

# Annual Report

## Hope & Area Transition Society

2019/ 2020 Year

*Hope and Area Transition Society would like to acknowledge that we provide services and programs on the traditional ancestral and unceded shard territory of the Chawathil people of the Tiyt Tribe. The Tiyt Tribes of the Stó:lō territory extend along the boundaries down both sides of the Fraser River from Yale to Seabird. Our services and programs also extend within the Nlaka'pamux territory, which includes communities from Spuzzum to Lytton. We thank these communities for welcoming us to their territory and allowing us to carry out the work we do.*

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**Agenda**  
**Hope & Area Transition Society**  
**Annual General Meeting**  
**June 17, 2020 Virtual Meeting 11am**

**Chair:** Ruby Rempel

**Recording Secretary:** Marianne Cameron

***Welcome***

Adoption of the Minutes of the 2019 Annual General Meeting

Presentation of the Auditor's Report

Appointment of Auditor for 2020/2021

Appointment of Legal Counsel 2020/2021

Executive Director Report

Program Reports

By Law Updates

Nominations & Elections to the Board of Directors

Recognition of Sabine Keil for 6 years of Service on the Board

Staff Years of Service Awards

Adjournment of AGM

Meeting of the new Board of Director's

## Message from the Chair

It has been my pleasure once again, to represent the Hope and Area Transition Society as Chairperson of the Board. Over my years on the Board I and the rest of the Board have come to recognize and appreciate the efficient and effective work that HATS does in the community. This begins with our Governance approach, then the daily operations led by the Executive Director and then the delivery of services and programs by the staff, overseen by the Program Managers and Coordinators.

As a Board last year, we adopted the Strategic Plan which addressed the need for housing for our vulnerable population. The Strategic Plan is part of the Executive Director's job to implement. Therefore, the implementation of housing was rolled out. In no way did the Board of Director's expected to see the amount of resistance and hostility from the community regarding supportive housing. As an agency there is a demonstrated need for housing and our job is to work toward addressing emerging issues, trends, and gaps. This is exactly what we did. As we continue to advocate and support the need for housing in our community, we whole-heartedly back the work that is being done by the Executive Director and our funding partner, BC Housing.

Hope and Area Transition Society is an integral community partner and has taken the lead on many significant projects within the community. Leading four broad streams of service for 20+ years; Domestic Violence, Homelessness, Substance Use services, and Youth and Family Services, HATS recognizes the necessary work that is needed to see our community as healthy and vibrant.

Hope and Area Transition Society has a dedicated staff, who day-in and day-out work with those who are impacted by trauma, they must be commended and recognized. Equally committed to the work that is done in the agency is the dedicated Board of Director's who diligently review reports, financial data and budgets to ensure oversight and due diligence is maintained. Our financial outlook is promising, and we once again have received a clean audit.

We have a strong, diverse Board who is committed to work alongside the Executive Director and the Staff in supporting initiatives that will address the emerging issues, trends, and gaps in service delivery. I look forward to another year as the Chair of the Board and am looking forward to what the 2020/2021 year as in store for HATS and the community.

Respectfully,

Ruby Rempel

## **Board of Director's 2019/2020**

### **HOPE & AREA TRANSITION SOCIETY**

<b>President</b>	Ruby Rempel
<b>Vice-president</b>	Sabine Keil
<b>Treasurer</b>	Pat Daws
<b>Recording Secretary</b>	Marianne Cameron
<b>Directors</b>	Nancy Hutsul Susan Johnston Kent McKinnon Marg Millar Rose Peters

**You never know how strong you are until being strong is the only choice you have.**

*Cayla Mills*

## **Message from the Executive Director**

2019/2020 has been no different than any of the other years; with one exception – Supportive Housing.

Navigating the misconceptions, misperceptions and misinformation that was generated throughout the community via various social media platforms, individuals, and groups, was a job unto itself. Although BC Housing had led community engagement sessions, and offered open e-mail submissions for public feedback, the negativity continued to ensue through the last quarter of the fiscal year. Work was done to promote a better understanding of what Supportive Housing is:

- Mayor and Council went on a tour of Supportive Housing in Abbotsford and Chilliwack
- Presentation from BC Housing to Mayor and Council on the findings from the community engagement sessions
- Presentation from the Medical Health Officer on homelessness and the impacts on health care
- Community tour of Supportive Housing in Abbotsford
- News articles promoting the benefits of Supportive Housing
- Creation of Frequently Ask Questions and Myths/Facts sheet
- Face-to-face and one-to-one meetings with groups and people

Rezoning has been applied for, unfortunately due to COVID 19 all Council meetings and Public Hearings have been suspended, therefore we wait, nonetheless the need for housing our vulnerable has not changed and in light of the pandemic it has made it even clearer the need for people to be housed.

When I reflect on the past year my attention has been focused on the Emergency Shelter and the proposed Supportive Housing project. This does not detract from the other service areas, that provide essential services and programs to our community.

Once again, this year our Domestic Violence programs have seen increase to services, the past year saw an increase of 26% more women and children accessing Transition House than the previous year. Women are staying longer in Transition House because of limited housing availability. The House Coordinator initiated a Violence Against Women in Relationship committee for the Fraser Canyon and Boston Bar area, ensuring that women in remote communities have access to services. Stopping the Violence Program has remained steady with client services, a decision at the end of this fiscal year was to extend services to Agassiz, enhancing this program by an additional day a week. Our Prevention, Education, Advocacy, Counselling Empowerment program lost our worker to retirement, with some instability in this program, a temporary worker is in place.

Substance Use services continues to see a steady growth of clients, advocacy for increased funding for an additional position is ongoing. Community Action funds provided opportunity for the agency to promote the need for Naloxone training, increase awareness on the opioid crisis and open dialogues on stigma and judgments.

The Youth and Family Service program is a solidly rooted program within the agency. The collaborative work that is being done between the Key Workers and various community partners has fostered deep and

meaningful relationships, which in turn enhances the quality of wrap around services for our clients. Although there were several maternity leave positions this year, the temporary workers continue to provide seamless support to families and our youth. Just before Christmas the Family Therapist retired, leaving a gap in services. There is deep-rooted trauma in the lives of our clients and having a therapist to support our clients through this trauma is paramount.

The Youth Coordinator role and the school-based programs foster an upstream approach in prevention initiatives. The Youth Coordinator worked hard this year on an application to bring Foundry services to Hope for youth. Foundry provides a “one-stop” shop for youth to access services, Hope has been short-listed for consideration of a Foundry in Hope.

The highlights for the 2019/2020 year include:

- Community engagement for Supportive Housing
- Enhanced community partnership for all program service areas
- Investment in staff through support and training opportunities
- Positive financial standing
- Updated website
- New and enhanced IT services throughout the agency

For the 2020/2021 the goals include:

- Work toward securing a Foundry space and raising capital funds to build the building
- Continue to promote and advocate for a successful re-zoning for Supportive Housing
- Ongoing focus on building relationships with our First Nation communities and reconciliation
- Continued education and awareness to the community on the programs/services that the agency offers – improved community messaging and communication plan
- Build a strong team through the development of Program Managers/Coordinators and Staff
- Work with Fraser Health on the enhancement of funding for Substance Use services

I am so very proud of the work that Hope and Area Transition Society continues to do in our community and surrounding area. The work is difficult, messy and challenging, however through this messiness we find hope and we celebrate the successes of those who are do not have people in their corner, we cheer them on, we sit with them in their pain and we walk alongside of them in their journey. I am especially proud of the work that the staff and agency has done through the pandemic, it seemed that by mid-March our world had turned upside down, uncertainty and fear swelled within our world. Staff continued to show up and support our clients. I cannot thank each of you enough, this quote speaks to the hard work that we do each day. *“The only people who can change the world are people who want to. And not everybody does.” Hugh MacLeod*

Thank you to the Board, you are an exceptional group of people who are committed to the work that we do. Thank you for your ongoing support and dedication. I look forward to another year, leading this agency.

**Geraldine (Gerry) Dyble, MBA**  
**Executive Director**



# **Current Staff List**

## **Administration Office**

**Executive Director**  
**Finance Manager**  
**Office Receptionist**

Gerry Dyble  
Soraya Duncan  
Denise Howell

## **Domestic Violence Services**

**House Coordinator**  
**Day Support**  
**Evening Support**

Anna Gladue  
Ilene Ajtay, Tashawna Bell  
Patricia Anderson  
Rhonda Zantovsky

**Midnight Support**

Debbie Johnston, Michelle Pilon

**Prevention, Education, Advocacy, Counselling and Empowerment &  
School-Based Violence Prevention Program**

Kari Laron

**Stopping the Violence Program**

Maureen Hickey

## **Emergency Shelter Services**

**Program Coordinator**  
**Mental Health Liaison Nurse**  
**Nutritionist**  
**Day Support Worker**

Brian Dodd  
Deanna Deleurme  
Bill McNeil, Kim Thompson  
Sylvia Bouw, Traci Payant,  
Isabel Perez, Lynda Maxim

**Evening Support Worker**

John Bonson, Rachael Cormier,  
Joy Jeffrey

**Midnight Support Worker**

Brian Lambright, Greg Rusk,  
Brandon Williams

## **Homelessness Services**

**Indigenous Outreach Worker**  
**Homeless Outreach Worker**

Kelsey John  
Kodie Krenz

## **Substance Use Services**

**Program Manager**  
**Adult Substance Use Program**  
**Mental Health & Substance Use Outreach Worker &  
Youth Inclusion Worker**

Roxanne Turcotte  
Allison Paterson

**Youth Substance Use Program**

Brooke Dinzey  
Eloise Godden

**Substance Use Prevention and Health Promotion**

Pat Wiens

## **Youth and Family Services**

**Family & Youth Services Program Manager**  
**Youth Coordinator**  
**Boston Bar School Program**  
**Aboriginal Mentor Program**  
**Family/Youth Key Worker Program**

Debbie Pauls  
Bonnie Millward  
Meaghan Briggs  
Kristie Peters  
Veronica Ryder, Tracy Kingdon,  
Samantha Kelley

# ***SECTION 1      Programs***

# **Jean Scott Transition House**

## **Program Description**

Jean Scott Transition House provides short to long term shelter and related support services to women, children and youth who have experienced or are at risk of violence. Stays are normally in the range of 14-45 days. Our environment is safe, secure, comfortable and always confidential. We support women as they make decisions about their future.

We help increase a women's awareness of violence against women from a feminist view and the Transition House is staffed 24 hours a day, 7 days a week.

## **Number of Clients Served**

This year we have housed 61 women and 28 children. We took 382 calls for information or crisis based.

We readily accepted 70 women with and without children.

## **Evaluation of Program Objectives**

We provide a safe environment stocked with all the basic needs for women and their children. We let women relax and regroup for a few days knowing that being in crisis is an exhaustive experience.

After the initial few days in house, we can connect women to our intra-agency links. These include but are not limited to Stopping the Violence Counsellor, Substance Use Counsellors and Family support Services.

Support workers meet with women daily to assess goals and assist women in establishing said goals or moving forward in their lives. Each support worker brings something unique to support the women their children and their families.

Through our network, women are referred to resources within the community. We work to advocate and support women while they access the services that fit for them and their children. Our mantra is to provide Safety, Security, Confidentiality and Comfort to all the women and children in the house through a trauma informed lens.

## **Areas of Significant Achievement**

Extreme Weather Response (EWR) – this was likely the largest significant achievement for the Transition House in this fiscal year. The 'meditation room' was dismantled and turned into our EWR room. Additional staff were hired, and we brought over 3 women from the House of Hope late in November 2019. Through the extreme weather months, we housed 3-4 women nightly and worked in collaboration with the Emergency Shelter to provide appropriate service.

Re-implementation of Second Stage Housing – We have been successfully supporting 2 women (one with a child) who have moved on from transition house into second stage housing. I worked to re-build the relationship with Coquihalla Intercare Society and was successful in gaining second stage housing for a woman and her son in Joan Greenwood Place.

### **Areas to be Improved/Enhanced**

Transportation is still an issue in Hope. Although public transit has made some difference, the timing is not ideal for our residents requiring services in Chilliwack. We have felt the loss of our family therapist from the agency. He would visit once a week to work with families and although I tried to get the transition house connected to a clinician through Child and Youth Mental Health, it just didn't seem to pan out.

I would like to see more of a community presence for the Transition House (i.e. people who need our services know it is available)

### **Changes in Operation and/or staff**

Extreme Weather Response (EWR) changed the overall operation of the transition house. We hired additional staff so as not to overwhelm or overburden existing staff. Over the 5 months of EWR we bobbed and weaved our way through in a trauma informed way.

Changes to the way transition house staff is scheduled was operationally, the biggest change this year. Day support moved into a 4 on 4 off rotation on September 1, 2020. As a result, new staff was hired to fulfill the position and some staff shuffled around. What we see now is all staff having equal hours and equal opportunity. Residents recognize the equality of staff and are liberal in their conversations with any staff. Everyone works a 4 on 4 off rotation and it has smoothed out operations with all support staff.

Currently, all shifts are filled with a permanent staff member and there are 4 trained workers in the relief position.

### **Annual Statistical Summary**

Occupancy over the year was down from 1 year ago, but that was due largely to being at or over capacity for November and December. On average we were at 73% capacity this year. When we combine that with EWR women being housed, there were days that we had 14 people under 1 roof. Never in the year were we below 60% occupancy.

Our Client Satisfaction Surveys consistently reflected our ability to have women and their children feel welcome, supported and safe. Feedback included easy accessibility for therapy, services and resources. Outgoing residents thanked us for helping build and re-build relationships with their children and extended family while being very appreciative of being heard by support workers.

Submitted by Anna Gladue – House Coordinator

# Stopping the Violence Program

## **Program Description**

The goal of the Stopping the Violence Program is to empower women to evolve from victim to victor and thus enable them to develop to their fullest potential. The program offers free, confidential individual and/or group counselling and support to women who are currently experiencing or have experienced any type of abuse (emotional, physical and/or sexual) across their lifespan. The service is feminist-based, trauma informed counselling, with priority given to safety and support. The program provides non-judgmental, empathic counselling to women 19 years old and over, and to teenage girls living an adult lifestyle where no other suitable services are available. Clients may access one-hour individual sessions and /or group counselling. Counselling was available at the Hope and Area Transition Society main office until March 12, 2020. Due to the COVID19 the counsellor has connected with clients via telephone or videoconference formats since March 17, 2020.

The STV Program continues to offer a weekly individual drop-in service to the residents at the Jean Scott Transition House until March 12, 2020. Since March 17, this service has also been offered by phone or videoconference formats.

The STV Program continues to offer the "*I Can*" group that started on June 11th. 2015. The "*I Can*" empowerment group is a weekly ongoing, facilitated psychotherapeutic support group providing professional counselling, peer support, educational opportunities, and access to a variety of resources.

## **Number of Clients Served**

1. Number of Individual clients: 78
2. Number of clients who accessed the "I Can" group: 21
3. Number of groups: 45

## **Evaluation of Program Objectives**

1. Provide a safe, supportive environment for clients, to enable clients to develop a sense of safety and trust. Evidence of achievement was demonstrated by clients' regular attendance for individual and/or group counselling. Furthermore, evidence of achievement was provided by clients who regularly report that they feel heard, understood, and accepted. Since March 17 evidence of achievement has been demonstrated by the STV program successfully moving to a virtual practice.
2. Explore client safety and develop safety plans. The first step for new clients is to develop safety plans and strategies to keep themselves safe. Safety is an ongoing concern and revisited if new concerns arise.
3. To facilitate clients in developing life-skills such as assertiveness, boundaries, and self-worth. This objective is completed by providing clients with appropriate resources, hand-outs, and practical information. As clients feel safe, supported and that they matter in the therapeutic environment they start to assert themselves in their relationships.

4. To encourage clients to believe in themselves and begin to develop a sense of personal power. As clients feel respected and understood they learn that they matter, and they have the right to be respected.
5. To help clients to move towards psychological wellness and self-acceptance. This objective is met by first providing a therapeutic environment in which clients feel safe. When clients feel heard, understood, and accepted unconditionally their level of self-acceptance is raised. As they become more self-accepting their locus of control transitions from external to internal and their need for external approval lessens. Self-acceptance leads to personal power and firm boundaries.
6. To be an enlightened witness with clients as they overcome trauma. This objective is done by building trust and rapport with newer clients. Clients can then begin to come to terms with the painful reality that their parents were not emotionally there for them resulting in insecure attachment to their parents. Insecure attachment leaves a legacy of feeling worthless, trusting nobody, and feeling that the world is a dangerous place. As clients feel safe and supported, they are courageously coming to terms with their trauma.

#### **Areas of Significant Achievement**

1. Built and maintained a significant individual caseload of thirty-six clients. The counsellor receives regular referrals from Hope MCFD, Mental Health and colleagues at HATS.
2. The counsellor continues to provide a drop-in service for the residents of the Jean Scott Transition House. Staff and residents report that this is a valuable service, and residents look forward to connecting with the writer weekly. Several residents continue to access individual and group counselling after they leave the transition house. Since March 12, connection has been virtually with clients at Jean Scott Transition House.
3. Maintained a strong connection with two clients at the Thunderbird Shelter.
4. Continues to participate in the Violence Against Women in Relationships (VAWIR) Committee, and the Interagency Case Assessment Team (ICAT) that aims to protect women in high risk domestic violence relationships.
5. The "I Can" process group will soon be celebrating its fifth anniversary. Group therapy provides many benefits for clients. All members share common goals. Members share their strengths and life experience to help others. Members can experience relief from emotional distress through the free, uninhibited expression of emotion. The group setting provides a safe/supportive environment for members to improve their social skills. Group therapy helps members to realize that they are responsible for their own lives, behaviors and decisions. Group members develop social skills through a modelling process, observing and imitating the writer and each other. Members in later stages of the healing process may give hope to those in the early stages. Sharing experiences with others helps people to see that they are not alone in what they have experienced.

**Areas to be Improved/Enhanced**

There are four major goals for future development. Firstly, continuing to form a positive relationship with MCFD and Mental Health are a priority. Secondly building a stronger connection to the Interagency Case Assessment Team (ICAT) is critical. The overall intent of the ICAT team is to increase safety in domestic violence cases. Helping members of that team to better understand and service women in high risk domestic violence situations will be beneficial to all. Will continue to offer individual and group counselling virtually for the duration of the COVID19 pandemic. Finally, will endeavor to provide phones for clients who cannot connect with the counsellor.

**Changes in Operation and/or Staff:** Moving to a virtual platform due to the COVID19 pandemic.

**Annual Statistical Summary April 01, 2019 to March 31, 2020****Individual Client Statistics**

Number of Individual Clients served: 66

Number of Intake Sessions: 44

Number of Individual Sessions: 359

Drop-in Sessions: 46

Number of Crisis/Support Calls: 36

Number of Individual Client Files closed: 41

Number of Individual Client Files as of March 2018: 36

**Group Statistics**

Number of Group Sessions: 42

Number of Group Members Served: 22. Average Group Attendance per Week: 6

Submitted by Maureen Hickey, RCC

## Program Manager Youth/Family Services

**PEACE:** The Peace Program began the fiscal year with a newfound momentum in service delivery as both program promotion in the community and streamlining services within the agency remained priority. Promoting the new changes within the program began with a presentation to community partners at the Hope Healthy Communities meeting in April which led to several follow-up conversations around program details and the referral process with those expressing a need for further information. Continued partnership with HATS' Transition House led to consistent and weekly service delivery for women and children residents conducted at their location. In addition, when possible, co-facilitating the session on domestic violence in HATS' Violence is Preventable Program to SD78 and Seabird Island School provided students and staff an opportunity to gain an understanding of the program and how to access it should there be a need. Weekly 1-1 sessions for children, youth and their families were offered in Hope through to Harrison as well as groups: one in partnership with Kent Elementary School as well as a summer lunch group, "You Matter", offered in Hope in partnership with HATS' Key Worker program. Groups continue to be a priority as one of the key messages of this program is, "You are not Alone". An interruption to the momentum that the PEACE program experienced was the unexpected retirement of Josh Hon in November. A replacement was hired in early January and was sent to the BCSTH training in February but unfortunately everything grounded to a halt due to the restrictions of Covid-19. Although clients and community partners were kept informed of these changes, the number of clients served and referrals received has been impacted thus requiring a rigorous and focused approach for the next fiscal year.

**Hope Early Years (0-6 yrs):** Working in collaboration with our community partners, MCFD, Fraser Health, CYMH, Strong Start - SD78, Hope Community Services, Fraser Valley Child Development Centre, The Bear Bus Program, FVRLibrary and other Hope Early Years' Service Providers, HAT's emphasis continued to be on enhancing early years focused programming by allocating direct and indirect service hours to the following initiatives: Earth Day, Bike Rodeo, Participation Community Better Challenge, Story Time in the Park Hope & Boston Bar, Strong Start Hope, Family Place Hope & Boston Bar, HCS Christmas Luncheon, HCS Christmas Hampers, Ready Set Learn Hope, Silver Creek & Boston Bar, etc. Having the Family & Youth Services Team support these community initiatives helps to foster a spirit of collaboration amongst service providers and provides opportunity to build rapport with children and their families in places and at events within their community setting. This year the Early Years Committee solidified our Terms of Reference along with a Logic Model to direct projects and initiatives that will guide decision making and resource allocation for the short and long term. Hat's continues to subcontract the Early Child Development portion of our MCFD contract and Child Care Resource and Referral to Hope Community Services. We continue to value the strong working relationship we have with HCM and their commitment to providing programs for the community. For further details on the scope of work done through their portion of this contract please refer to the AGM Report submitted by Michele Thornhill of Hope Community Services.

**Youth Outreach Substance Use Counsellor:** Funded by MCFD and Fraser Health, Nichole Bodai continued to serve in this position as an integral part of supporting TREC students, support staff and teachers who regularly connected with her through Youth Drop-in hours and on an as needed basis. Nichole's outreach position provided her with opportunities to offer monthly workshops as well as closed groups for identified students. In addition to her consistent presence at TREC, Nichole maintained an active client base with 1-1 support, offered a weekly afterschool



Youth Group at HATS, co-facilitated the Learn to Eat program and participated in Summer Adventures. Nichole's commitment to her clients often required her to go above and beyond typical business hours supporting youth in some of their most vulnerable moments such as suicidal ideation, grief and loss, concurrent disorders, psychosis, harm reduction and accessing treatment. These needs along with homelessness and supporting youth aging out of care continued to surface and required strong collaboration with our community partners: MCFD, SD78, Fraser Health, FVACFSS etc. Nichole left this position at the end of December for her maternity leave and was replaced by Eloise Godden whose natural abilities to connect with these youth has led to an almost seamless transition. Eloise has demonstrated an aptitude for this position and the response from clients and community partners has been especially positive. For further details on the scope of work done through this program, please refer to the AGM report submitted by Eloise Godden.

**School Based Violence Prevention Program:** It is not easy to overlook this vital program as it has become sought after and embedded into classroom presentations throughout School District 78 and Seabird Island School. Not only are the key messages of this program being delivered in a relatable and developmentally appropriate manner, but this program serves as an opportunity for students, teachers and support staff to have an understanding of HATS' programming and their commitment to offering meaningful client centred care. Using the framework and support of the British Columbia Society of Transition Houses, this program underwent some changes this year that were quickly adopted into the curriculum that Kari was already using. The tension of remaining current while balancing the core messages continues to be an ongoing discussion in keeping this program relevant to its audience. The topic of domestic violence is never an easy topic to navigate but through the skills, compassion and integrity that Kari brings to this program children, youth and families are being reminded that they matter, it is not their fault and that they are not alone.

**Boston Bar School and Community Based Program:** This program is funded through the Ministry of Children and Family Development and provides students, grades K-12, attending Boston Bar Elementary Secondary School and their families / caregivers with social and emotional support that in turn supports the student's educational process. Between Kristie Peters and Meaghan Briggs, a consistent weekly presence was maintained in the school on Tuesdays and Thursdays. Both worked diligently to offer programming that was both meaningful and at the same time contributing to morale and school spirit. Ongoing discussions with school principal, teachers and assistant superintendent confirm the importance of having this program in their school as the spoken and unspoken needs continue to be significant. In February 2020, Kristie stepped down from this position and Meaghan was able to fulfill the role in its entirety. Please refer to the AGM submitted by Meaghan Briggs for a more in-depth overview of this program.

**Family and Youth Services Team:** The following programs at HATS are funded through the Ministry of Children and Family Development: Key Worker Program, Youth Outreach, Youth Justice / Intensive Support and Supervision Program (ISSP), Family Therapy and Family Connections (Visits, Access & Transport). The Family & Youth Services Team works closely with and values our partners at MCFD, CYMH, CYSN and FVACFSS to provide services that make a difference in the lives of those we serve. This fiscal year raised some unique challenges as FVACFSS underwent a significant restructuring process coupled with Hope MCFD & CYMH struggling with staff shortages & or changes. This along with the complexities of several files gave insight to the importance of having strong partnerships as it is essential to the work we do

in keeping our clients safe and effectively cared for. Being an active member at the Situational Table in Hope has also provided several opportunities to examine the strengths and the gaps that continue to exist in service delivery in our community and highlighted how each community partner's contribution remains critical when working with acute elevated risk files. I would be remiss if I did not express my gratitude for the support of my executive director and my colleagues at Hats, along with MCFD's Acting Team Leader Karen Shields whose wisdom and encouragement has been invaluable. In addition, the frontline staff have proven time and time again their passion and commitment to effective service delivery. Their ability to build safe and trusting relationships with their clients remains the cornerstone that guides their practice. Although we too navigated changes within the team with 2 maternity leaves and 1 retirement, clients continue to be engaged and our community partners continue to express their sincere appreciation. For further details on the scope of work done through this program, please refer to the AGM reports submitted by Samantha Kelly (Key Worker), Tracy Kingdon (Key Worker) and Veronica Ryder (Key Worker).

### **Areas of Significant Achievement**

- April 10<sup>th</sup>, HATS Team Building Day: Know Your Colour!
- Situational Table: Weekly Meetings & 4 AER files / Door Knocks
- ISSP & Youth Probation in collaboration with Pat Giasson, MCFD
- Offered consistent services and prioritized networking opportunities offered in the Fraser Canyon
- Organizing Against Hate & Racism Committee: Paddling Together – part 1 & 2
- Trauma Informed Yoga: working in collaboration with Monika Cummins from The Space designed and offered 2 sets of 4 week sessions for Hat's clients
- Early Years Committee: As One kits and training for early years providers, Earth Day sub-committee, Story Time in the Park sub-committee, Bike Rodeo & Bike to Work Week committee
- Cultural Competencies Training (4 sessions) with Dr. Allison Cushing
- Mentoring and training Practicum Student (8 weeks)

### **Areas to be Improved/Enhanced**

- A commitment to ongoing learning and flexibility as the Agency continues to grow and change to meet the needs within our mandate.
- Covid-19 has presented challenges and opportunities to explore new methods of service delivery

### **Changes in Operation and/or staff**

- Family Therapist position continues to remain unfilled

Submitted by Debbie Pauls, CYC

# **Family Therapy**

## **Key Worker – Sam Kelley**

### **Program Description**

The Key Worker position within the Family and Youth Services Team (FYST) works with families, youth, and individuals to provide support reaching their goals. Key Workers work with their clients on goals such as but not limited to finding appropriate resources in the community, life skills such as finding housing or budgeting, positive parenting techniques, supporting mental wellness, finding appropriate prosocial activities, supporting safe connection for separated families and emotional support. The FYST team works in collaboration with community partners such as Ministry of Children and Family Development, Fraser Valley Aboriginal Children and Family Services Society, Child and Youth Mental Health, School District #78, Hope Community Services, Child Development and Fraser Health Authority. Another aspect of the Key Worker position is community outreach. This can include running groups in the community or helping other community partners with their programs.

### **# of Clients Served**

# of Individuals Served - 52  
# of Group Sessions - 31  
# of Group Participants - 25  
# of Outreach Clients - 41

### **Evaluation of Program Objectives**

Over the past year, Key Worker has supported a variety of families and youth. This includes working in partnership with social workers, school staff and mental health clinicians. Key Worker made referrals to CYMH, WorkBC, Kids sport, summer camps, AMH and CDC. Key Worker worked in partnership with Hope Community services to implement the After the Bell program to help feed children and youth in the community for the summer months. Family Support Institute of BC and Child and Youth Special Needs social worker also partnered to provide a workshop for Hope and Area families with children with disabilities.

### **Areas of Significant Achievement**

Entering the role, one of my major goals was to develop professional relationships with many of the community partners. I feel accomplished in the relationships I have formed; in particular, one of Hope MCFD social workers and I supported a high-risk file in which I felt the collaboration was strong. Participating in the After the Bell program increased Key Worker's community partner relationships as well as providing a consistent service/check in point to families and youth I was supporting.

### **Areas to be Improved/Enhanced**

In supporting several of my clients, I have noticed a gap in services for youth with disabilities. There are some services for the parents/caregivers and CLBC provides services for adults with disabilities from Chilliwack. I would like to strengthen my professional relationships with Family Support Institute of BC to be able to provide services for youth with disabilities in the community. There has been consistent turnover of social worker's with Hope MCFD which at time has been difficult to navigate supporting families consistently.

**Changes in Operation and/or staff.**

I was hired late May 2019 to cover a maternity leave. When I began the role as Key Worker there were several clients, I took over the previous covering worker held. The Family Therapist position has been vacant since December of 2019 and with few local alternatives there has been several clients waiting on access to therapy.

**Annual Statistical Summary**

# of Direct Hours - 689

# of Individual Sessions - 288

# of New Files - 20

# of Closed Files - 21

Submitted by Samantha Kelley

# **Key Worker – Tracy Kingdon**

## **Program Description**

Key Worker Program- We walk alongside children, youth and families to help equip them with supports within the community to help them live healthier, fuller lives. We meet our clients where they are at in life and work with them to identify goals they have and find positive ways to help them meet those goals. We work in partnership with MCFD and our local schools. Another service provided are Supervised Visits requested by MCFD or Xyolhemeylh where we as Visit facilitators provide a safe, comfortable environment for our families to visit in.

## **# of Clients Serve**

# of Regular Clients: 39 (including Supervised visits)

# of Outreach clients: 682 based on Community Events such as Strong Start Program, Party in the Park, Storytime in the Park, Earth Day, Ready Set Learn Coquihalla Elementary and Silver Creek Elementary), Sun Safety event at Family Place, Bike Rodeo

## **Evaluation of Program Objectives**

This past year several files have been closed which means the clients have met their goals that were set when the file was open. This means our clients found tools to use to help with life stressors and/or were connected to the appropriate resources and were no longer needing my professional assistance. I have had clients who have come back to see me for extra support before their stressors became so big that they had feelings of losing control. I have many clients whose friends have contacted me for support and were referred by that friend to come see me. The Key Workers put together a poster to spread the word in the community on what we do and to help get our names and faces out in the community. A local school photocopied the poster and sent it out to every student to take home for their caregivers to look at. During the Covid-19 crisis my team and I have been putting together information packages around Covid-19 and how to cope and my families have expressed finding these packages valuable and informative during this time.

## **Areas of Significant Achievement**

- Supported a client with attending their autism assessment, applying for their PWD and submitting the finished paperwork via mail.
- Supported a client through Grief and loss
- Supported a child get 100% funding to attend summer camp.
- Ability to be flexible with my daily schedule to accommodate a family to connect daily with their child in Foster care.

## **Areas to be Improved/Enhanced**

- Limited space at the HATS office to schedule meetings or supervised visits. Often a conflict in booking with arise and someone must plan a visit outside of the building to accommodate the other planned visit.
- Consistency in Social Workers. MCFD and Xyolhemeylh have a high turn over in staff and my clients and I are often having to adjust to new workers, which can sometimes feel like starting over after having a lot of progress on a file.
- Due to Covid19 and the need to social distance it has been challenging connecting face to face with clients and keeping my direct hours consistency before this virus.

**Changes in Operation and/or staff**

- Office space that was once used for supported visits/1-1 meetings has been renovated and is now used for employee office space
- Due to Covid 19 staff is working from home twice a week and at the office for the other 3 days
- My FYST team has had to separate from our office and are currently all in separate offices due to Covid 19
- Adjusted to an entirely new FYST team due to maternity leaves
- Have had to learn new skills around working online and using One Drive to ensure all my reports are saved in one file for easy access at home and at the office.

**Annual Statistical Summary**

# of Direct Service Hours: 785.5

# of individual sessions: 334

# of New Files: 14

# of closed Files: 15

Submitted by Tracy Kingdon

# **Key Worker – Veronica Ryder**

## **Program Description**

As a key worker in the Family and Youth Services Team (FYST), we provide services to individuals of any age and families within the Hope area. We serve clients who have a regular file open with HATS, as well as many others through outreach. We connect with families regarding areas they may be experiencing challenges and help them to identify goals. We create a plan together to work towards those goals, which often involves connecting individuals to relevant resources and collaborating with other members of the care team. We also offer Supported Visits parents and children who are not living together. Within FYST we support families who have children between the ages of 0 and 6 years, through the weekly programming offered at the Hope Family Place and Boston Bar Family Place where each week we provide support as needed, and facilitate family-enhancing activities and conversations. We interact with the greater community at various family events throughout the year and through our social media accounts. With Covid-19 Boston Bar and Hope Family Place closed after March 16, 2020.

## **# of Clients Served**

# of Unique clients - 35

# of Group Participants – 55 (Family Place in Hope and Boston Bar)

# of Participants from the Community -201 (approximate)

## **Evaluation of Program Objectives**

Jenna noted that many clients come back to get into contact following closing their file to update her on their lives and to request assistance with new goals. We have helped to promote FYST in the community at various events, including Ready Set Learn and Storytime in the Park, Earth Day and Party at the Park and Teddy Bear picnic etc. In addition Jenna brought resources from Hope to Boston Bar such as fresh vegetables and fruit provided from the Hope Food Bank and personal hygiene and feminine products supplied through Hats' Period Project. We have built relationships with many young families in the Hope and Boston Bar areas through regular attendance at Family Place drop-in programs. We helped host a Christmas party with Hope Family place and Valentine's Party with Boston Bar Family Place. This year we were able to close five files.

## **Areas of Significant Achievement**

Jenna connected with many families through the Hope Story Time at the Park by designing and facilitating the craft station. Through prioritized weekly sessions and services in Boston Bar deeper relationships with families and community partners were built. Veronica was hired in October and job shadowed Jenna to help build a smooth transition for when Jenna prepare for her maternity leave in December. An additional significant achievement were the daily supported visits through which parents gained access to their children in a safe and meaningful way. The support visits often led to opportunities for parents to build connections with HATS' staff and gain access to resources when they needed it. Jenna wrapped up strongly with each file and have prepared for a smooth transition for each family introducing and knowing the new key worker make easier for them. The families were very comfortable to continuing working on their goals and was a successful transition from Jenna to Veronica.

## **Areas to be Improved/Enhanced**

The program does not have any gaps it is well structured. Is been a challenge to continue some of the goals with my clients because the Covid-19 as we make some changes in how we deliver our

services. We need to be creative and explore different ideas on how to support the families and be effective.

### **Changes in Operation and/or staff**

As a key worker the transition from Jenna to have a maternity leave was smooth and the client's response was positive. Jenna was able to introduce me, and I was trained working side by side and was excellent and increase my knowledge in the work role.

### **Annual Statistical Summary**

# of Direct Hours – 759

# of Individual Sessions - 277 (with regular clients or individually with outreach clients)

# of Outreach Events – 5

# of New Files - 11

# of Closed Files - 5

Written and submitted by Veronica Ryder on behalf of Jenna Siemens



# **Early Childhood Development and Childcare Resource & Referral Program**

## **Program Description**

Early Childhood Development: The funding we receive is used to operate a program called Healthy Families. The program is delivered once a week and is a barrier free drop-in for families with children. The drop-in operates for two hours after school and provides a healthy meal and activities for the children and adults to participate in together.

Child Care Resource and Referral: This program offers services to parents who are looking for childcare, assistance with the Affordable Child Care Benefit, resources to borrow or may just have questions about child development. We also actively recruit people to operate a registered non-licensed childcare in their home. We provide assistance, resources, education, parent referrals and whatever else is needed to ensure the person is successful in their business. Office hours Monday to Thursday 9:00am to 3:30

## **# of Clients Served**

ECD # of Unique Clients served: 91

Presentations: Dental Hygienist visit, Bear Aware program, attended Story Time in the Park in July

# of CCRR clients served 82

Course offered 2 sessions of Responsible Adult training offered one in the fall and one started in the spring. Working in partnership with the Fraser Valley Regional Library to offer 2 sessions of Parent Child Mother Goose

## **Evaluation of Program Objectives**

The program objectives were met in the areas of community connections, enhancing parent/child bond, literacy and numeracy skills, the healthy meal is the draw for families and overall the program was well attended each week.

The CCRR was busy recruiting care providers and offering services to families and childcare providers

## **Areas of Significant Achievement**

ECD: Highlights from the past year a visit to the Pumpkin Patch in Chilliwack, Community Christmas Breakfast with Mr. and Mrs. Santa Claus, learning to make fruit infused water and going as a group to trick or treat to local businesses.

CCRR: Highlights: We offered the BC Family Childcare Association's Responsible Adult course in the fall to six successful candidates who then went on to open their own childcare or worked in a license center. Worked with the Fraser Region CCRR's to organize a Regional conference for childcare providers this was the tenth year of providing this event and we limit the registration to 200 and are always sold out.

## **Areas to be Improved/Enhanced**

The programs were operating efficiently and gaining attention in the community. We are currently experiencing the impact of the Covid-19 on the programs; we are continuing to offer

services in a safe way to families and staff. The Healthy Families drop-in is not open to families we are contacting the families that attended and offering resources and food on weekly bases.

### **Changes in Operation and/or staff**

In the Early Childhood program, we hired a new staff member, she started in June, during July and August our Canada summer employee operated the program. In the fall, the other staff member injured herself and another staff person stepped in to replace her for 3 months.

In the CCRR program, a staff member was injured and off for three months this caused closure of one day of office hours a week.

The Covid-19 physical distance measures were implemented for 2 weeks in March.

### **Annual Statistical Summary**

ECD:

# of visits: 443

# of new families served in a year: 91

Direct Hours: 204

Indirect Hours: 98

Other: 74

CCRR:

- Registered LNR: 4
- Registered Licenced: 4
- Child Care referrals for Families: 31
- Community Referrals: 61
- Networking Opportunities: 18
- Provide support to programs: 60
- Community Events attended: 12
- ACCB (Affordable Childcare Benefit)
  - Assistance to Families: 82
  - Assistance to Child care providers: 18
  - Education Offered: 3 workshop

Written and submitted by Kim Paolini – Hope Community Services

# **Prevention, Education, Advocacy, Counselling & Empowerment Program (PEACE)**

## **Program Description**

PEACE: Prevention, Education, Advocacy, Counselling and Empowerment

The PEACE program operated at 16 hours per week and offered both individual and group counselling to children and youth ages 4-18 and their caregivers living in Hope, Agassiz, Silver Creek, and Harrison. Sessions continued to be psycho-educational and offered at a developmental level using games, activities, storytelling and art - guided by the provided framework from the BC Society of Transition Houses. In addition, Josh Hon, wove in attachment-based parenting education and response-based therapy with parents / caregivers when appropriate.

## **# of Clients Served**

# of clients: 88 – includes caregivers / parents

# of Group Participants: 12

## **Program Objectives**

According to the BC Society of Transition Houses' Best Practices for the PEACE Program, the overall objectives of this program are to help participants define violence and responsibility for violence; expression of feelings – including anger; improve communication, problem solving and coping skills; increase self-esteem; develop safety plans and identify / build support networks. All Individual and group sessions revolve around these identified themes.

## **Areas of Significant Achievement**

- Frequent and consistent collaboration with school counsellors
- Weekly PEACE service delivery in Agassiz / Kent / Harrison in addition to Hope
- Consistent service provision for identified Transition House clients

## **Areas to be Improved/Enhanced**

- Continue to promote the PEACE program to community partners
- Increase referrals from MCFD, FVACFSS and CYMH
- Building upon the School Based Violence is Preventable Program to promote, educate and streamline PEACE Program
- Offer groups

## **Changes in Operation and/or staff**

Josh Hon retired from this position in November 2019. Ali Chwiendacz was hired into the position in January 2020 but due to restrictions of COVID19 was placed on leave. Ali had not yet completed her probationary period. January and February were focused around training Ali and introducing her to community partners and clients.

## **Annual Statistical Summary**

# of Individual Sessions: 146 (includes intake)

# of Group Sessions: 8

# of Crisis Calls / Interventions: 43

# of New Files 22

# of Closed files: 19

# School-Based Anti-Violence Prevention Program

## Program Description

The School Based Violence Prevention Program (though in schools we refer to it as that SAFE AND HEALTHY RELATIONSHIPS PROGRAM) is a psycho-educational initiative aimed at ultimately breaking the cycle of violence against women and children. It sheds light on what violence and abuse is and points the way to how to get help. This program is offered to all children from Kindergarten to Grade 6/7 in Fraser-Cascade School District as well as Seabird Island Community School.

The goal of the School-Based Violence Prevention program is to promote and educate students on Healthy Relationships and the negative effects of violence and abuse within their lives; whether at school, at home, in their relationships or with society.

## # of Clients Served

Total number of **class presentations** = 132

Total number of **different classes (ranging from kindergarten to grade 7)** = 33

Total number of **student participants** = 1998 if you count each presentation as a separate entity, or 499 students hearing a set of 4 presentations

## Evaluation of Program Objectives

Program Objectives have been met through age appropriate classroom presentations on topics relevant to addressing violence and abuse in our lives, homes, and communities. Those topics include Secrets to keep or tell, Consent, Feelings, Touching that is ok and not ok, etc. Students are taught how to recognize what are healthy and unhealthy attitudes and behaviors in relationships and how to reach out for help when they don't feel safe. Additionally, skills relevant to emotion regulation and grounding strategies are practiced by students as taught by the presenter. The main message is, **"I am Important. My Voice Matters."**

## Areas of Significant Achievement

As one of the longest running and established programs offered by HATS, this program continues to be consistently delivered, offering school staff and students opportunities to learn curriculum mandated topics from a knowledgeable, sensitive, flexible, committed, and confident presenter. The positive relationship and rapport with staff enable the program to be readily received despite the sensitive topics it covers.

Coquihalla and Silver Creek Schools have given us the time and space to offer groups at lunch times for students who want to connect with the VPP presenter more, who have questions, or want to talk. I see this as the beginning of creating PEACE groups to better support students in the schools who are exposed to Violence against Women. It will also serve to support teachers with an almost immediate resource for kids who they see need more support.

This year we were invited into the Seabird Island High School to present to all their students from grades 8-12. This speaks to how important their staff considers education around violence and abuse for their students. While we planned to be in their classrooms the counsellor and I were brainstorming how to better support the students who will disclose after these presentations. Their staff are maxed out and need more help to care for their students in this way. This is a significant opportunity for the PEACE program to connect and support Seabird Island Schools

and community. COVID-19 has put this all on pause but I am looking forward to this for next year.

The PEACE program facilitator was able to join me in some VPP presentations this year to promote the PEACE program. This is moving us to better connecting the two programs and providing fuller service to our students.

### **Areas to be Improved/Enhanced**

Awareness of emerging issues affecting children and youth could be explored and researched by Prevention Program Presenter in an ongoing basis. Being knowledgeable of current trends may help in supporting program delivery.

I continue to look for new resources and videos that are engaging and informative.

Better connection between the PEACE and VPP programs will be a beautiful thing.

### **Changes in Operation and/or staff**

None

### **Annual Statistical Summary**

***Total number of hours billed to HATS = 372.25***

**Total direct service hours = 144**

**Total indirect service hours** (prep, photocopying, emails, communication, staff meetings, training, travel time to schools, etc) = **228.25**

Prepared by Kari Larson

# **Boston Bar School and Community-Based Prevention Program**

## **Program Description:**

Our program in Boston Bar continues to provide emotional and social support to all students and their caregivers. BBESS is a K-12 school with about 53 students. We offer one on one support, group support and family support when needed. Our referrals come from teachers, parents/caregivers, and the students themselves. This support is provided through a few avenues; mainly our one on one sessions and group lunches. We have also offered our services through classroom involvement and presentations as well as field trips and most recently our inclusion lunch group for the entire school. We also work closely with other resources and collaborate when its required. These resources include local RCMP, Strong Start, Family Place, Food bank, MCFD, CYMH and Fraser Health.

## **Evaluation of Program Objectives:**

Building healthy relationships and communication skills have been priority for this year. Working together with teaching staff and community members to allow students and their families to feel comfortable reaching out for support and services when required. These relationships have been flourishing and the connections have become stronger.

Regular topics of discussions:

- Healthy relationships
- Boundaries – personal and within a relationship
- Respect – for others and oneself
- Health and hygiene
- Bullying and prevention
- Self-regulation and calming
- Drugs and Alcohol – awareness and prevention
- Domestic violence
- Consent
- Self-care
- Self-expression
- Post-secondary choices and education
- Financial budgeting
- Meal planning
- Screen and video game time
- Social media awareness and appropriateness
- Grief and loss
- Sexual health and sexuality
- Birth control and pregnancy
- Family dynamics and roles

All the topics discussed are in hopes of helping our students to make healthy and well thought out decisions as they navigate through school and life in an isolated community.

## **Areas of Significant Achievement:**

This year has been a change for our students with Kristie reducing her presence to one day a week and welcoming Meghan to the position full time. Kristie helped bridge relationships over

the first nine months and then passed the torch fully over to Meaghan near the end of this fiscal term. Relationships have been priority number one, learning about the students and hearing what their needs are. Parents and caregivers have reached out to address areas they are needing support with for their children without hesitation.

April and May 2019 - we had a water challenge and offered our students a new fruit infused water each week.

June 2019 - end of school wrap up party and a field trip to the water slides. We also celebrated Aboriginal Days at our local Long House

September 2019 – welcoming students back and helping settle back into routine and Orange shirt Day.

October 2019 – Purple Lights for Domestic Violence awareness. Halloween assembly and costume contest.

November 2019 – Remembrance Day assembly and the beginning of our health and hygiene quarter. Supplying basic hygiene products and talking about the importance of hygiene for your health.

December 2019 – Christmas concert and community dinner with weekly candy grams and crafts for all students to enjoy the act of giving a handcrafted item to their friends and families.

January 2020 – Inclusion and belonging within your peer group and in a small community. We had our first Feast with Friends; inclusion luncheon for the entire school.

February 2020 – continued our inclusion lunch and also random acts of kindness month with a highlight of Valentines day.

March 2020 – our third lunch and wrap up field trip to Hope Rec center before spring break.

#### **Areas to be Improved/Enhanced:**

More connectedness to the main office in Hope and possibly training in regulation and drug prevention and awareness.

#### **Changes in Operation and/or staff:**

Staff changes this year include the transition of Meaghan Briggs from one day a week to two days a week. Kristie Peters continued to provide services once per week until February. Debbie Pauls is the current Program Manager.

#### **Annual Statistical Summary:**

One on One sessions: 24

Drop-In Sessions: 76

Classroom Presentations April 2018 – March 2019

- # of participants Grades K-2 = 6
- # of participants Grades 3-5 = 9
- # of participants Grades 6-9 = 7
- # of participants Grades 10-12 = 3

No Services for July and August 2019 (Summer Break)

Services are Provided Weekly on Tuesday & Thursday

#### **Number of Clients Served:**

44 Clients received support during this period.

Prepared by: Meaghan Briggs

# Youth Substance Use Program

## Program Description

The Youth Outreach and Substance Use Support Worker is contracted through MCFD and Fraser Health. The Program offers support in many areas. This includes offering one on one counselling sessions, harm reduction, connection to other community resources and services, as well as assessment and referrals to treatment facilities. Outreach is offered to the students of Two Rivers Education on a weekly basis. Various groups are offered internally, in the environment of TREC, as well as in the community.

## # of Clients Served

# of Admitted Clients – 56

# of Non-Admitted Clients – 32

## Evaluation of Program Objectives

This past year Nichole has supported individuals with a lot including psychosis, probation and medical appointments. She has made sure to guide those with addiction to treatment programs and has introduced healing options through her Indigenous culture which has been extremely beneficial for those who identify. She ran productive groups including her Girls and Guys Group over at TREC. I have felt I've been successful in many avenues as well including getting a YAG approved which Nichole started with a youth before leaving, helping youth navigate family dynamics and romantic relationships. I have connected youth to Child Youth Mental Health and the walk-in youth clinic. I have accepted referrals from MCFD as well as the school district. And a continued strong relationship with MCFD and other community partners.

## Areas of Significant Achievement

The areas of significant achievement start with Nichole, these included the success of the memorial dress in which students contributed to for the MMIW march. The guys group that she ran at TREC was well attended and the students were very engaged. Her beading workshops at TREC were well received and the students really enjoyed doing it. My own personal success within the three months that I was active in the role was being able to build strong relationships with youth very quickly. As well as participating in as many groups TREC had to offer, including Gym or Swim twice a week, Ice Skating once a week and Art class once a week. I was able to continue co-facilitating Youth Group with Key Worker Sam Kelley which has shifted into more of a social skills group. After COVID-19 hit I was able to build quite a bit of momentum virtually, doing youth group virtually with Sam Kelley and phone calls with youth.

## Areas to be Improved/Enhanced

The areas in which I would like to improve/enhance are:

- Youth Group, I would like to enhance this group and incorporate more substance use and affected topics.
- To strengthen the relationship with RCMP, I would like this so I can communicate issues and concerns around youth in our community better.
- I'd like to enhance my Drop-In's, so I receive a higher volume of traffic with more incentive to come for youth. I want to open it up and spread the word farther as the majority of my drop-in's are only from TREC and HSS.



**Changes in Operation and/or staff**

A significant change in staff happened as Nichole Bodai went on maternity leave and I am in the role while she is away. The change in operation in March was with the global pandemic of COVID-19. This disrupted face to face sessions which a lot of youth enjoyed access to with my drop-in's and one on one sessions. This has slowed down my direct hours significantly especially with school not being in session until further notice.

**Annual Statistical Summary**

# of Direct Hours- 676  
# of Individual Sessions- 450  
# of Group Sessions – 109  
# of New Files – 36  
# of Closed Files – 24

Submitted by Eloïse Godden

# Youth Coordinator

## **Program Description**

The Youth Coordinator works as a member of the Hope and Area Transition Society team. The Youth Coordinator works with other youth serving organizations within the community of Hope and surrounding areas to increase awareness and establish pathways to wellness for youth ages 12-26.

Services and supports are provided through various programs, events, groups, one to one sessions and youth councils (Hope and Boston Bar), community collaboration, referrals between agencies in the community, and partnerships with other service providers and First Nation communities.

## **# of Clients Served**

See Annual Statistical Data

## **Evaluation of Program Objectives**

One of the main objectives for the Youth Coordinator contract with Fraser Health is to create, develop and sustain long term viable and successful partnerships within the community and surrounding areas. Throughout this report, many partnerships are highlighted, are extremely successful and positioned for long term sustainability and growth.

Youth Coordinator position coordinates the Youth Coordinator Team consisting of the Aboriginal Mentor, Substance Use Prevention and Health Promotion Worker and the Youth Inclusion Worker.

## **Areas of Significant Achievement**

Youth councils continue to be a great source of youth driven information, initiatives and identifying areas of need and trends. The participants are frequently changing as the dynamics of the community change encouraging constant updates and allowing for new initiatives, ideas, programs and more.

Youth Summit – October 2, 2019 at Hope Secondary School in partnership with School District #78. This has been so successful that it has become an annual event with this year being its third annual. This year's event saw 130+ youth participants and over 18 community resources/partners involved and represented.

Youth Summer Adventures – This program runs in July and August (non-school months) and ensures connections are maintained for youth throughout the summer months. This year saw 42 youth participate in various events and outings and included a youth peer leader. Partnerships for delivery included MCFD and Shx'wow'hamel First Nation.

Hope Child and Youth Network – This initiative has been spearheaded and organized by the Youth Coordinator. Two events a year create an opportunity to highlight changes in the community, sharing of information and further development of partnership throughout the district. 18 youth-based service providers participate. Youth Coordinator has developed and maintain, a web of support for youth transitioning to other communities.

Youth Coordinator continues to create and distribute the Hope Youth Shout Out, a quarterly newsletter that is digitally released to youth, parents, schools, service providers etc throughout the community and beyond.

Fraser Cascade Child and Youth Triage Team was created in partnership with the Youth Coordinator (HATS), School District #78, Child and Youth Mental Health and Fraser Health. The team reviews cases as referred to them and makes recommendations for programs and support for children, youth and their families that are collaborative and responsive to the needs identified.

The application process for the Foundry expansion opportunity is complete and included an EOI and extensive written and community-based evaluations. The Youth Coordinator and HATS Executive Director attended an in-person interview and convening event with Foundry Central in Vancouver March 1-3. The decision is currently pending and delayed due to the COVID-19 pandemic.

The Youth Coordinator supports programming, events, and provides referrals, one to one support and connectivity to youth within the LGBTQ2S+ community. This is done through groups, drop in and 1-1. The Youth Inclusion Worker is supported by the Youth Coordinator with weekly groups at the high school and monthly community-based groups.

Smoke and Mirrors was a vaping, cannabis and tobacco awareness campaign delivered throughout the community in partnership with Fraser Health's Healthy Living Coordinator. School based presentation were enhanced, community dialogues hosted, parent info packages distributed, online informational program developed, and teachers were provided with workshop information.

Healthy Girls is a program focused on preventing alcohol abuse amongst teens and young women. This program's launch was scheduled for Mach 2020 but has been postponed due to the COVID-19 pandemic but will start with groups, presentations, and peer mentorship once the pandemic restrictions have lifted.

Joint Health and Safety Committee met for the first time with the Youth Coordinator taking the lead role. The team is currently completing their required online training through Worksafe BC.

#### *Small Groups and Programs*

Learn to Eat – TREC students participate to learn to prepare and store healthy meals on a budget.

Funded through contingency funds. Hope Food Pantry partners for this program

HSS Breakfast – every Friday breakfast program, delivered in partnership with the Youth Coordinator Team and serves 45-65 students

Honorable Men – Group focused on supporting young males, delivered in partnership with Spuzzum FN

Moving Forward – Weekly drop in opportunity for ages 18-26 seeking support, direction and referrals

Mind Fit – Group delivered in partnership with YMCA and Hope Rec Centre with a focus on managing depression and anxiety for youth 13-18.

### **Areas to be Improved/Enhanced**

The original steering committee for the Youth Coordinator has now transitioned to include their updates, sharing and support by way of the Hope Child and Youth Network and Hope Healthy Communities. This has been successful and alleviated the challenge of meeting.

### **Changes in Operation and/or staff**

There were no changes during this reporting period.

The recent COVID-19 pandemic interrupted and/or postponed certain programs and services in the month of March 2020.

### **Annual Statistical Summary**

More than 150 individual youth access services and participate in regular programming provided by the Youth Coordinator. This is in addition to large events such as the Youth Summit that has approximately 150 youth participants and the breakfast program which has approximately 60 youth participants.

During this reporting period the Youth Coordinator attended the following meetings:

- 23 Child and Youth Mental Health/Ministry of Children and Family Development
- 3 Hope Health Communities Committee
- 4 RCMP/CFSEU
- 18 Fraser Health Coordinators
- 21 First Nation Bands and Communities
- 72 Fraser Cascade School District #78
- 16 Fraser Valley Regional District
- 20 Fraser Health Authority
- 17 Parents/Care Givers
- 111 Hope and Area Transition Society
- 1 Employment
- 101 Other – Hope Child and Youth Triage, Middle Years Committee, FCMCFC, Chilliwack Community Services, Neighbourhood Learning Centre, YMCA, Xyolhemeylh, School Board Trustees, Community Action Team, Screen Time Challenge Committee, District of Hope, Youth Co., UFV, Income Assistance, Health Canada, FTISS, Hope Mountain Centre, FNHA, CFSEU, HART, Youth Probation, START, Lytton FN, Hope Community Services, Fraser Valley Community Charitable Gaming Association, Maaj Consulting, Riverstone Grace Baptist Church, United Way, Adult Mental Health, Seabird College

**Prepared by Bonnie Millward**

# **Aboriginal Mentor Program**

## **Program Description**

The Aboriginal Mentor provides social and emotional support to First Nation students in grades 7-12. Students access the Mentor program when they are willing and ready. Senior students access the program for post-secondary inquiries, employment, finding financial supports, post-secondary requirements and assist in establishing long term living situation.

The mentor also assists in “transitioning students”, this includes students who need support accessing alternate schools, homeschool, distant ed, graduates who are going back to school and seeking transcripts for post-secondary enrollment. Mentor maintains a healthy consistent relationship with current students of HSS and previous students of HSS.

Majority of referrals are self-referrals from students themselves when they are willing and ready to seek support. Other referrals are from parents, HSS admin, other HATS staff, band reps, as well as organizations such as MCFD, Public Health, CYMH, and many more. The caseload remains consistent within the past years. The mentor sees students on a schedule that is unique to each student needs. This can be a weekly check in or a monthly check in.

## **Evaluation of Program Objectives**

This is the tenth year of the Aboriginal Mentorship program. It continues to be a well-recognized program and frequently accessed and successfully included with community collaborations.

Some of the desired outcomes listed for 2019/2020 school year included increased collaborative support for students, staff, family, and community. This has been beneficial for students in achieving their academic goals. Meetings with parents, caregivers, families, and band reps have contributed to the success of this goal.

Altercations have decreased, attendance has increased as well as graduation. Altercations have been minimized by mentor guided “mediation circles” and attendance increased by Mentor “safe space” open door policy when students need a mental break.

## **Areas of Significant Achievement**

Mentor collaborated with the Aboriginal Child & Youth Mental health worker to offer a more traditional approach to clinician by doing “talking circles” with a group of students rather than one. This opened more conversation and peer support. Mentor continued this approach and it allowed students to come with peers which is easier for students when it comes to reaching out.

Breakfast “Foodie Friday” has also been a success, students look forward assisting mentor in program and often ask to even help with meal preparation.

There was an increased level of participation for First Nation Students accessing and attending events such as career fairs, train fairs, University events, spirit week and Mentor Program events.

Whatever Wednesdays has also been a success with students dropping in and starting their own “mentor room initiatives”.

Home visits have increased with families who have barriers such as communication and historical school impacts. The mentor has been a bridge for those barriers and parents who may have struggles with communication themselves.

#### **Areas to be Improved/Enhanced**

Mentor would like to be able to assist bands with healthy community promotions and be actively involved with communities and functions community support and be an active role model.

#### **# of Clients Served & Annual Statistical Summary**

A total of 35 students who regularly access the mentor program at each time from April 2019-March 2020.

Grade break down

	<b>Grade 7</b>	<b>Grade 8</b>	<b>Grade 9</b>	<b>Grade 10</b>	<b>Grade 11</b>	<b>Grade 12</b>
<b>Drop in</b>						
M	6	17	9	19	2	6
F	23	35	34	36	13	5
<b>One/One</b>						
M	0	2	0	12	0	0
F	5	10	11	16	1	2

Services are offered Wednesday- Friday every week except during school holidays such as winter break, spring break. There are no services provided during summer holidays (July-August).

Students are increasingly self-referring and seeking support on their own.

Submitted by Kristie Peters

# **Substance Use Prevention and Health Promotion**

## **Program Description**

Thank you for the care and concern you have for our youth and children in Hope.

I consider it a privilege to work with HATS under this umbrella. We are able to walk through the front doors of our schools armed with tools to help equip our youth to make healthy choices that will last throughout their lives. My approach is relational rather than informational. I am of the opinion that our youth are more likely to make healthy adjustments in their lives if they have a relationship with someone who walks with them through these years rather than spending time in a class room hearing an old, out of touch person spew off hard cold facts regarding drugs and alcohol. When one is subject to both; pertinent information and healthy adult relationships, support is experienced.

The Substance Use Prevention and Health Promotion Program delivers presentations to the schools within the District of Hope for grades 4-12. Supports are also offered and provided through groups, one to one sessions, events, outreach and directed studies. Referrals are made by youth themselves, parents, teachers, counselors and other community service providers.

## **Evaluation of Program Objectives and Number of Clients Served**

I started this post in October 2019. I hit the ground running and under the very competent direction of my supervisor, we jumped right in. In the first 5 of the 6 months, we have done 50 classroom presentations, served breakfast on Mondays in Silver Creek and on Fridays at the High School. We have held 2 – 5 week boys clubs in Coquihalla Elementary whereby we sit around a table once a week and build Lego cars. As we build, the conversation opens, and we chat about the stuff of life. Respect, girls, home, school, responsibility...you get the idea. We also make one on one connections between me and high school students that have been found breaking the rules pertaining to substance use on the school ground. We estimate that we have connected with over 400 students so far.

We go to meetings. I have met with all kinds of great people that represent organizations in our community. SD78, MCFD, CYMH, Fraser Health, Middle Years Committee, Coquihalla Elementary School, Hope Secondary School, Silver Creek Elementary School, Boston Bar School, HATS.

## **Areas of Significant Achievement**

There are a couple of things that have been of particular interest to me. The first is the survey that we have had 196 (so far) youth complete. The survey asks 38 questions pertaining to substance use and violence issues. All the data has been entered and now we have the joy of digging through all of it to learn information about our students collectively. The second is on the other end of the continuum. I have enjoyed sitting one on one with students of all ages. It is a huge privilege to be trusted with the stories of some of these adolescents.

## **Areas to be Improved/Enhanced**

As of March we have all been hit hard by the COVID-19 pandemic. This has hindered our ability to deliver face to face services, provide in person presentations, and facilitate in person groups. As time moves forward, we are developing ways to deliver supports and services through virtual

means such as online presentations, an ongoing video log, face time sessions and phone conversations and social media posts. We are learning as we go and adapting our service model. We will continue to work with Fraser Health to ensure we continue to meet contractual goals and service delivery milestones while keeping the well being of our youth as priority.

### **Changes in Operation and/or Staff**

During this reporting period, there was a staff change and I joined the HATS Youth Coordinator team in October of 2019.

### **Annual Statistical Summary**

Services provided at Hope Secondary School, Coquihalla School, and Silver Creek School

# of children and youth served this year: 1132

# of classroom presentations done this year: 52

# of group session facilitated this year: 49

# of Breakfast Program participants: 368

# of one to one sessions including directed studies: 42

Topics Discussed: healthy choices, asking for help, drugs and alcohol, resources, DARE Program, transitions, substance use, healthy relationships, assuming responsibility, nicotine, vaping, marijuana, tobacco, life

Collaborative Partners: RCMP, SD#78, Public Health, Hope Community Services, Child and Youth Mental Health, FVRD, Fraser Health, HATS, Youth Coordinator Team, Middle Years Committee, Coquihalla School, Hope Secondary School, Silver Creek School, SD#78 District Child Care Counselor, Ministry of Children and Family Development, Youth Inclusion Worker, Aboriginal Mentor

### **Conclusion**

Let me conclude this report with a short interaction in one of the grade 9 presentations we gave. It was the third time we had met with this class and we had developed an open and comfortable environment conducive to talking about the deeper things. The question was asked of these 15-year-olds, “What do we need as fellow humans?” “What are we missing?” A student sitting in the back of the class put his hand up and said, “we are lonely, we want feel like we belong”. I know that much of what we do has to do with substance use, but when it comes right down to it, if we have the opportunity to create a safe place for youth and children to ask questions and talk about tough issues, then we best get out there and support and cheer on our students. Once again, let me say thank you for the privilege of working here.

Submitted by Pat Wien



# Youth Inclusion Worker

## Program Description

The Youth Inclusion Worker works alongside the school-based team. The Youth Inclusion Worker provides group facilitation, collaboration with other service providers, supportive coaching, advocacy, education, information, life and social skills, and referrals for youth seeking services around a variety of social issues with a focus on LGBTQ2S+ youth, and allies.

## # of Clients Served

See Annual Statistical Summary.

## Evaluation of Program Objectives

The focus and intention with this position has been to build relationships and connections with the LGBTQ2S+ youth in this community, especially at Hope Secondary School. Navigating the world as a youth can be complicated and overwhelming, adding questions around one's sexuality and/or gender identity can further confound one's journey. A high priority is being and providing a safe place for youth to ask questions and receive support, referrals and advocacy. Hosting the group at the high school helps develop a sense of inclusion and safety within their everyday experience. The youth have reported that they so look forward to Thursdays because they can just be, without worrying about what other people are thinking. It has been incredible to watch the youth stand with and support one another.

## Areas of Significant Achievement

I am grateful for the depth of conversation I have been able to have with multiple youth. Showing up and being a caring adult in their lives is a tremendous honour. The youth are being encouraged and empowered to speak up and speak out, to show up and be seen. Each quarter I host a get together after school for the high school students who attend the weekly group. This has been a highlight as the youth get another opportunity to connect and engage without restricting parts of themselves.

Each week, HATS sponsors "Foodie Friday", a free breakfast for the students before school on Fridays. It has been a great success and an additional opportunity to connect with the broader student body.

## Areas to be Improved/Enhanced

Drop-in Sessions were a great way to engage on a deeper level with the youth. Moving forward I would like to implement a drop in after school once a week where youth could drop in, have a safe space to be and get support.

## Changes in Operation and/or staff

The current position of 7 hours a week will be reduced to 3 hours per week starting April 1<sup>st</sup>, 2020. This reduction will not limit the amount of school-based group sessions and still allows for a couple one to ones a week. Connection and availability are still a main priority and serving the LGBTQ2S+ youth in this community continues to be vital.

The COVID-19 pandemic has limited in person interactions with students; however, I continue to stay connected virtually. Connecting at a time like this to provide support and validation is essential. No in person groups will be happening until further notice.

### **Annual Statistical Summary**

Since the beginning of this position, Oct 1<sup>st</sup>, 2019, 27 clients have accessed services. I have had the honor of facilitating 20 group sessions and 37 one to one sessions at the high school. Partnering with a local, older youth, four broader community groups were facilitated.

I participated in 13 Foodie Fridays which serves 30+ students each week.

Prepared by Brooke Dinzey

## Outreach and Substance Use Service Program Manager

**Adult Substance Use Counselor:** Allison took over this position June 1, 2019 when I moved into the Program Manager's position for Outreach and Substance Use Services. The Adult Substance Use Counselor position has been consistently demanding this year. With an increase in opiate use and overdoses in our community it has been challenging. Being part of the OAT (Opiate Agonist Treatment) clinic has been helpful for both Dr. Grover and the clients that attend bi-weekly for other options for individuals who use opiates. The clinic also sees clients who use stimulants (Meth), benzodiazepines, and alcohol. Many of our clients are poly-substance users. Having Allison at each clinic to meet with all patients helps connect them with supports outside of medical treatments. Allison offers Drop-In sessions on Tuesday afternoons so clients can pop-in without a scheduled appointment time. This helps many without homes or phones to connect weekly. She also meets with clients in the community or at their homes.

Fraser Health Authority has rolled out a re-design regarding delivery of services with a more collaborative approach and trying to reduce overlap of services. We had been scheduled for a "site visit" by FHA but has been postponed due to COVID-19. The local doctors in Hope reach out frequently to connect clients with us and/or for referrals to detox, treatment centers and ongoing counselling and support.

The Substance Use counsellor has been attending and facilitating "groups" at the House of Hope shelter. She and our MHSU Community Connector, Brooke had secured a space to re-start a weekly Men's Group once gathering is allowed. Allison is part of the Rural Addiction Committee facilitated by Division of Family Practice as well attends many different community committees and tables. Allison is learning the FHA paperwork, reports and reporting systems. The administrative piece of this position is huge and takes time to grasp it all. Because of Allison's years at HATS working in multiple capacities with the people of this community, clients are already comfortable with her which is a great asset to this role. Her positive outlook and sense of humor is welcomed by all who meet her. For further information, statistics, and details on the scope of work completed this year, please refer to the AGM Report completed by Allison Paterson.

**MHSU Community Connector:** This position had a slower start with the changes from Allison to the Adult Substance Use Counselor position. Clients had been used to Allison and me for support for many years.

Brooke fits in this position well and is eager to learn and helps wherever needed. She sometimes is the 'gatekeeper' for those clients new to HATS. She determines whether to refer to Allison for Substance Use or Substance Affected counselling and support. Brooke offers Drop-In sessions on Thursday afternoons.

In this position, Brooke can meet clients outside of the office if needed and has utilized this flexibility often. Brooke travels to Boston Bar weekly, along with Sandra Olsen, our Peer Coordinator to connect with clients and attend the Family Place lunch offered each Wednesday. She helps all clients with much needed support around obtaining identification, applications for Employment Insurance, Income Assistance, Disability applications, and many other community

referrals including mental health and medical appointments. Currently she and the Peer Coordinator make sandwiches and hand them out in the community and with the Homeless Outreach Team. She runs a “Summer Nourish” program during summer months when our Food Bank and Soup Kitchen is not open or has reduced hours. She continues to apply for contingency funds through Fraser Health for Food and Gas cards, bus and REC passes to assist our clients when needed. Brooke is a breath of fresh air here at HATS and we are fortunate to have her on our team. For further information, statistics, and details on the scope of work completed this year, please refer to the AGM Report completed by Brooke Dinzey.

**Homeless Outreach Workers:** We have 3 Homeless Outreach worker positions funded by 3 separate funders. One of the positions is for Indigenous persons living off reserve. All 3 positions support clients in finding and maintaining housing. For this to happen, at times there are many barriers to overcome.

The Outreach Team work closely with the staff and guests of the House of Hope Shelter. Each guest is connected to an Outreach Worker to find housing. The team also works closely with landlords in town to build those relationships so rentals in private homes and apartment buildings are an ongoing option. At times, these relationships can be challenged due to negative experiences with housing some of our clients.

All three Outreach workers attended a training for RENTSMART which teaches everything from being a good tenant, communicating with landlords, handling disputes, etc. They have facilitated groups for the guests of the HOH Shelter. Some clients have never been a paying tenant before or not in a very long time.

The team also assists with Landlord/Tenancy disputes and arbitration. Kodie, Kelsey and Steve have become specialists in their roles as Homeless Outreach Workers. It is not easy to work with some of our most vulnerable population daily and this team is competent. They enjoy and take pride in what they do. For further information, statistics, and details on the scope of work completed this year, please refer to the AGM Reports completed by Kelsey John, Kodie Krenz, & Aaron Pete for Steven Rowley.

**CAT - Peer Coordinator:** This is a new position, started August 27, 2019 with Sandra Olsen and was originally supervised by Allison Paterson until January 1, 2020 when it was given to me. CAT was introduced at the HART meeting September 18. Engaging with community members, building relationships and rapport has been the emphasis, including discussions around Harm Reduction. A person with lived experience has been recruited to help direct this project. Sandra attended the HOH Shelter twice per week to connect with the guests. She attended the Joshua Project Soup Kitchen twice per week as well. Once per month she accompanied an Outreach worker to the Thunderbird Motel and weekly she drove up to Boston Bar with Brooke, the MHSU Community Connector to meet with clients and attend the weekly luncheon put on by Family Place. She also kept in touch with Canyon Lanes, Anderson Creek Clinic, and Spuzzum First Nation band office. One of the biggest challenges we found was connecting with local businesses who employ those in the demographics most likely to “use” opiates and possibly overdose. The stigma around addiction is big and real and often creates barriers to open discussions around the opiate overdose crisis. One of the members of the Peer Group is indigenous and offers insight and perspective from a First Nations point of view which has been beneficial. Sandra, Allison and now I attend the regional and provincial collaborative CAT

meetings via telephone/Zoom to glean information and to share experiences. Sandra was laid off due to COVID mid-April 2020.

### **Areas of Significant Achievement**

- HATS Team Building Day: Know Your Color!
- Management Team Building Day – Kawkawa Lake
- Situational Table Training and Weekly Meetings
- First Aid training for all staff
- Workplace Boundaries – HSABC – All Staff
- Mental Health/HATS Team Building – 2 days
- Fraser Canyon connections
- Paddling Together Workshop
- Trauma Informed Yoga for clients
- Homeless Count-Province Wide w/FVRD
- Rural Addiction Committee Meet & Greet - Agassiz
- Total of individuals housed –
- Staff learning – all staff continue to attend webinars offered by HSABC
- Weekly Team Meetings for sharing of information, updates, and concerns
- Volunteer Training Sessions (Allison/Roxanne Facilitators)
- Project Impact – Gerry/Roxanne/Deanna/Brian/Steve
- OAT Clinic partner

### **Areas to be Improved/Enhanced**

- A commitment to ongoing learning and flexibility as the Agency continues to grow and change to meet the needs within our mandate.
- To streamline Outreach Teams' client files, camp location maps, open/closed files, etc.
- Covid-19 has presented challenges and opportunities to explore new methods of service delivery

### **Changes in Operation and/or staff**

Roxanne took over supervising Substance Use/Outreach Teams June 2019

Kelsey had been off for Parental Leave early 2020, returned 1<sup>st</sup> week of March 2020

Steve off due to medical issue – last day worked March 19, 2020

### **Prepared by Roxanne Turcotte**

# Adult Substance Use Counseling

## Program Description

The Drug and Alcohol Outpatient Clinic provides alcohol and drug counseling services to adults (25 years of age and older) who are personally affected by substance use. It also provides support to those who are or have lived with someone in active addiction. Services are offered in the Hope and surrounding area. Counseling services are delivered through one-on-one, drop-in sessions, groups, outreach and family counseling.

## # of Clients Served

**756** in total

## Annual Statistical Summary

- **44** is the average amount of open client files.
- **157** non-admitted clients have been seen.
- **31** new clients have been admitted.
- **46** clients affected by substance
- **3** Group sessions have been completed (**14** total participants).
- **784** Individual sessions were completed including Drop-In Sessions.
- **81** No shows and cancellations.
- **17** Clients were discharged.
- **27** Clients were referred to Detox/Daytox/Treatment facilities.
- **19** Indirect service sessions which include case conferences and other consultations.
- **19** Community Consultations attended which include Advisory, Community, Task Force, MCFD, RCMP, Mental Health and family group meetings.

Total 1-1's, Drop-in's & Group Participants is **770**

## Evaluation of Program Objectives

- Support of clients including group sessions listed above, one on one, telephone, drop-in sessions and collaboration with community partners. During the latter part of the fiscal year service has also been delivered virtually via social media video and chat.
- Assist family members, friends or loved ones by offering services and resources for those affected by addiction.
- Support clients in self-referrals to Daytox, Detox and OAT programs.
- Complete referral packages to treatment and recovery facilities, including applications for funding.
- We have offered drop-in appointments Tuesdays and Thursdays from 1pm to 3pm (prior to the pandemic). Average clients seen during drop-in sessions are 4-8.
- Drop-In sessions continue to make it easier for clients who may struggle with remembering and keeping appointments.
- Provide continued service to those in recovery needing support to create and maintain recovery goals. Providing drop-in sessions contributes to the well-being and ongoing maintenance needed for persons in recovery.

- Provide opportunity for people to meet in one-on-one sessions. Scheduled appointments are based on high, medium and low needs. Weekly counseling services may be needed by certain clients while others meet every two to four weeks.
- Connect to other community services and health providers. I meet with them at various locations and attend advisory committees.
- Provide presentations for staff, community and other service providers as requested.
- Attend MCFD/Xyolhemeylh Case Management and TFP meetings to support clients whose children are “in care” or at risk of being apprehended.
- Regular telephone consultations with Doctors, Mental Health, MHSD, MCFD, etc.

### **Areas of Significant Achievement**

- Participated in the organization of “Walk with Me”; an event to reduce stigma around those who live unsheltered.
- Part of committees including HART and Rural Addiction Committee.
- Facilitated world café style discussions at event for Chilliwack Division of Family Practice.
- Able to arrange outreach appointments if clients unable to come to the office.
- Build relationships and rapport with House of Hope shelter guests.
- Integral part of the OAT clinic working closely with Dr Grover and his team to support those seeking treatment for opiate use.
- Ongoing increase in clients accessing services for Harm Reduction supplies and quick drop- in appointments.
- Most recently, due to Covid- 19 I have learned/ am learning to deliver services in other ways such as virtual sessions and meetings. I enjoy the ability to offer options.

### **Areas to be Improved/Enhanced**

- To continue to collaborate with FH Mental Health regarding clients with Concurrent Disorders as there has been an increase in clients with complex mental health and addiction issues.
- Develop a more efficient system of tracking data.
- Continue meeting with other community service providers for the best client care.
- To start up a new and needed Men’s Group in Hope. This was organized in March however these plans have been stalled due to the outbreak of Covid-19.

### **Changes in Operation and/or staff**

In this role I am now being supervised by Program Manager, Roxanne Turcotte. This provides an amazing opportunity to glean some of her incredible wisdom and benefit from her leadership. Things are ever changing particularly in recent months since the outbreak of Covid- 19. I am especially proud of HATS ability to respond in times of crisis.

I am very proud to be a part of this outstanding agency

**Submitted by Allison Paterson**

# **Mental Health & Substance Use Community Connector**

## **Program Description**

This position is to provide support and outreach services to Hope and the Fraser Canyon Communities. Collaboration with various partners occurs to ensure that accessible and consistent Mental Health and Substance Use services are being delivered to increase the overall well-being of individuals and families. This program is open to any resident and/or community member.

## **# of Clients Served**

183 Clients received direct service during this fiscal year. There were no groups offered under this contract this year. MHSU Community Connector attended 80 meetings.

## **Evaluation of Program Objectives**

It has been an honor to walk alongside people on their journey this past year. My focus has been to meet people where they are at with a trauma informed, biopsychosocial spiritual approach. Being a supportive and encouraging person who advocates for the needs of those facing multiple barriers has been incredibly rewarding. Ensuring people are met with dignity, respect and support while we navigate the various societal systems. Stepping into this role in June 2019, I have been intentional with building rapport and relationship with clients, community members and other service providers.

## **Areas of Significant Achievement**

- A local business in Boston Bar agreed to become an access point for Take Home Naloxone.
- Implemented the Summer Nourish Program over the course of seven weeks to bridge the gap for when Joshua Project (the local soup kitchen) does not run.
- Weekly drop in sessions provided more accessibility to clients.
- After the big success of the Summer Nourish Program, partnering with the Peer Support Coordinator and the Outreach team, 45 sandwiches were prepared and handed out weekly throughout the remainder of the fiscal year.
- Made consistent trips up the Canyon to Boston Bar to connect and build rapport with the community at Family Place and Anderson Creek Clinic.

## **Areas to be Improved/Enhanced**

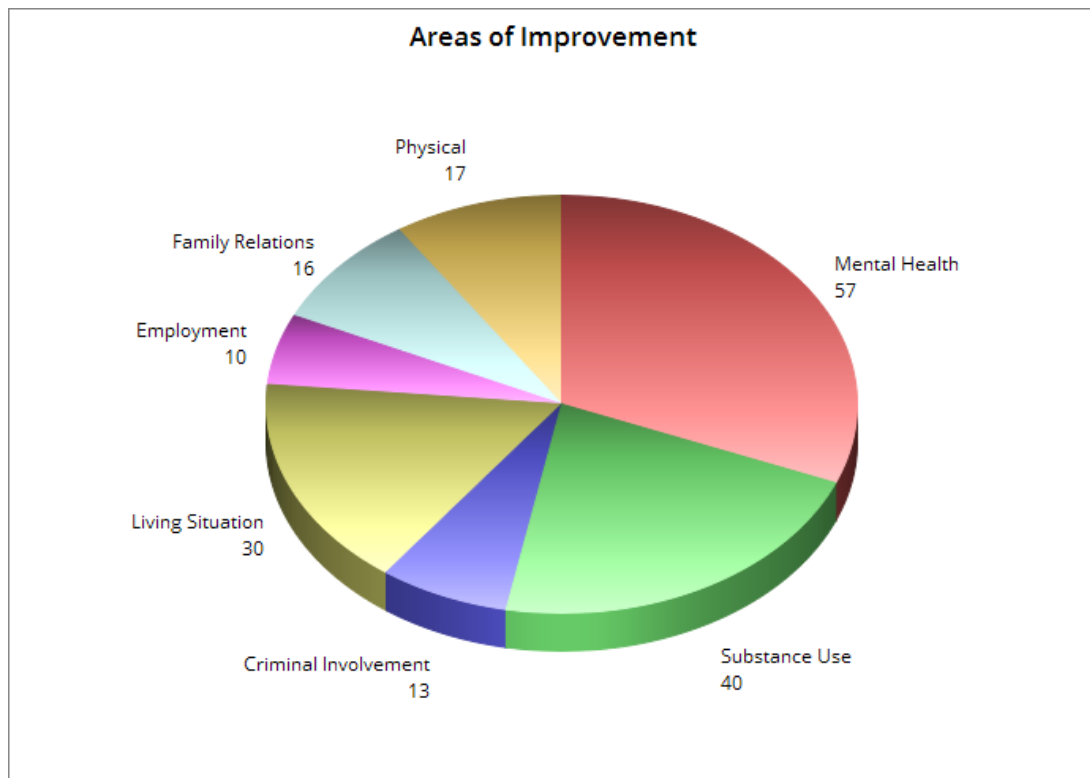
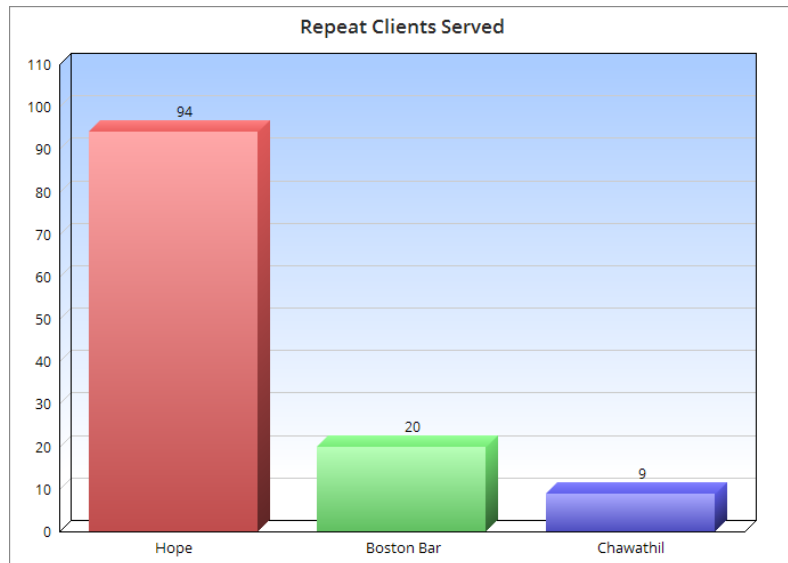
- Collaborating with the Adult Substance Use Counsellor to facilitate a weekly Men's group.
- Facilitating a safe space, once a month, for LGBTQ2S+ community members.
- Housing continues to be a huge need with few resources available. Supportive housing would be incredibly beneficial in meeting the needs of some of the community's most vulnerable.

## **Changes in Operation and/or staff**

In June 2019, Allison Paterson transitioned into the Substance Use Counselor role and Brooke Dinzey was hired as the Mental Health and Substance Use Community Connector. COVID-19 has presented some variations to interactions with clients. Following the recommended guidelines on physical distancing, drop ins were cancelled as of March 17<sup>th</sup> until further notice. Communication through social media and phone has become the new normal for now.



## Annual Statistical Summary



Prepared by Brooke Dinzey

# Homeless Outreach Program

## Program Description

The Homeless Outreach Program (HOP) is a trauma informed, client centered program. My primary focus is supporting the clients with seeking, acquiring and maintaining housing in the community of Hope and the surrounding area. I work with the unsheltered individuals and those that are at risk of becoming unsheltered on a day-to-day basis. This includes providing a variety of supportive services, as the needs arise. The people I support are often marginalized individuals in need of financial literacy and basic life-skills coaching. I also assist my clients with the “unmanageable” areas of their lives. Those areas that may have built up over time due to their circumstances, such as: medical, mental health and dental. As a HOP Worker, I specialize in supporting clients who are 55+ years old with complex issues. These issues include Dementia, Parkinson’s disease, and other life changing ailments. I partner and work along-side other various organizations and medical professionals to have these particular clients transitioned into care, when necessary. I also refer clients to other professionals in the community and within the Hope and Area Transition Society for substance use counselling, medical and mental health interventions.

## Statistics from April 2019 – March 31, 2020:

\* These Statistics are for the HOP Worker Steve Rowley (Steve Rowley away for parts of Q4)

Total Number of clients served: **263 (Direct & Indirect)**

Direct clients: **176**; Indirect: **87**

Females: **45** Males: **117** Indigenous: **14** New Clients: **67** (Direct:40 Indirect: 27)

Housing units found for clients: 13

- Apartments: **3**
- Motels: **1**
- Duplex: **4**
- Care Home: **2**
- Room Rental: **2**
- Unknown: **1** (Due to Q4)

Housing Issues

- Evictions: **2**
- Residential Tenancy Branch Dispute: **2**

## Evaluation of Program Objectives:

I started as the BC Housing funded Homeless Outreach Worker in November of 2018. The first object of my position is to reach out to community members, which may require finding a shelter, a place to sleep, wash and eat. To fulfill this, regular community walks are vital. Similarly, on the outreach walks, sandwiches, water, and hygiene kits to ensure the objective is met.

The second component a homeless outreach worker offers is case planning, particularly with setting housing goals. The BC Housing Rentsmart certification I received, is an incredible asset in setting, and meeting various housing goals. Moreover, the certification allows for continued improvement of the relationship between tenants and landlords, that I work with. Finally, homeless outreach workers can assist in applying for rental supplements. In this capacity, our team meets once a month to discuss rental supplements and assess needs.

**Areas of Significant Achievement:**

In the first quarter, I received certification as a RentSmart Trainer. Through this, I have the tools to educate my clientele on how to be good a good tenant, how to communicate, and crisis management. With this knowledge, this hopefully removes barriers for clients in achieving housing. In the second quarter, clients began to build capacity through the support and coaching offered. Finally, over the year, five clients have secured adequate housing in Hope, B.C.

**Areas to be Improved/Enhanced:**

The area to be enhanced in my view would be with expediting the funding and approval to move forward on the projected 52 modular housing units beside the House of Hope. Second, the reputation some of our clients have within the landlord community impacts their ability to find housing. My certification as a RentSmart Trainer can be a positive step to addressing this issue. Finally, there is a lack of pragmatic knowledge within the landlord community, regarding the Residential Tenancy Act. Addressing this, would further build the relationship between clients and landlords.

**Changes in Operation and/or staff:**

In the first quarter, there were changes to office space, that resulted in an improvement in communication, collaboration, and learning. In the second quarter, there were modifications to funding and budgeting for mileage. This resulted in clients meeting staff at the office, which reduced mileage costs and built capacity for the client.

In the final quarter, the COVID-19 Pandemic occurred. This contributed to a lack of movement of rentals available in the Hope area. Similarly, long-term residents from the House of Hope Homeless Shelter were moved to a Motel to increase access to beds for street entrenched individuals. As well, closer connections were built with residents at the Motel and House of Hope Shelter.

**Annual Statistical Summary:**

This year, we secured housing for thirteen clients. Moreover, forty-one clients have successfully maintained housing. In contrast, there were two evictions this year. As well, there were two Residential Tenancy Branch disputes, that were resolved in favor of the tenants.

**Prepared by Aaron Pete for Steven Rowley**

# **Aboriginal Homeless Outreach Program**

## **Program Description**

My position is an annual grant funded position from Luma Native Housing. This fiscal year is the last year contracted with Luma Native Housing. My position entails offering support services to individuals who are at risk of becoming homeless or are currently living homeless. I work alongside the food bank, Mental Health and other organizations that assist our most vulnerable on a weekly or monthly basis. My team and I work closely to alleviate and assist the homeless population in our community of Hope, B.C.

## **# of Clients Served**

As of March 31<sup>st</sup>, 2020 - I have supported 27 direct clients and 20 in-direct clients. In-direct clients are individuals I may see on a day-to-day basis but a full intake assessment has not been conducted, this may occur for various reasons. Out of the 47 individuals, 27 are of indigenous decent; 1 identifies as Metis and the remaining 19 identify as Caucasian/other. Since the start of my employment, I have assisted 7 individuals in achieving housing. Unfortunately, 2 out of the 7 did not maintain housing. I am also supporting 29 individuals in maintaining their own housing; these individuals are precariously housed. Out of the 47 individuals I have or had the pleasure working alongside with: 26 who are men and 21 who are women.

## **Evaluation of Program Objectives**

I have been collaborating with the surrounding communities to address the homeless problem in the Municipality of Hope. However, I will need to facilitate more connections with the surrounding first nation communities as a whole - to address, educate and formulate plans to help and assist with the homeless population. As well with collaboration in the surrounding reservations, there are stakeholders in this municipality and region that get together every few months to discuss the societal pressures that are evident in the community of Hope. This Hope Active Response Table meetings are very informative; however consistent representation from all surrounding First Nation Communities is vital.

## **Areas of Significant Achievement**

An accomplishment that has enhanced our services and caused awareness was last year's 3<sup>rd</sup> annual Missing and Murdered Indigenous Women's March. Like the previous year in 2018, I had organized and facilitated this event in the community. Bringing together the surrounding First Nation Communities – whom have been directly or indirectly affected by the Missing and Murdered Indigenous Women, Men and Children. This day is a day of awareness of the vulnerable and cohesion between all communities. Unfortunately, due to COVID-19, this year's march has been cancelled. Another great accomplishment stems from the emergency shelter. This new 20 bed shelter had opened its doors in October 2019. A few of my direct and indirect clients have utilized this new shelter during the cold months. However, there are some individuals who prefer to stay outside, rather than accessing the new emergency shelter. As well with the new supportive housing initiative from BC Housing.

Hopefully, this supportive housing initiative can be accepted by the town and established in the near future. As well with the new native housing that is currently being built by MQHS. This is a much needed housing option for the surrounding First Nation Communities.

### **Areas to be Improved/Enhanced**

More cohesion between all stakeholders that have an involvement in alleviating homelessness in Hope, B.C. As a whole community, we have a responsibility to uphold. Homelessness is not just a H.A.T.S issue, it is a community issue. A challenge that has been discovered, by my team and I, was building from the foundation that was the Thunderbird Motel. Restructuring and revamping the service that is provided to the residents at the Thunderbird Motel and how we deliver that service. We still provide service to the residents at the Thunderbird but not as exclusively, as in, no more drop-ins or common space to utilize for one on one interactions or host cultural workshops. Another gap that is evident is finding a safe space for our youth that are at risk or indeed homeless.

### **Changes in Operation and/or staff**

The most significant change that has occurred is the supportive housing initiative. BC Housing and the Hope and Area Transition Society will be partnering up to execute this initiative. However, there are many “not in my backyard” individuals that will not consider this approach to alleviate homelessness in our rural community. It is also challenging to educate an individual who is not willing to be educated on the topic. I really hope this supportive housing opportunity becomes a reality; this community and the communities that surround are in need of it. The only change in staff has been our new manager Roxanne.

### **Annual Statistical Summary**

Since I have been employed with H.A.T.S I have supported 47 individuals that have accessed service. Again, these 47 individuals are a mix of being direct and indirect clients. Services provided are: applying for housing – on and off reservation, connecting and making a profile with Income Assistance, assisting in applying for identification/status card, transporting clients when needed, picking up-dropping off donations, build and maintain relationships with landlords, do wellness checks on known homeless camps; and when authorized – my team and I will help clean up the camp.

Prepared by Kelsey John

# Community Homeless Outreach Worker

## Program Description

I am one of the Community Outreach Workers for HATS. I support multi-barriered individuals to maintain or obtain adequate housing. I support clients by helping them build life skills and connecting them to other service providers in the community. I make referrals to services at HATS, the Ministry of Social Development and Poverty Reduction, Legal Advocate, Care Transit, Mental Health, Home Health, Hope Medical Centre, Hope Community Services, Free Rein, and other service providers. As some clientele are not ready to be housed at this time, I try to develop a support team around them to work towards their goals. Whether it's managing mental health, substance use, or temporary housing, I support them through the process of getting connected with the right service provider. When individuals are ready to look for housing, they will continue to be supported with the network already in place. I continue to support individuals at the Thunderbird Motel, in Hope, Agassiz/Harrison and Boston Bar.

## # of Clients Served

I supported 62 individuals directly. I supported 12 direct clients of a colleague who was on paternity leave and supported 30 individuals indirectly in the community.

Bringing # of clients directly or indirectly served to **104**.

## Evaluation of Program Objectives

I continue to support individuals who are precariously housed at the Thunderbird Motel and individuals staying at the Emergency Shelter / Extreme Weather Response. I supported 7 individuals to obtain new housing. Supported 2 individuals in tenancy disputes and they won, which kept them housed. I developed 4 new landlord relationships in the community.

## Areas of Significant Achievement

- I attended and completed the Rent Smart Educator course.
- The outreach team and I facilitated our first Rent Smart course at the Emergency Shelter.
- I successfully reconnected a client with his previous landlord in Vancouver and helped him move back to his community.
- I attended the March for Missing and Murdered Indigenous Women and Girls.
- I attended and completed training for Hope's first Situational Table. A program that brings service providers together to help individuals at an acute elevated risk.
- I met with By-law officers from the Fraser Valley Regional District. Started supporting a homeless individual living in North Bend near Boston Bar. Which in turn expanded outreach services.
- I supported 5 individuals on applying for Income Assistance and 1 client apply to receive Persons with a Disability designation.
- I continue to work collaboratively with the Thunderbird Motel management, Home Health, Mental Health, Hope Community Services, the Emergency Shelter and other service providers.
- I have ongoing contact with local businesses/service providers including, Care Transit, Hope Medical Centre, Fraser Canyon Clinic, The Guardian Pharmacy, New To Yu, Pharmasave, Read Right and others.

- I continue to further my education by taking webinars through Homelessness Services Association of BC and classes at the University of the Fraser Valley, where I have been accepted into the Bachelor of Social Work program.

### **Areas to be Improved/Enhanced**

Any problems or concerns around the service delivery and/or service coordination, you should include emerging issues, trends and any gaps in service.

- I continue to self-reflect on myself and how I support individuals in the community. I am always trying to improve my language to reflect a trauma informed practice.
- I keep reviewing individual files to see how I am supporting them and when a boundary needs to be made. It is easy to become too familiar with clients and I am glad I am supported by my manager to “reel me in” when I have become too comfortable.
- I am hopeful that outreach services will continue to be delivered equally. This way clientele won’t want to have a certain outreach worker based on what they “do.” I have watched individuals at the Thunderbird Motel become more independent, for example, individuals taking the bus and managing their own appointments. This encourages them to direct their own lives without relying on outreach services to perform basic activities.
- During times I have covered for colleagues in their absence, I have found different variations on case management and client files. I am coordinating with my manager on hopefully having a system where each outreach worker would have a file folder in the “cloud” that we would save, upload, and make changes in real time. This would create a seamless service for clients while their worker is away.
- I see value in doing formal client file reviews with my manager monthly or quarterly. This way my manager can direct myself, and my peers, to continue to delivery services equally.
- Hope continues to have minimal rental opportunities. Anhart Society is building a subsidized housing project that opened April 1, 2020. I am looking forward to having some individuals housed there.
- Supportive Housing through BC Housing is still waiting for approval through the District of Hope. I hope that next year by this time we will be up and running.
- I have noticed there are gaps regarding vulnerable seniors. Older adults have a right to live at risk and unless they are not capable to make decisions they can do as they wish. There needs to be some sort of companion or additional service to check in with seniors, potentially a companion? I am not sure what the solution is but I feel there is a gap.
- Hospitals discharging individuals who are not medically sound to Emergency Shelters and/or the street is an ongoing challenge. This is something happening at a systemic level and not just our community. This falls back onto the need of affordable and supportive housing.

### **Changes in Operation and/or staff**

I continue to work with Kelsey and Steve who are part of the outreach team. I had a management change to Roxanne, who now manages the Substance Use and Homelessness Program. Brian is the new Program Manager for the Emergency Shelter Program. I provided additional supports to

many clients while colleagues were either away on sick leave, vacation, paternity leave, bereavement leave, or any other type of leaves.

**Annual Statistical Summary**  
**April 1, 2019 – March 31, 2020**

Individuals who obtained new housing	= 11
Individuals who lost housing	= 6
Individuals who maintained housing	= 23
Individuals who are un-sheltered	= 34
Clients Served Directly	= 74
Clients Served Indirectly who may be un-sheltered	= 30
Total Clients Served	= 104

Prepared by Kodie Krenz



# Emergency Shelter and Extreme Weather Response Coordinator

## Program Description (at present)

I have been in the position of Emergency Shelter Program Coordinator since November 25, 2020, coincidentally the day that our Extreme Weather Response was called. This report will be based on my time as Program Coordinator. Our emergency shelter, located at 650 Old Hope Princeton Highway, has been in operation since October 2018. We have 2 Shelter Workers on shift 24/7, who support our guests with the tools and resources needed to take the next step in their lives. The shelter capacity is 14 men and 6 women. We have a mental health nurse on site from Monday to Friday and a local doctor visits the shelter bi-weekly. Food is prepared onsite and our cooks provide 3 meals per day and generous community donations help us provide clothes, shoes, and toiletries to those who need them.

This winter, the Extreme Weather Response (EWR), ran from November 25<sup>th</sup>, 2019 to March 23<sup>rd</sup>, 2020 (120 days). During this period, the shelter was at approximately 110% capacity, with a number of cots set up in the heated garage.

The COVID-19 pandemic brought with it challenges for all of us. It became evident that the virus could be catastrophic in the homeless community, wherever they are. We believe that there are over 100 homeless in the Hope area. Our challenge became how do we provide shelter to those individuals to create a safer environment for them and the community at large. To ensure that the guests in the House of Hope were protected and somewhat isolated from the virus, they were moved to a local motel. At the motel, the guests were still connected to all of the services that they had access to at HOH, including meals, the mental health nurse and outreach. The House of Hope is now being used as a shelter for those that might normally be living rough or on the streets at this time of year. Many of these guests have multiple barriers and face a number of challenges, especially if they get sick.

Staffing levels have been doubled at the HOH and motel during this difficult period. All staff are trained to look for signs of the COVID-19 virus and are equipped with appropriate PPE should a guest become ill. We are diligent about cleaning and disinfecting all of our environments. Guests are reminded of social distancing, handwashing, disinfecting and the symptoms of the virus. Should a guest become ill with the virus, they will be isolated at the motel.

## Clients Served

During the period of April 1st, 2019 to March 31st, 2020 **155 guests** stayed in our shelter. Of this number, **119 (or 76.6%) were men** and **36 (or 23.2%) were women**. **32 (or 20.6%) of our guests identified as First Nations.**

149 guests were turned away because the shelter was full and 38 were turned away as they were not suitable for communal living. We are currently serving 4-8 meals per day at the front door to non-HOH guests.

## Evaluation of the Program

The shelter program at HOH is only as good as our ability to move people on into safe, appropriate, and affordable housing. The average stay at HOH still far exceeds the average stay at most shelters. Three guests have been with us for over 1 year, and another 2 over 250 days. The lack of affordable housing options and supported housing are the primary factors. The

majority of the guests that have gone through the HOH come to us with no income but eventually get social assistance or PWD. Without adequate social housing and supportive housing in the community, guests will continue to stay for extended periods, or will be discharged into homelessness.

### **Areas of Significant Achievement**

I believe that our most significant challenge and success has been the ability of our staff to pull together in a time of crisis. During the past 5 months, the HOH staff have been able to manage the burden of EWR guests in the HOH facility and the stress that COVID-19 has put on our shelter program. Each day has brought new challenges and sometimes risk to our team members and they have stood up to the challenge and continue to provide outstanding service to our guests and community.

We have had a few success stories over the past year that have brought tears and encouragement from our staff and guests. Two guests have connected with each other and now have an apartment in the community and two more will be moving to their own housing units in the coming months. A local business has supplied a warehouse space that is now being used by 3 or 4 of our guests as a place to create. Furniture, carvings, and pieces of art in a variety of styles are being created and, in some cases, sold. One guest said that this was a dream of his for 10 years to have a safe, secure place to do his art. He is now working with other guests to explore their creativity. A variety of addictions have been replaced with busy minds and hands.

### **Areas to be Improved/Enhanced**

The greatest change moving forward will be in how the community of Hope handles our homeless population during the winter months. The Extreme Weather Response will need to be relocated to another facility as the HOH proved to be inadequate for the program. EWR guests tend to have multiple barriers to living communally, which resulted in confrontation with existing shelter guests. Unfortunately, there is just not enough space in the HOH to create separation between the 2 groups. With bathroom facilities only available in bedrooms upstairs, a sense of intrusion developed when EWR guests used the showers or toilets.

Programming for shelter residents has also been affected by the EWR program, and lately by the COVID-19 virus. Daily group meetings, outings, and the amount of one on one time spent with guests have been reduced or eliminated. Staff are ready and eager to relaunch new programs when the opportunity arises.

### **Statistics April 1<sup>st</sup>, 2019 – March 31<sup>st</sup>, 2020**

Total # of guests through the HOH: **155**

Women **36 (23.2%)**

Men **119 (76.8%)**

Identified as First Nations **32 (26.6%)**

Total # of EWR guests **52 guests (714 nights)**

EWR Occupancy (10 available beds): **60%**

Overall occupancy for the year: **93.22%**

Highest occupancy during EWR: **112.42%**

Respectfully submitted, Brian Dodd

## Mental Health Liaison Nurse

### Program Description:

My current position is '*Community Mental Health Liaison Nurse*'. I have worked in this position since January 2019. In my position, I liaise and coordinate support/medical services with Mental Health, Addictions and other Medical Professionals. I work primarily 3 days per week with my office being situated at House of Hope Emergency Shelter. My job is to work with the Clients who are utilizing the *House of Hope Emergency Shelter* and *Extreme Weather Shelter*. I occasionally see Client's from *Jean Scott Transition House* as well when needed. My Clients are those that have been/are experiencing mental health issues with/without drug & alcohol misuse/addictions. My job description includes:

- Reviewing/monitoring Clients file; obtaining past mental health and medication history.
- Accompanying/transporting Clients to medical appointments/Emergency Room. Advocating for them.
- Collaborating with Medical Staff at Fraser Canyon Hospital on care plans for our mutual Clients.
- Assisting Clients with obtaining script for new medication/medication refills.
- Picking up medications from Pharmacy.
- I have implemented a MAR (Medication Administration Record) for Staff to document Client's medication compliance.
- Using an assessment tool to assess Client's Mental Status.
- Engage daily with Clients to gain rapport/trust.
- Refer Clients to Hope and Area Transition Society for Youth services or addiction/counselling/treatment options.
- I liaise with Hope Mental Health to refer a Client, inquire about their medication regime, schedule appointments with the Psychiatrist or inquire about personal health numbers and/or past assessments within Fraser Health.
- I assist Clients with coordinating appointments for the Methadone program with Dr. Grover.
- I converse with Homeless Outreach workers on mutual Clients.
- I assist Clients with applications for a local family Doctor.
- I assist Dr. Grover with an 'in house' medical clinic offered every 2-3 weeks for our current Clients in our program.

### # of Clients Served:

The reporting period is from *April 1<sup>st</sup>, 2019 to March 31<sup>st</sup>, 2020*. This is for *155* working days total. *122 Clients* seen/assessed from House of Hope/Extreme Weather Shelter/Jean Scott Transition House.

### Evaluation of Program Objectives:

The program objectives are presently being met by supporting the Clients at the House of Hope with their mental health and wellness. Services continue to be coordinated with Mental Health, Addictions and Medical Professionals in a timely manner. Clients also have 'on site' access to a physician every 2-3 weeks. Check-in's to monitor Clients wellbeing and medication refills are available during this clinic. Clients are then able to obtain medical treatment without having to utilize the E.R./walk-in clinic. Clients that are experiencing barriers and are normally not

compliant with their medication/injections are continuing to receive their medication/injections on time as per scheduled by their Physician. We continue to provide a safe and supportive environment for our Client's.

#### **Areas of Significant Achievement:**

- I have assisted **14 Clients** with the application to obtain a local family Doctor.
- A medical clinic is held 'in house' every 2-3 weeks with Dr. Grover. The clients are then able to connect with the physician for any medical issues/medication refills without having to utilize the E.R./Walk-in clinics.
- The MAR (medication administration record) continues to be used to monitor Client's medication compliance. This is a very important tool that is used amongst all medical professionals. Medication is being kept in filing cabinet of staff office.
- Clients continue to be accompanied to medical appointments such as X-rays and/or blood work.
- A new office space was created for Clients to be able to have more privacy when

#### **Areas to be Improved/Enhanced:**

Some program gaps and/or challenges that I have encountered:

- Having limited programs/services within our rural area.
- The significant and growing need for Mental Health.
- Clients being released from Hospitals/Corrections without proper community supports in place.
- Client's experiencing Stigma around the words 'mental health'.
- Recent outbreak of global pandemic COVID19.
- The transit bus schedule currently offers limited times for clients to receive transportation to/from medical appointments outside of the Hope district.

#### **Changes in Operation and/or staff:**

New 'Program Manager' at House of Hope Emergency Shelter in November 2019.

#### **Annual Statistical Summary:**

***April 1<sup>st</sup>, 2019 to March 31<sup>st</sup>, 2020(155 working days)***

##### **Quantitative Section:**

1. **194 Clients** from House of Hope/Extreme Weather Shelter/Jean Scott Transition House referred by Support Worker/Homeless Outreach Worker in this quarter.
  - a. **75 Clients** served in this quarter in which their quality of life has improved.
2. **120 Clients** have closed files in this quarter.
  - a. **48 closed Client** files who have enhanced their overall quality of life.
3. **337 calls** (received or made) regarding Clients mental health or medical issues.
4. **122 Clients** seen/assessed by Mental Health Liaison Nurse
5. **16 Clients** from House of Hope/Extreme Weather Shelter/Jean Scott Transition House referred by Support Worker/Homeless Outreach Worker that refused assistance from Mental Health Liaison Nurse.

***Submitted by Deanna Deleurme***

## **Education and Training**

The Staff of the Hope and Area Transition Society are committed to upgrading their credentials and keeping up to date with the most recent research and developments in the field of social services especially as it relates to family violence, family dynamics, poverty, socio-economic conditions, homelessness, mental health and addictions. It is prudent of our agency to recognize that many times upgrading, workshops and other various forms of educational advancements are done by staff on their time and with their own money.

There are various ways in which staff obtain training:

- Annual Conferences
- Workshops (locally and regionally)
- Trainings offered through MCFD, Fraser Health, Ministry of Justice
- Webinars
- In-Service
- Internet literature
- Podcasts
- Books

Our staff have both lived and work experience and many have post-secondary degrees and master's degrees. It is acknowledged that the staff of the Hope and Area Transition Society are well-trained, educated and intelligent, motivated people, committed to the work of helping and serving others.

## **Thank You**

As a non-profit organization we rely on community support whether through monetary donations, donations of clothing, furniture or other household items, or in-kind support.

Because we receive a variety of donations it is just impossible to list each and every business or person that has donated throughout the year, you however, know who are and we thank you. Without your support our ability to continue to provide services to our clients would be greatly curtailed. Thank you all! Hope and Area Transition Society is registered non-profit with the Societies Act S-32443 and is a Federal registered charity 895339083RR0001.

## ***SECTION 2      Board***

# **Annual General Meeting Minutes**

## **Hope & Area Transition Society**

Date: June 17<sup>th</sup>, 2019

Start Time at 11:30am

Location: Curling Rink

Members Present: Marianne Cameron, Pat Daws, Sabine Keil, Marg Miller, Ruby Rempel, Nancy Hutsul, Kent McKinnon, Renee Green

Member Regrets: Susan Johnston, Ray Daws

Chair: Ruby Rempel

Recording Secretary: Marianne Cameron

*Attendees:* Brian Lambright, Kelsey John, Greg Rusk, Lynda Maxim, Deanna Deleurme, Sharon Holburn, Steve Rowley, Joy Jeffery, Eloise Godden, Bonnie Millward, Brooke Dinzey, Tamara Young, Kodie Krenz, Roxanne Turcotte, Tracy Kingdon, Deb Johnston, Anna Gladue, Allison Paterson, Josh Hon, Ilene Atjay, Sam Kelley, Maureen Hickey, Soraya Duncan, JR Bonson, Rachael Cormier, Gerry Dyble, Sean Reid, Deb Pauls, Lisa Friesen, Kari Larson

1. Welcome and opening remarks by Ruby Rempel, Board Chairperson
2. Introduction of all
3. Motion to accept the Annual General Meeting of June 19, 2017 as presented, seconded. All in Favor; carried.
4. Auditors report by Sean Reid KPMG, simply put a “clean report”, revenues and expense up by 20% due to increased programs
5. Motion to appoint Kennedy-Jensen as legal counsel for the coming fiscal year, seconded, All in Favor; carried.
6. KPMG holds a 3 year contract to conduct the audit, they have 2 more years remaining. Motion to continue with KPMG for the 2019/2020 year, seconded. All in Favor, carried.
7. Motion to accept the Executive Director’s report as presented, seconded. All in Favor. Carried.
8. Motion to accept the Program Reports as presented, second. All in Favor, carried. It was mentioned by Pat Daws of the exceptional work that the staff do.

9. No nominations at this time. With Renee Green leaving the Board will consider new members in the Fall.
10. Presentation by Gerry Dyble, thanking and acknowledging all the hard work done by the Board of Directors and the Staff. Years of Service awards were presented to the following staff:
- 5 years:
- Michele Pilon – November 11, 2014 (5 years) (nights at TH)
  - Brian Lambright – June 2, 2012 (7 years) (ESP)
  - Bonnie Millward – December 2, 2010 (9 years) (Aboriginal Mentor, Boston Bar Program and Youth Coordinator)
- 10 years:
- Deb Johnston – March 23, 2009 (10 years) (nights at TH)
  - Allison Paterson – February 26, 2008 (11 years) (office manager, HOPE Project Coordinator, MHSU Outreach, Adult Substance Worker)
  - Deb Pauls – June 4, 2007 (12 years) (Violence Prevention Program, Healthy Relationships, STV, Boston Bar Program, CWWA, Program Manager Youth and Family Services)

Special Recognition to Lisa Friesen who retired last year – December 4, 2004 to February 2, 2018 (14 years) (Board of Directors – prior to employment, CWWA, Healthy Relationships, Boston Bar Program, Violence Prevention Program)

Recognition to Renee Green Board member for 8 years who will be leaving the Board.

Recognition of Gerry Dyble by the Board of Director's for her work.

Motion to adjourn the AGM at 12pm, lunch to follow and a mini-Board meeting.

_____	_____
Chair	Date
_____	_____
Secretary	Date
_____	_____
Executive Director	Date



## Membership List 2019/2020

### Board Members:

Name	Address	Email Address	Phone Number
Marianne Cameron	66747 Kawkawa Lake Rd, Hope BC	<a href="mailto:marianne69@live.ca">marianne69@live.ca</a>	(604) 703-6275
Pat Daws	#1 – 415 Stuart Street	<a href="mailto:patmillsip@yahoo.ca">patmillsip@yahoo.ca</a>	(604) 819-1614
Susan Johnston	Box1844, #10-59060 Loughheed Hwy	<a href="mailto:seek_susan@hotmail.com">seek_susan@hotmail.com</a>	(604) 869-6313
Sabine Keil	21303 Lakeview Cres	<a href="mailto:sabinekeil@telus.net">sabinekeil@telus.net</a>	(604) 869-1301
Ruby Rempel	21227 Kettle Valley Place Hope BC	<a href="mailto:rrempel@envisionfinancial.ca">rrempel@envisionfinancial.ca</a>	604-869-1526
Marg Millar	21367 Thacker Mtn Rd. Hope BC	<a href="mailto:Mmillar2@telus.net">Mmillar2@telus.net</a>	604-860-3672
Nancy Hutsul	21327 Lakeview Crs Hope BC	<a href="mailto:nhutsul@telus.net">nhutsul@telus.net</a>	604-615-4584
Kent McKinnon	#1 – 308 Wallace Street Hope BC	<a href="mailto:Kent.a.mckinnon@gmail.com">Kent.a.mckinnon@gmail.com</a>	604-860-0416
Rose Peters	Box 752	<a href="mailto:rose.peters@chawathil.org">rose.peters@chawathil.org</a>	604-869-3320

### Members:

Name	Address	Email Address	Phone Number
Ray Daws	#1 – 415 Stuart Street	<a href="mailto:raydio@shaw.ca">raydio@shaw.ca</a>	(604) 724-7746
Marianne Cameron	66747 Kawkawa Lake Rd, Hope BC	<a href="mailto:marianne69@live.ca">marianne69@live.ca</a>	(604) 703-6275
Pat Daws	#1 – 415 Stuart Street	<a href="mailto:patmillsip@yahoo.ca">patmillsip@yahoo.ca</a>	(604) 819-1614
Susan Johnston	Box1844, #10-59060 Loughheed Hwy	<a href="mailto:seek_susan@hotmail.com">seek_susan@hotmail.com</a>	(604) 869-6313
Sabine Keil	21303 Lakeview Cres	<a href="mailto:sabinekeil@telus.net">sabinekeil@telus.net</a>	(604) 869-1301
Ruby Rempel	21227 Kettle Valley Place Hope BC	<a href="mailto:rrempel@envisionfinancial.ca">rrempel@envisionfinancial.ca</a>	604-869-1526
Marg Millar	21367 Thacker Mtn Rd. Hope BC	<a href="mailto:Mmillar2@telus.net">Mmillar2@telus.net</a>	604-860-3672
Nancy Hutsul	21327 Lakeview Crs Hope BC	<a href="mailto:nhutsul@telus.net">nhutsul@telus.net</a>	604-615-4584
Kent McKinnon	#1 – 308 Wallace Street Hope BC	<a href="mailto:Kent.a.mckinnon@gmail.com">Kent.a.mckinnon@gmail.com</a>	604-860-0416
Rose Peters	Box 752	<a href="mailto:rose.peters@chawathil.org">rose.peters@chawathil.org</a>	604-869-3320

## **Committees 2019/2020**

### **Finance Committee**

Marg Millar  
Pat Daws  
Nancy Hutsul  
Ruby Rempel

### **Executive Director Committee**

Ruby Rempel  
Sabine Keil  
Marianne Cameron

### **Board Development Committee**

As needed

### **Capital Project/Building Maintenance Committee**

Kent McKinnon  
Nancy Hutsul  
Marg Millar

### **Hope Active Response Table (HART)** (committee within the community)

Nancy Hutsul  
Pat Daws

### **Community Action Committee** (committee within the community)

Nancy Hutsul  
Rose Peters

## **NOMINEES TO THE BOARD OF DIRECTORS**

None

## ***SECTION 3 Audited Financial Statements***

Financial Statements of

**HOPE & AREA  
TRANSITION SOCIETY**

And Independent Auditors' Report thereon

Year ended March 31, 2020



KPMG LLP  
200-9123 Mary Street  
Chilliwack BC V2P 4H7  
Canada  
Tel 604-793-4700  
Fax 604-793-4747

## INDEPENDENT AUDITORS' REPORT

To the Directors of Hope & Area Transition Society

### ***Opinion***

We have audited the financial statements of Hope & Area Transition Society (the Entity), which comprise:

- the statement of financial position as at March 31, 2020
- the statement of operations for the year then ended
- the statement of changes in net assets for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at March 31, 2020 and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### ***Basis for Opinion***

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the **"Auditors' Responsibilities for the Audit of the Financial Statements"** section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Responsibilities of Management and Those Charged with Governance for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with Governance are responsible for overseeing the Entity's financial reporting process.

***Auditors' Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity's to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### ***Report on Other Legal and Regulatory Requirements***

As required by the Societies Act (British Columbia), we report that, in our opinion, the accounting policies applied by Hope & Area Transition Society in preparing and presenting the financial statements in accordance with Canadian accounting standards for not-for-profit organizations have been applied on a basis consistent with that of the preceding period.



Chartered Professional Accountants

Chilliwack, Canada

May 27, 2020

# HOPE & AREA TRANSITION SOCIETY

## Statement of Financial Position

March 31, 2020

	2020	2019
<b>Assets</b>		
Current assets:		
Cash	\$ 397,114	\$ 465,032
Accounts receivable	32,296	62,863
Investments (note 2)	83,076	81,838
	512,486	609,733
Capital assets (note 4)	628,304	633,180
	\$ 1,140,790	\$ 1,242,913

## Liabilities

Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 121,719	\$ 173,257
Unearned grant revenue	296,764	301,336
Current portion of long term debt (note 6)	13,559	13,132
	432,042	487,725
Deferred capital contributions (note 7)	68,430	71,660
Long term debt (note 6)	280,235	293,768
	348,665	365,428
	780,707	853,153
Net assets:		
Unrestricted	20,533	61,670
Internally restricted	73,470	73,470
Investment in capital assets	266,080	254,620
	360,083	389,760
	\$ 1,140,790	\$ 1,242,913

See accompanying notes to financial statements.

On behalf of the Board:

Patricia Dews

Benjamin



# HOPE & AREA TRANSITION SOCIETY

## Statement of Operations

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
<b>Revenues:</b>		
Province of British Columbia	\$ 1,973,524	\$ 1,606,328
Fraser Health Authority	410,520	345,384
Government of Canada - LUMA	65,430	70,359
Community action initiative	58,278	26,138
Government of Canada - HRDC	57,375	61,690
Situation Grant	36,342	-
Aboriginal Education Council & Employment Grants	35,190	35,190
Amortization of deferred capital contributions	3,230	3,230
Interest income	1,920	1,501
Donations and corporate grants	1,256	27,201
Memberships	55	65
	<b>2,643,120</b>	<b>2,177,086</b>
<b>Expenditures:</b>		
Salaries and benefits	2,081,603	1,617,554
Program costs	130,154	91,706
Sub-contractor program costs	118,361	81,546
Repairs and maintenance	70,532	27,160
Food	51,525	34,732
Travel	35,954	38,414
Training programs	35,172	5,935
Telephone	30,589	37,794
Rent	29,144	39,241
Insurance, licenses and dues	20,853	12,407
Utilities	17,953	12,325
Amortization of capital assets	15,987	11,527
Professional fees	9,532	5,600
Interest on term debt	8,727	8,172
Office and general	7,421	8,078
Client library	3,418	2,971
Advertising	3,367	4,263
Clinical supervision and counsellor support	2,005	2,400
Bank charges	500	801
Start-up costs	-	62,166
	<b>2,672,797</b>	<b>2,104,792</b>
<b>Excess (deficiency) of revenues over expenditures</b>	<b>\$ (29,677)</b>	<b>\$ 72,294</b>

See accompanying notes to financial statements.

# HOPE & AREA TRANSITION SOCIETY

## Statement of Changes In Net Assets

Year ended March 31, 2020, with comparative information for 2019

	Internally restricted	Investment in capital assets	Unrestricted	Total 2020	Total 2019
Balance, beginning of year	\$ 73,470	\$ 254,620	\$ 61,670	\$ 389,760	\$ 317,466
Excess (deficiency) of revenues over expenditures	-	(12,757)	(16,920)	(29,677)	72,294
Net change in capital assets	-	24,217	(24,217)	-	-
Balance, end of year	\$ 73,470	\$ 266,080	\$ 20,533	\$ 360,083	\$ 389,760

See accompanying notes to financial statements.

# HOPE & AREA TRANSITION SOCIETY

## Statement of Cash Flows

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Cash provided by (used in):		
Operations:		
Excess (deficiency) of revenues over expenditures	\$ (29,677)	\$ 72,294
Items not involving cash:		
Amortization	15,987	11,527
Amortization of deferred capital contributions	(3,230)	(3,230)
Changes in non-cash working capital:		
Accounts receivable	30,567	(60,099)
Accounts payable and accrued liabilities	(51,538)	77,795
Unearned grant revenue	(4,572)	175,061
	(42,463)	273,348
Financing:		
Repayment of long term debt	(13,106)	(12,717)
Investing:		
Purchase of investments	(1,238)	(1,014)
Purchase of capital assets	(11,111)	-
	(12,349)	(1,014)
(Decrease) increase in cash	(67,918)	259,617
Cash, beginning of year	465,032	205,415
Cash, end of year	\$ 397,114	\$ 465,032

See accompanying notes to financial statements.

# HOPE & AREA TRANSITION SOCIETY

## Notes to Financial Statements

Year ended March 31, 2020

### Nature of operations:

Hope & Area Transition Society (the "Society") is a non-profit Society incorporated under the Society Act of British Columbia on August 29, 1994. The non-profit Society provides programs and services to individuals and families that are affected by social issues in Hope B.C. and the surrounding area.

### 1. Significant accounting policies:

These financial statements have been prepared by management in accordance with Canadian Accounting Standards for Not-For-Profit Organizations in Part III of the Chartered Professional Accountants of Canada handbook and include the following accounting policies:

#### (a) Capital assets:

Capital assets are stated at cost, less accumulated amortization. Amortization is provided using the following methods and annual rates:

Asset	Basis	Rate
Building	Straight-line	60 years
Furniture and fixtures	Declining balance	20%
Computer	Declining balance	30%
Motor vehicle	Declining balance	30%

The Society reviews its capital assets, including land and buildings to be held and used, for impairment whenever events or changes in circumstances indicate that the asset no longer has long-term service potential to the organization. If such conditions exist, an impairment loss is measured at the amount by which the carrying amount of the asset exceeds its residual value.

#### (b) Revenue recognition:

Revenue is recognized using the deferral method. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable. Contributions restricted for the purchase of capital assets are deferred and amortized into revenue on a straight-line basis, at a rate corresponding with the amortization rate for the related capital assets.

#### (c) Income taxes:

As the Society is a non-profit organization incorporated under the Society Act of British Columbia it is exempt from income taxes.

# HOPE & AREA TRANSITION SOCIETY

Notes to Financial Statements (continued)

Year ended March 31, 2020

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## 1. Significant accounting policies (continued):

### (d) Financial instruments:

Financial instruments are recorded at fair value on initial recognition. Freestanding derivative instruments that are not in a qualifying hedging relationship and equity instruments that are quoted in an active market are subsequently measured at fair value. All other financial instruments are subsequently measured at cost or amortized cost, unless management has elected to carry the instruments at fair value. The Society has not elected to carry any such financial instruments at fair value.

Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition and financing costs. These costs are amortized using the straight-line method.

Financial assets are assessed for impairment on an annual basis at the end of the fiscal year if there are indicators of impairment. If there is an indicator of impairment, the Society determines if there is a significant adverse change in the expected amount or timing of future cash flows from the financial asset. If there is a significant adverse change in the expected cash flows, the carrying value of the financial asset is reduced to the highest of the present value of the expected cash flows, the amount that could be realized from selling the financial asset or the amount the Society expects to realize by exercising its right to any collateral. If events and circumstances reverse in a future period, an impairment loss will be reversed to the extent of the improvement, not exceeding the initial impairment charge.

### (e) Use of estimates:

The preparation of the financial statements in conformity with Canadian accounting standards for non-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Significant items subject to such estimates and assumptions include the carrying amounts of tangible capital assets; provisions for impairment of accounts receivable; and accrued liabilities. Actual results could differ from those estimates.

# HOPE & AREA TRANSITION SOCIETY

Notes to Financial Statements (continued)

Year ended March 31, 2020

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## 1. Significant accounting policies (continued):

### (f) Contributed materials and services:

A substantial number of volunteers contribute a significant amount of their time each year. Because of the difficulty of determining the fair value of these services, contributed services are not recognized in the financial statements.

Contributed materials and supplies which would otherwise be paid for by the Society are recorded at fair market value.

### (g) Restricted net assets:

Internally restricted net assets represent reserves for future expenditures, and can only be used through direction provided by the board of directors.

## 2. Investments:

	2020	2019
Term Deposits:		
Envision Financial (a division of First West Credit Union)	\$ 83,076	\$ 81,838

The Society's term deposits mature on May 9, 2020, pay out interest annually and have a current rate of interest of 3.7%.

## 3. Bank operating loan:

As part of its financial arrangements, the Society has a line of credit for \$20,000 bearing interest of 4.45%. As at year-end, the Society has not utilized the line of credit (2019 - nil).

# HOPE & AREA TRANSITION SOCIETY

Notes to Financial Statements (continued)

Year ended March 31, 2020

## 4. Capital assets:

			2020	2019
	Cost	Accumulated amortization	Net book value	Net book value
Land	\$ 207,870	\$ -	\$ 207,870	\$ 207,870
Building	558,393	149,670	408,723	418,030
Furniture and fixtures	90,030	85,998	4,032	5,040
Computer	48,926	41,688	7,238	1,610
Motor vehicle	5,830	5,389	441	630
	\$ 911,049	\$ 282,745	\$ 628,304	\$ 633,180

## 5. Accounts payable and accrued liabilities:

Included in accounts payable and accrued liabilities are government remittances payable of \$36,128 (2019 - \$36,068), which includes amounts payable for payroll related taxes.

## 6. Long-term debt:

	2020	2019
Commercial mortgage, monthly payments of \$1,899 including interest at 3.23%, secured by a first charge over land and buildings owned by the Society, due November 2021	\$ 293,794	\$ 306,900
Less current portion long-term debt	13,559	13,132
	\$ 280,235	\$ 293,768

Principal repayments are due as follows:

2021	\$ 13,559
2022	280,235
	\$ 293,794

# HOPE & AREA TRANSITION SOCIETY

Notes to Financial Statements (continued)

Year ended March 31, 2020

## 7. Deferred capital contributions:

	2020	2019
Balance, beginning of year	\$ 71,660	\$ 74,890
Less: Amounts amortized to revenue	(3,230)	(3,230)
Balance, end of year	\$ 68,430	\$ 71,660

Deferred capital contributions represent grants and forgivable loans utilized to acquire a transition house for the Society. The deferred contributions are being amortized to revenue on the same basis as the related asset is being amortized.

The largest source of the deferred contributions was a forgivable mortgage received from the Canada Mortgage and Housing Corporation. These funds were used to purchase the land and buildings used by the Society as a transition house for women and their children who are the victims of family violence. The Society has fulfilled all conditions of the mortgage and it has been discharged from the title of the property.

## 8. Executive director compensation:

The Society's Executive Director received the following compensation for the last two years.

	2020	2019
Executive Director Compensation	\$ 107,591	\$ 100,230

No other employees of the Society earn in excess of \$75,000.



# HOPE & AREA TRANSITION SOCIETY

Notes to Financial Statements (continued)

Year ended March 31, 2020

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## 9. Financial risks and concentration of risk:

### (a) Credit risk:

Credit risk is the risk of economic loss arising from a party's failure to repay or service debt according to contractual terms. Financial instruments that potentially subject the Society to concentrations of credit risk consist of cash, investments and short-term deposits and accounts receivable. The Society has deposited cash and made investments with reputable financial institutions, from which management believes the risk of loss to be remote. The Society has receivables from services performed and grants receivable from various bodies of the Province of British Columbia. Management does not believe there is significant credit risk.

The Society monitors, on a regular basis, the credit risk to which the Society is exposed in relation to its financial assets and takes steps to minimize the risk of loss.

### (b) Liquidity risk:

Liquidity risk is the risk that the Society will be unable to fulfill its obligations on a timely basis or at a reasonable cost. The Society manages its liquidity risk by monitoring its operating requirements. The Society prepares budget and cash forecasts to ensure it has sufficient funds to fulfill its obligations.

### (c) Interest rate risk:

The Society is exposed to interest rate risk on its fixed interest rate financial instruments, including long-term debt and investments.

These risks have not changed since 2019.

## 10. Impact of COVID-19:

On March 11, 2020 the COVID-19 outbreak was declared a pandemic by the World Health Organization. This situation presents uncertainty over the Society's future cash flows, and may have a significant impact on the Society's future operations. Potential impacts on the Society's business could include future increases in expenses and delays in completing capital projects. At the time of approval of these financial statements, the Society has experienced the following indicators of financial implications and undertaken the following activities in relation to the COVID-19 pandemic:

- Temporary decline in investments
- Closure of buildings to the public
- Mandatory working from home requirements for those able to do so

As the situation is dynamic and the ultimate duration and magnitude of the impact on the economy are not known, an estimate of the financial effect on the Society is not practicable at this time.