



STLEO

**Wednesday  
June 23, 2020**

**Annual General  
Meeting 2021**



## Land Acknowledgement

We acknowledge the traditional, ancestral, unceded territory of the Musqueam, Tsleil-Waututh, Squamish, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, Sto:lo and Tsawwassen First Nations on which we are learning, working and living today. We take this opportunity to commit ourselves to the work of realizing the recommendations set out by the Truth and Reconciliation Commission (TRC) that highlight the struggle that Indigenous peoples have faced and continue to face against systems of oppression that have dispossessed Indigenous people of their lands and denied them their rights to self-determination.



## Message from the Board President

As we approach the 54th Annual General Meeting of St. Leonard's, I am struck by the contrast with this time last year in 2020. We were all in the throes of the COVID pandemic, the Board had pivoted to virtual meetings and Renata and the STLEO staff were working very hard to meet the challenges presented by keeping themselves and clients safe and well cared for while observing public health guidelines. Unprecedented seems to be an overused word to describe what the past 15 months have been like in our world. Yet through it all, clients have been extremely well served and staff have weathered these challenges in many exceptional ways. On behalf of the Board, I extend our gratitude and applaud all of you for your commitment to your clients and to STLEO.

As I write this at the end May, we now have the public health plan for our gradual return to more normal interactions and life in general. Vaccinations are readily available and the summer is beginning to look brighter. Perhaps soon we can meet in person, gather socially, and enjoy activities and events we've been missing. What it will really look like is not yet clear but I am confident that STLEO will remain strong and vibrant and we will move forward to meet future challenges together.

Finally, I want to acknowledge the sad passing of Derek Pollock. Derek originally joined STLEO as a youth worker and was eventually chosen by my mother, Isobelle Esau, to succeed her as Executive Director. Derek was a kind and gentle man and over his thirty plus year career with the agency achieved many things for the non-profit sector, including bringing in a comprehensive benefit plan. In honour of Derek, our board has approved an endowment with the Department of Child and Youth Care at Douglas College. Each year one student will receive a bursary of up to 1,000 dollars toward their education.

Marion Clauson, *Board President*



## Message from the Executive Director

This past year has been historic in the lives of every single person worldwide. We are living through a global pandemic. What this means for us, for our collective and personal lives, is still in large measure unwritten. We hold to the rules set out by our health authorities and other institutions. Rules about travel restrictions and keeping a safe distance. We feel the separation from friends and family.

The pandemic has illuminated the gross inequities within our society. It has called upon us to re-examine our own values regarding equality, as well as our collective commitment to social justice. Our agency continues the work to address the increasing needs of youth with addictions, as well as youth and families in crisis, and collaborates and advocates a strong and respectful system of care for children and youth.

STLEO has the infrastructure necessary to be responsive and nimble to the changing dynamics of this crisis. We are doing okay. Our personal lives may not feel as okay, however, and some of us are struggling with feelings of isolation and/or anxiety. Some of us are experiencing loss and grief connected to events within our personal and professional lives. Over the past year, each of you has held space for your clients to walk their journey toward stability and wellbeing. You are a witness to both the suffering and the beauty of their lives. Important and difficult work, I know that your efforts affect the lives of your clients immeasurably.

I am deeply disturbed like the rest of you by the recent news of the 215 children buried within a mass grave at the now defunct Residential School in Kamloops. Twenty years ago, I had the privilege of working with Indigenous Women Elders fighting for gender equality. They told me about their experiences as children within Residential Schools, the incomprehensible abuse that they endured and about their desire for justice. In 2011, the Assembly of First Nations (AFN) brought forward a call to recognize Canada's policies against First Nations peoples as a form of genocide. Today, there are renewed calls for Parliament to recognize Residential Schools as a violation of the United Nations Genocide Convention (Article 2e) which prohibits the forcible transfer of children from one group to another. The Truth and Reconciliation final report sites many examples that meet the definition of genocide. Volume 4 of the TRC report dedicates 272 pages to missing children and unmarked graves. However, to date, the government of Canada has not formally acknowledged that our government institutions have and arguably continue to act out genocidal laws that affect negatively the lives of Indigenous peoples within Canada.

There is much to do to achieve justice and truth within Canada. At STLEO, we are committed to the effort of realizing the recommendations of the TRC. This includes a decision by the board of St Leonard's Youth and Family Services Society to begin the process to rename our agency. I close with this partial statement by BC's Provincial Health Officer, Dr. Henry:

*"There are no words that can make right a deliberate and intentional system designed to assimilate and extinguish Indigenous peoples. So today, I do not offer words but rather my renewed commitment to arrest and disrupt our deeply routed ideologies of settler supremacy. We must make no mistake that while these deaths happened in the past, our systems and laws continue to perpetuate racism that hurt Indigenous people in countless ways. [...] Today, I am here again as a humble learner in decolonization."*

Renata Aebi, Executive Director

# Our Programs and Departments: Child, Youth, and Family Services



## **Alison Grauer, Director of Child, Youth and Family Services**

Alison Grauer has been working at STLEO's since 1987, starting with Esau House and currently privileged to be the Director of In-Community Programs: SMILE, Outlook Community Youth Services, Counselling and Family Development. She received her BA in Psychology at SFU back in the 1980's and launched into youth care with a summer job at a wilderness camp.

Having been through many periods of change within social service work, her belief that relationship is key and community connections are vital has not wavered. Completing Leadership 2020 was a highlight in her ongoing learning. Outside of work, she is happiest walking her dog, being on the ocean, traveling and reading.

## **Youth, Child & Family Development**

In this service, we connect with families experiencing conflict and stress. Youth and Family workers provide short-term outreach services to children, youth and their families which:

- identifies strengths;
- offers strategies to improve parenting skills;
- facilitates connections to the community at large to foster long term connectedness and awareness of community based resources;
- links parents to other parenting programs, and specialized training;
- develops conflict resolution and crisis management strategies;
- increases the possibility of maintaining families together in their home;
- engages street involved youth to return home.

**Independent Living (Transitions):** Youth Workers provide support for older adolescent youth in care of MCFD who are preparing to live independently. These youth may still reside in foster homes, group homes or are in semi-independent or independent living situations.

**Youth Agreements (YAGS):** Youth Workers support older high-risk youth who are currently not living at home, to find stable housing and adhere to the terms of their youth agreement as required by their MCFD Social Worker. The Youth Worker supports youth at becoming successful and independent in all areas of life.

For youth involved in either service stream, our Youth Workers:

- help prepare youth for independence by providing information and connection to resources;
- role model and teach independent living skills;
- respond to crisis situations;
- promote pro-social activities;
- assist youth in exploring and accessing community resources;
- assist youth to develop supports within the community or with family members;
- make referrals to community organizations.

**Counselling:** Child and Youth Access and Family Development counselling, referred by MCFD and CYMH.

Short term sessions for families, and individuals experiencing emotional, family, relationship and trauma stress. We provide individualized care by masters level practitioners, on-site and virtual.

**Supervised Access:** Provides safe space and supervision of visits for families with children in care of MCFD.

**SMILE:** Support to young parents under 25 in Burnaby/ New West- a variety of support provided through educational parenting groups, prenatal classes, self-care and community meals and connections. A warm and friendly on-site location for young parents to connect and be with others.

# Our Programs and Departments: Child, Youth, and Family Services

## **Intensive Support and Supervision Program (ISSP):**

An ISSP order is given by a BC Provincial judge on a youth's probation order. ISSP Workers provide support to youth with a focus on decreasing their criminal behavior in the community, and increasing their pro-social behavior. The ISSP Worker role models positive community living, coaches independent living skills, and encourages positive and healthy interactions in the community. The ISSP Worker also works with the family to provide support to them as needed - mediation, conflict resolution, crisis intervention, and education.

## **Bail Curfew Checks:**

Bail curfew checks consist of youth workers alternately calling and visiting a youth at their home to ensure that they are abiding by the curfew stipulated by the courts on their bail order.

## **Community Work Service:**

Community work service provides youth on probation or alternate measures with placements to carry out their community work service hours. Youth workers coordinate opportunities to match youth with non-profit work service projects that are of interest to the youth and beneficial to the community. Youth workers are responsible for monitoring and reporting the status of community service hours completed to probation officers.

## **North Fraser Youth Outreach Services (NFYOS):**

The vision for this collaborative program: youth faced with significant challenges will move toward a safer and healthier lifestyle, and be more connected to their community and natural supports. The NFYOS is a program designed to meet the needs of high-risk youth across the North Fraser SDA. It is a collaborative effort between PLEA, Purpose Society and St. Leonard's to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities.

## **Safe Care Supports:**

Outreach to sexually exploited youth (SEY)

In this component, a youth worker connects on an outreach basis with high-risk youth and provides community based interventions in partnership with other community agencies to address youth's individual needs (drug and alcohol treatment, counselling, education/vocational programs;

The program participates in community awareness and education events as well.

## **OUTLOOK Learning Pathways Day Program:**

In partnership with the Burnaby School District and MCFD, we provide the Outlook Day Program for high-risk youth between 13 and 18 years who have struggled in mainstream or alternative school programs due to social, behavioral and/or cognitive difficulties. The Burnaby School District provides a teacher and EA, and St. Leonard's provides the other support staff: a youth worker to support each youth's education and recreation activities; a Coordinator to provide case management, planning and support. Outlook provides all youth with a breakfast/lunch program, and bus passes to those youth who require them. Outlook will serve up to 18 youth at one time, and has a continuous intake system. Participants at Outlook stay for an average duration of 9 months with the possibility of an extension as per individual needs.

# Our Programs and Departments: Child, Youth, and Family Services

## Grants from Vancouver Foundation and Civil Forfeiture:

### **Gang Prevention - Community Connectedness:**

Youth worker connects with youth at risk for gang involvement and supports to engage in pro social and athletic endeavors, employment and education.

**Arts:** a variety of art modes are arranged for youth who wouldn't normally get access. We have a music room, art room and access to art events such as the Van Gogh exhibit, Art Gallery, plays and concerts.

**YIL - Youth Innovation Lab:** Engagement with community tech companies and on-site computer lab.



**Cole Bennett**

**Manager, Outlook School, Gang Prevention and Special Projects**



**Erin McDade**

**Manager, Family Development, Smile, Family Counselling**



**Abby McClland**

**Manager of Clinical Services**

## We thank our funders for their support and partnership



Ministry of Children and Family Development  
Ministry of Public Safety & Solicitor General



vancouver  
foundation



# Our Programs and Departments: Residential Services



## **Patrick Rogers, Director of Residential Services**

Patrick Rogers is the Residential Director with St Leonard's Youth and Family Services. He has been with St Leonard's since 1990. Patrick has spent his entire career with St Leonard's and started working for the agency after graduating from Simon Fraser University with a Bachelor of Arts degree. Thinking this would be a great temporary job to enhance his skills and gain valuable experience, he remains with the agency after more than 31 years.

## **Complex Care**

STLEO homes utilize the theory and practices set out within the Complex Care and Intervention Program (CCI). Dr. Chuck Geddes developed CCI as a developmentally sensitive, trauma-focused intervention-planning tool for children and youth in care. The CCI program guides staff to support children and youth who have experienced significant trauma or maltreatment and develops effective strategies for healing.

## **Residential Care Homes:**

### **Surrey Long-Term Beds:**

Aspen House: 13-18 years co-ed 2-bed  
Aspen Junior: 13- 18 years flex bed  
Maple House: 13- 18 years male 2-bed  
Willow House: 13-18 years male 2-bed

### **Surrey Emergency Beds:**

Beach House: 13-18 years co-ed 2-bed  
Newton House: 13- 18 years co-ed 2-bed  
Delta House: 13-18 years co-ed 2-bed  
Cedar House: 13-18 years co-ed 2-bed  
(Contracted by Metis Family Services)

### **Surrey 13 and under programs:**

Lilac House: 13 and Under Long Term 1 bed  
Huckleberry House: 13 and Under Long Term 1 bed  
Sunflower House: 13 and Under Emergency Bed  
co-ed 2 bed

### **Burnaby Long-Term Beds:**

Southside House: 13-18 years female 2-bed  
Rowan House: 13-18 years male 2-bed

### **Burnaby Emergency Beds:**

Esau House: 13- 18 years co-ed 4-bed



**Christine Cabrera**

Manager, Residential Care (RC)



**Jennifer Morden**

Coordinator, Child RC



**Hailey Worrall**

Coordinator, Youth RC



**Ashley Revitt**

Coordinator, Youth RC



**Candice Williams**

Coordinator, Youth RC



**Heather Mallard**

Coordinator, Youth RC

# Our Programs and Departments: Administration



**Diane Robitaille, Director of Administration**

Over the 29 years that Diane has worked at STLEO her roles have expanded and changed and include her recent promotion to the position of Director. Diane's career path in administration started at the age of eighteen in the Woodward's Department Store, accounts payable department. Diane has also worked

in business and at Revenue Canada before realizing her passion for the non-profit sector. Other than work accomplishments and team connections, Diane states that she happiest as a Mother and Grandmother.



**Jennifer Hanrahan, Director of Operations and Practice Standards**

Jennifer studied Women's Studies and Sociology at Memorial University of Newfoundland. She came to BC in 2003 to study Social Work at The University of British Columbia, earning a BSW. After a number of positions in the non-profit sector, Jennifer joined STLEO in 2014 as the Director of Operations and Practice Standards. A strong advocate and educator, Jennifer has

presented at conferences on best practice models for staffed residential care and implemented complex care homes for children and youth. Born and raised in Newfoundland, Jennifer now resides in Surrey, BC with her husband and three children.



**Sijing Xu, Director of Finance**

Sijing Xu joined STLEO in March 2020 and currently serves as Director of Finance. Sijing is a Certified Professional Accountant with over 15 years senior experience in financial reporting, cash management, corporate finance, and government funding. Before joining STLEO, she has worked in multi-industry such as mining, real estate, renewable energy, and non-profit organizations.

Sijing earned a Bachelor of Accounting at British Columbia Institute of Technology and Bachelor of Education from PRC. Outside of working, Sijing enjoys travelling with family, walking & jogging, Yoga & music.



**Tom Wangari,**

Administration Assistant



**Devon Chubey**

Health and Safety Officer

# Client Practice Story - Cultural Competence

As part of our Strategic plan, STLEO strives to provide culturally competent services to our clients. However, what does this mean in practical terms? One of the clearest determinants of cultural competency is language. At STLEO, our 170 staff members reflect diverse cultural communities and speak a number of languages beyond English including: Korean, Farsi, Cantonese, Punjabi, Spanish, French, Kiswahili, Kikuyu, Tagalog, Hindi, Mandarin, French, Urdu, Bulgarian, Czech, Russian, Portuguese, Tamil.

Other indicators for cultural competency include how an agency celebrates or communicates support and respect for the events important to a group. For example, how we honour not only celebrations but also the meaning and purpose behind them. A good example of this might be how we support and celebrate Pride month, or how we might advocate appropriate services for a Trans youth in our care.

Cultural competence is a high priority in social work and can be difficult to achieve within the restrictions inherent in systems. We believe that cultural competency requires an understanding of anti-oppression and anti-bias theories and is defined by our capacity as an agency to work across multiple paradigms to find ways to engage with our clients. One story that highlights cultural competency is as follows. The names and identifying information have been omitted or changed to protect privacy.

The STLEO Family Development program provides support to families referred to us through the MCFD. Often, these families are dealing with life struggles that interfere with their ability to parent. Sometimes, family members are experiencing significant issues such as trauma or addiction. Sometimes they are in need of life skills and counselling to support their growth as a parent.



## Practice Vignette:

After police attended a domestic violence call, twelve-year-old Lucy was removed from her home and placed into temporary care. Her mother spoke little English and the family had recently immigrated to Canada. Her father was struggling with a drug addiction and often became aggressive. This case was referred by the MCFD to a staff member at STLEO who shared a common language and culture. Over the course of the year, our staff assisted Lucy's mother to establish a safety plan for herself and her daughter and worked with Lucy's father to address his addiction issues. Through sheer determination, Lucy's father was able to detox and later found employment. Lucy is now home with her parents, stating to staff that her parents no longer fight as they did before and that her dad is very caring. The file is now closed.

## Leadership Cohort 2020 | 2021

The STLEO leadership cohort program brought together our agency Coordinators and Managers to engage with the deepest questions of what it means to lead their practice. Staff joined Harvest Moon Consulting and Kris Archie Consulting for a six-month journey to build pathways to creative capacity, confidence, resilience, relationship, innovation and collective impact.



### **Chris Corrigan**

Chris Corrigan is a teacher and facilitator of strategic conversations and a practitioner of the Art of Hosting whose work invites collective intelligence and collective leadership to be activated in the service of complex challenges.

### **Kris Archie**

Kris Archie, a Secwepemc and Seme7 woman from the Ts'qescen First Nation, is passionate about heart-based community work and facilitating positive change.



## Staff Recognition | 2021

### **Al Cote Award**

The Al Cote Award is presented annually to an employee who best exemplifies the qualities that Al Cote has shared with our society. A founding member of the Society, Al was kind, compassionate and ethical. He contributed his time over two decades, serving as a volunteer member of the Society, holding the positions of Chair and Director on the Board.

Last year's recipient of the Al Cote Award was **Gurjiven Bal**.

---

### **Retirement**

We are sad to say goodbye to our longstanding accountant Jan Pajak. Jan is now enjoying a much-deserved retirement with his wonderful wife Krystyna.



# Data on Service Delivery

Clients served this fiscal year:	410 Individuals and Families
Hours of Service Provided – non-residential:	16, 223.50
Days of service – Residential:	6,001

## Clients by Program:

### Residential: Total Clients: 77

- Surrey Long-term Homes, Aspen, Aspen Jr, Maple & Willow: 11
- Surrey Emergency Homes, Beach/Delta Newton: 33;
- Cedar (Metis Family Services): 6
- Surrey 13 and Under Homes, Lilac, Huckleberry & Sunflower: 6
- Burnaby Long-term Homes, Rowan & Southside: 5
- Burnaby Emergency Home, Esau: 16

### In-Community Programs:

- Child and Youth Access: 52
- Family Development: 95
- SMILE: 32
- Outlook: 154

## Demographics:

28.5 % of clients served are Indigenous

41.7 % Caucasian

51 % male/46.5% female/Just under 2% gender-queer/Just under 1% transgender

## Top 15 reasons for referral in order of prevalence:

1. Mental Health
2. Family Conflict
3. Emotional Supports
4. Parenting Support
5. Behavioural Concerns
6. Substance Misuse
7. Aggression/violence
8. Education Needs
9. Domestic Violence
10. Justice System Supports
11. Homelessness
12. Cultural Conflict
13. Sexual Exploitation
14. Sexual Abuse
15. Pregnancy Supports

## Statement of Financial Position 03/31/2021

	Current Year	Previous Year
<b>ASSETS</b>		
Total current assets	\$ 5,279,802	\$ 4,279,839
Investments	156,697	261,387
Capital assets	3,807,421	3,817,582
<b>TOTAL ASSETS</b>	<b>8,358,808</b>	<b>7,809,236</b>
<b>LIABILITIES AND EQUITY</b>		
Total current liabilities	\$ 2,600,981	\$ 2,265,361
Net assets (equity)	6,642,939	6,093,447
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>9,243,920</b>	<b>8,358,808</b>

“I have really enjoyed working with STLEO. Staff are sensitive to the cultural needs of the families and compassionate and caring in their work.”

- MCFD social worker



## Statement of Operations Twelve months ending 03/31/2021

	Current Year	Previous Year
<b>REVENUES</b>		
MCFD	\$ 7,469,779	\$ 6,617,198
Donations	2,055	5,213
Interest	20,336	57,732
Grants/Other	117,091	102,756
<b>TOTAL REVENUES</b>	<b>7,609,261</b>	<b>6,782,899</b>
<b>OPERATING EXPENSES</b>		
Programs	\$ 6,226,878	\$ 5,440,591
Administration	832,891	803,349
<b>TOTAL EXPENSES</b>	<b>7,059,769</b>	<b>6,243,940</b>
<b>EXCESS OF REV over EXP</b>	<b>\$ 549,492</b>	<b>\$ 538,959</b>

# Our Board of Directors



**Marion Clauson,**  
*President*



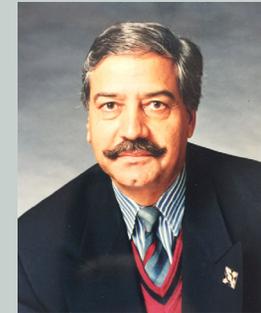
**Deborah Hutchings,**  
*Vice-President*



**Glenn Gardner,**  
*Recording Secretary*



**Cathy Ebbehoj,**  
*Director*



**KP Aujlay,**  
*Treasurer*

## Strategic Plan At-A-Glance 2021 - 2024

**S  
T  
L  
E  
O**

**Service Excellence  
Extraordinary Workplace  
Strong Community  
Strong and Sustainable Agency  
Truth and Reconciliation**

### **Leadership in Practice**

Relational  
Collaboration and collective impact  
Dialogue continuous learning

### **Nineteen for 19**

Engage 19 companies to walk with youth as they transition from care to the broader community. A community to provide mentorship, friendship and guidance that supports young adults to achieve their employment and personal goals.

### **Succession we are**

Staff engaged in agency leadership  
Strong cross agency communications  
Continuous Learning  
Mentorship

### **Cultivating kindness is more than being nice.**

Everyone in our agency is connected and participating in our mission  
Communication honours relationships  
Value based leadership

### **Decolonizing our Practice and Living into Reconciliation**

Examining our practice standards  
Listening to the experience of others  
Educating ourselves  
Standing on our shared values

### **Building our foundation**

Business continuity (risk management, emergency preparedness)  
Growth strategy  
Communication Plan Implemented  
Strategic Community partnerships

In loving memory...



Derek Pollock