTER	BURNABY	MAPLE RIDGE	AVERAGE (OF THREE RENT BANKS)
Illness/Medical	23%	26%	20%	23%
Accident	10%	0%	7%	6%
Job Loss	6%	17%	14%	12%
Homelessness	0%	0%	0%	0%
Lack of Access to Bank Account	0%	5%	0%	2%
Reduction in Work Hours	15%	17%	7%	13%
Earnings Claw Back	0%	0%	7%	2%
Delay in receiving EI, Social Assistance, Pension	6%	0%	0%	2%
Change in Living Situation	13%	0%	17%	10%
Cut Off EI or Social Assistance	2%	3%	0%	2%
Lost Money	4%	0%	3%	3%
Money Stolen	0%	0%	0%	0%
Other	21%	40%	30%	30%

***NOTE:** The above will total to more than the number of Pre-Assessments received as applicants may have more than 1 type of crisis as a reason to apply for assistance from the MR/PMRB.

GRANTS

As stated above, through funding from the BC Rent Bank under the federal *Reaching Home Initiative* from 2022-2024, Purpose Rent Banks were able to offer grants 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 and has continued to form an integral part of Purpose Rent Bank

Program.

RENT BANK STAFF

Rent Bank Program Coordinator – Bruce Foster supervises all the Purpose Society Rent Banks.

New Westminster Rent Bank – Husna Tembo is the Case Manager.

Burnaby Rent Bank – Shiela Phipps was the Case Manager until her retirement in October 2023. Leon Chiang is the Case Worker.

Maple Ridge/Pitt Meadows Rent Bank – Ashley Isaak is the Case Manager.

OUTPUTS/OUTCOMES

Loan and Grant Annual Summaries by Community

Pre Assessment & Loan Information	New Westminster	Burnaby	MR/PM	TOTAL
Total Pre-Assessment	157	199	134	490
Ineligible	22	76	23	121
Applied	135	123	111	369
Withdrew Application	86	98	60	244
Loans Issued	31	14	19	64
Grants Issued	29	13	20	62
% Loans & Grants Issued From Total Pre-Assessments	38%	14%	27%	26%
Annual Total Loans and Grants (\$)	\$83,576	\$37,265	\$57,090	\$177,931

Repayment Information by Community

COMMUNITY	REPAYMENT TOTAL (\$)	EXPECTED REPAYMENT (\$)	REPAYMENT RATE (%)
New Westminster	\$32,189.82	\$45,844.82	70%
Burnaby	\$16,046.98	\$21,906.07	73%
MR/PM	\$5,418.06	\$9,982.75	54%
TOTAL	\$53,654.86	\$77,733.64	69%

Demographics by Community

COMMUNITY	AGE					
	19-29	30-39	40-49	50-59	60-69	70+
New Westminster	16%	35%	18%	12%	12%	7%
Burnaby	30%	22%	18%	26%	0%	4%
MR/PM	17%	50%	17%	10%	3%	3%
AVERAGE	20%	36%	18%	16%	5%	5%

COMMUNITY	GENDER	
	Male	Female
New Westminster	47%	53%
Burnaby	57%	43%
MR/PM	33%	67%
AVERAGE	46%	54%

COMMUNITY	HOUSEHOLD SIZE				
	1 Person	2 People	3 People	4 People	5+ People
New Westminster	63%	23%	8%	2%	4%
Burnaby	70%	17%	4%	4%	4%
MR/PM	34%	40%	13%	10%	3%
AVERAGE	56%	27%	8%	5%	4%

COMMUNITY	ANNUAL INCOME					
	< \$10,000	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 +
New Westminster	8%	27%	27%	21%	13%	4%
Burnaby	9%	22%	39%	17%	9%	4%
MR/PM	7%	30%	37%	10%	0%	17%
AVERAGE	8%	26%	35%	16%	7%	8%

COMMUNITY	HOUSEHOLD COMPOSITION				
	Single, Living Alone	Single, living with roommate	Couple, w/o Children	Couple, with Children	Single, with Children
New Westminster	20%	43%	8%	8%	20%
Burnaby	39%	31%	4%	4%	22%
MR/PM	34%	40%	13%	10%	3%
AVERAGE	31%	38%	8%	7%	15%

COMMUNITY	INCOME SOURCE							
	Income Assistance	Person with Disability	Employed	Employment Insurance	CPP/OAS/GIS	Private Pension	Private Disability	Other
New Westminster	15%	9%	43%	2%	9%	15%	2%	4%
Burnaby	9%	17%	57%	4%	4%	0%	0%	17%
MR/PM	37%	13%	40%	3%	7%	0%	0%	10%
AVERAGE	20%	13%	47%	3%	7%	5%	0.7%	10%

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

Loan Trends

	New Westminster	Burnaby	Maple Ridge Pitt Meadows	All Purpose Rent Banks
Total Number of Loans Provided to Date	188	51	58	297
Number of Loans Fully Paid	96	7	4	107
LOANS PROVIDED THIS FISCAL				
Average Loan Amount	\$1,342.30	\$1,267.24	\$1,579.58	\$1,396.37
Loans Given	31	14	19	64
Total Amount Loaned	\$41,611.20	\$17,741.33	\$30,012.00	\$89,364.53

Grant Trends

GRANTS PROVIDED	New Westminster	Burnaby	Maple Ridge Pitt Meadows	All Purpose Rent Banks
Average Grant Amount	\$1,447.07	\$1,501.85	\$1,353.94	\$1,434.29
Grants Given	29	13	20	62
Total Amount Granted	\$41,965.14	\$19,524.00	\$27,078.73	\$88,567.87

VISION FOR THE UPCOMING YEAR

Future Challenges

Inflation, the rising cost of housing and the lack of available housing is impacting low to moderate income people the most. They are truly struggling to remain housed and put food on the table. This in turn is increasing the number of people seeking assistance from the Purpose Rent Banks, but also across all rent banks in the Province. Additionally, there has been; and will continue to be, a growth in rent bank applicants who cannot sustain their housing going forward. With the continued increases in rents, rising food costs, and rising fuel costs people simply put cannot make ends meet.

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 not only the demand for rent bank services but also the focus of those services. The Purpose Rent Bank Program has pivoted to focus on prevention of eviction and homelessness.

The Purpose Rent Bank Program is rarely able to assist people who are homeless to become housed due to the lack of affordable housing and extreme competition for the limited affordable housing available. The plain truth is that homeless people have next to no housing options available to them other than shelters or SRO's.

Being able to provide grants as well as loans has become an integral and necessary component of the Purpose Rent Bank Program. BC Rent Bank secured funding from the federal Reaching Home Initiative to offer the option of grants to rent bank programs in Greater Vancouver and the Fraser Valley. This funding is available for the 2023-24 fiscal. It is hoped it will continue to be available beyond that.

Purpose Rent Bank staff have continued to engage the City of Maple Ridge and other community agencies. Purpose Rent Bank staff met with Maple Ridge City Council to provide information on the Maple Ridge/Pitt Meadows Rent Bank and make a soft pitch for funding. Additionally, it is hoped that a Maple Ridge City staff person will also join the Maple Ridge Loan Review Committee in the upcoming year.

Upcoming Change

The Purpose Rent Bank Program has grown and evolved over the last several years. First in response to Covid-19, then the significant increase in market residential rental rates and now to the ever increasing rise in the cost of living. For the time being the Purpose Rent Bank Program anticipates a period of stability in its present format of service provision.

The BC Rent Bank continues to develop the Case Management System (CMS) which is used by

all rent banks in BC. Data on referrals to other community supports as well as additional supports provided by Purpose Society to rent bank clients is scheduled to become available in 2024.

The BC Rent Bank continues to evolve. They are developing a marketing tool, fundraising supports and expanding its advocacy role in housing and poverty issues.

VOLUNTEER PROGRAM REPORT

April 1, 2022 to March 31, 2023

The objective 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 6,243.56 hours in the Purpose School, Family Programs, Youth Programs, Health Contact Center Program, Harm Reduction Program and the Childcare Centres from April 1st, 2022 to March 31st, 2023. This number was down by 228.25 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, show them appreciation, and welcome them as part of the team. The surveys help to achieve our goals. This year, 42 surveys were sent to current volunteers, and 23 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 more interactive volunteer opportunities in Outreach, Health Van and reception and Community Events.

We showed our appreciation for volunteers by giving them thank you cards, purpose keychains and Visa pre-paid gift cards.

The 2022 Christmas Hamper Program ran smoothly with staff working alongside volunteers. 14 volunteers contributed 49.0 hours to help receive, move, organize and deliver over 151 hampers.

A FEW VOLUNTEER COMMENTS FROM STAFF

From the Food Hamper Team:

"We had so many volunteers working with the Purpose Food Hamper Program this year. All of the volunteers have shown adherence to their time commitments with the Purpose Food Hamper. All of them have presented positive attitudes when here and have been open to doing whatever work we needed assistance with from preparing the hampers, receiving food bank delivery, and making sandwiches to helping us by coming up with new helpful ideas and delivering the food hamper to our clients."

"All of our volunteers have been wonderful!"

From our Administrative Team:

"I must say that all of the volunteers that come to work at Purpose are very friendly, respectful, enthusiastic, and they are always ready for extra help when needed. They always have a smile on their faces when they come for their volunteer shifts. A joy to be around! 😊"

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

From Our Harm Reduction Team:

"I am really thankful and grateful to all the volunteers that helped us in our Harm Reduction Program, they helped us to keep our harm reduction kits always ready to go. Our Volunteers have empowered and supported people to be safer and healthier by assembling these kits."

LMPS Funding Sources 2022-2023

Ministry of Education and Child Care (Child Care)	2,494,471	21.90%
Parent Fees	2,335,833	20.51%
Ministry of Education and Child Care (Education)	1,633,601	14.35%
Ministry of Children and Families	1,440,880	12.65%
Fraser Health Authority	846,793	7.44%
Federal Government	378,139	3.32%
BC Housing	637,622	5.60%
Rental Income	455,238	4.00%
Other Grants	307,241	2.70%
Province of BC – other	289,605	2.54%
Civic Grants	182,705	1.60%
Donations	178,430	1.57%
Interest Income	160,572	1.41%
Gain on Disposal of Capital Asset	20,250	0.18%
Sundry Income	13,947	0.12%
Fundraising	10,356	0.09%
First Nations Health Authority	2,000	0.02%
Total	\$11,387,683	100.00%

LMPS FUNDING SOURCES 2022-2023 PIE CHART

