

# Annual General Meeting 2022

Tuesday, June 28, 2022



STLEO

## 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

On behalf of the Board and myself, I want to congratulate all of you on another successful year and I want to acknowledge how challenging this year has been. The ongoing impact of the pandemic on our services and communities has without doubt touched every single person in our agency and beyond. Some of you have had Covid or have cared for someone with Covid this past year. As an agency, we responded swiftly and consistently implementing Covid protocols and today we continue to exceed standards on health and safety. We so appreciate your efforts to keep everyone safe.

At the Board, we are in conversation about the ongoing issues affecting the lives of the people we serve. One of the issues we are acutely aware of is the unending opioid crisis impacting our young. The loss of so many in our care is unimaginable and painful.

We are committed to continuing our efforts to decolonize our agency. Some of the ways we achieve this is through policy, by working collaboratively with others and by reconfiguring our practice. We know that decolonizing itself is a practice.

Finally, I want to thank the volunteer board for their ongoing stewardship of our agency. Their commitment and service is often unseen and integral to good governance.

Marion Clauson, *Board President*



## Message from the Executive Director

“You have to be careful with the stories we tell.  
And you have to watch out for stories  
that you are told.”

– Thomas King  
*Truth about Stories—A Native Narrative,*  
CBC Massey Lecture

I have been thinking a lot this year about the importance of story. Your story, my story, our collective stories and especially about the stories told about the people that we serve. I have been thinking about why some stories matter and how some people’s lives are erased. History is an interpretation of events usually told by those who hold power; certain inconvenient truths recast by revisionism or turned into settler hero tales. Words pin us down or lift us up. Written, they can become evidence used against us or for us, depending.

The people that we serve come to us with spoken and unspoken stories. Histories entrusted to us. We can choose to honour their stories, to hold them safe or we can do the opposite. As we continue our agency’s journey and live into our commitment for Reconciliation we must become comfortable with being uncomfortable, putting our own interests aside in order to be present to one another, to be good witnesses by silencing our anxiety sufficiently to listen.

A handwritten signature in blue ink that reads "Renata Aebi". The signature is written in a cursive, flowing style.

Renata Aebi, Executive Director

## Our Keynote: Gwen Cardinal



Tansi

My name is Gwen Cardinal and I am of Cree descent and have positioned myself on the ancestral territory of the Lheidli T'enneh, I have the honor of upholding the responsibility as the Director of Health for the Prince George Native Friendship Centre.

I am one of many truths in this community, and I lead myself as a daughter, sister, mother and auntie to many in addition to my professional commitment. My birthplace is the Treaty 8 Territory and I came to be in this community to pursue educational and life opportunities.

I am relentless in the pursuance of transforming inequities to ensure that "every child matters". I seek out opportunities professionally and personally that contribute and make space for reconciliation and community driven models of services that support health, wellness and inclusion.

When I think of the commitment of service from our frontline social sector, especially over the last 2 years, I am grateful. The courage and strength to ensure the safety and well-being for all is our collective journey of reconciliation, I am committed on this path.

In friendship.

# 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**

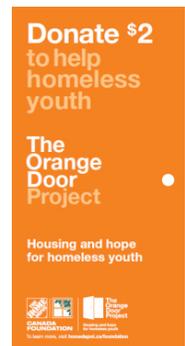
## We thank our funders for their support and partnership



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



**Fatima Gulamhusein**

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

## Staff Recognition | 2022

### 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 recipients of the Al Cote Award were **Aimie Beirnes** (Outlook), and **Jennifer Morden** (Under 13 Homes).

## Perseverance: A client's journey



In October of 2020, Mary (not her real name) due to her inability to remain with family and manage her mental health, reluctantly asked for a Youth Agreement with the MCFD. This was a very difficult decision due to her role in supporting her family, especially her younger sibling. Largely on her own, Mary was able to find an apartment and formed an excellent relationship with her Landlord.

Mary pursued appropriate mental health supports and with support managed to wade through the roadblocks inherent within a system of care to eventually find excellent support through the Foundry\*. She realized a pet would be of comfort to her and advocated for this, eventually persuading her doctor, Landlord and the MCFD.

She has advocated for herself to get glasses, dental work, and graduation supports. She reaches out to her care team for support as needed. She also continues to advocate for her sibling's needs and maintains a positive relationship with her parents. Even seeing difficult challenges for her parents, she remains hopeful for her family.

Through the difficult and chaotic times at home, Mary continued to excel at school and will walk across the graduation stage this June. A student leader, Mary works in student aid supporting other students and has excellent relationships with teachers and counselors. She is also an integral member of the theatre program, recently doing lighting and stage design as well as acting as the Stage Manager for a large production. Mary plans to attend Douglas College in the fall with a focus in social work. This young person is a delight to work with and has a bright future ahead.

## Resiliency while making a difference

Jason (not his real name), attended our learning pathways program and received youth work support in community. He was a very well liked, personable person but also involved in gang life and the police stopped Jason in a vehicle and found a loaded gun in his possession. Police hypothesized that he may have been on his way to execute a 'hit' on a rival gang member. At the time, Jason was not cooperative with his care team nor police and later moved out of the district. Staff, however, continued to reach out to Jason, offering services. Jason refused contact and his file closed. However, our teacher continued contact tutoring Jason in math. The teacher reported to us that Jason had returned to school in Surrey and was working part-time house framing. In the two years since leaving our program, the teacher had been supporting Jason to realize an idea he had to start a non-profit ("Dogs of the DTES") supporting unhoused people to keep and properly care for their animals. The teacher was particularly impressed with the level of detail and planning involved that included goals. Jason has applied to the MCFD for an honorarium to facilitate a survey for marginalized people, showing insight and compassion for others. We are so excited for Jason's successful movement towards positive work and community connection.



# Data on Service Delivery

Clients served this fiscal year:	447 Individuals and Families
Hours of Service Provided – non-residential:	22,967.75
Days of service – Residential:	6,088

## Clients by Program:

### Residential: Total Clients: 97

- Surrey Long-term Homes, Aspen, Aspen Jr, Maple & Willow: 14
- Surrey Emergency Homes, Beach/Delta Newton: 34
- Cedar (Metis Family Services): 12
- Surrey 13 and Under Homes, Lilac, Huckleberry & Sunflower: 13
- Burnaby Long-term Homes, Rowan & Southside: 7
- Burnaby Emergency Home, Esau: 17

### In-Community Programs:

- Child and Youth Access: 88
- Family Development: 75
- SMILE: 32
- Outlook: 155

## Demographics:

23.3 % of clients served are Indigenous

40.4 % Caucasian

52.2 % male/44.7% female/Just under 2% transgender

## Top 10 reasons for referral in order of prevalence:

1. Emotional Supports
2. Mental Health
3. Family Conflict
4. Parenting Support
5. Behavioural Concerns
6. Substance Misuse
7. Education Needs
8. Aggression/violence
9. Justice System Supports
10. Sexual abuse/assault

### **Of note:**

In 2020, Mental Health Concerns was Number 7 in prevalence and it jumped to Number 1 in 2021– likely due to the Pandemic and remains at Number 2 for 2022. Emotional Supports moved to Number 1.

## Statement of Financial Position 03/31/2022

	Current Year	Previous Year
<b>ASSETS</b>		
Total current assets	\$ 5,890,872	\$ 5,279,802
Investments	261,387	156,697
Capital assets	3,743,456	3,807,421
<b>TOTAL ASSETS</b>	<b>9,895,715</b>	<b>9,243,920</b>
<b>LIABILITIES AND EQUITY</b>		
Total current liabilities	\$ 2,391,674	\$ 2,600,981
Net assets (equity)	7,504,041	6,642,939
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>9,895,715</b>	<b>9,243,920</b>

“I wanted to let you know Hailey and Willow House staff are being praised for their work with TB in supporting him with this Haida culture. Excellent work!”

- MCFD social worker



## Statement of Operations Twelve months ending 03/31/2022

	Current Year	Previous Year
<b>REVENUES</b>		
MCFD	\$ 9,039,075	\$ 7,469,779
Donations	5,642	2,055
Interest	17,570	20,336
Grants/Other	170,653	117,091
<b>TOTAL REVENUES</b>	<b>9,232,940</b>	<b>7,609,261</b>
<b>OPERATING EXPENSES</b>		
Programs	\$ 7,568,950	\$ 6,248,891
Administration	802,888	810,878
<b>TOTAL EXPENSES</b>	<b>8,371,838</b>	<b>7,059,769</b>
<b>EXCESS OF REV over EXP</b>	<b>\$ 861,102</b>	<b>\$ 549,492</b>

# Our Board of Directors



**Marion Clauson,**  
*President*



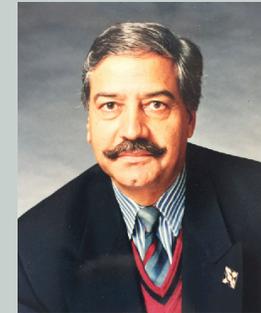
**Deborah Hutchings,**  
*Vice-President*



**Glenn Gardner,**  
*Recording Secretary*



**Cathy Ebbehoj,**  
*Director*



**KP Aujlay,**  
*Treasurer*

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

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

### Leadership in Practice

Relational  
Collaboration and collective impact  
Dialogue continuous learning  
Resilient and Creative

### 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  
Working together to realize the TRC recommendations

### Building our foundation

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

In loving memory...



Jenny Nash