

John Howard

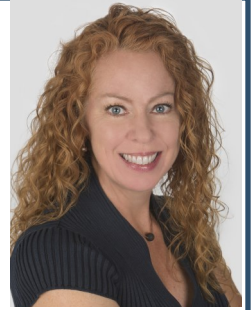
THE JOHN HOWARD SOCIETY OF THE
CENTRAL AND SOUTH OKANAGAN

Annual Report

2015-2016



Executive Director's Report—Gaelene Askeland



This year was one of maintenance and stability for us. We have focused on quality; ensuring that we are offering a high quality service both in the minds of the funders as well as the clients. We have designed feedback mechanisms for clients, and also participated in the **include me!** evaluation program offered by Community Living BC. It gave us some great feedback on what we do well and areas we can focus more attention. We have provided a variety of training/learning opportunities for our staff this year so that they are keeping up with current theory and practice. We want to be an organization that continuously improves and innovates. We took great steps towards that end this year.

We engaged our partners Community Living BC and the Interior Health Authority's Assertive Community Treatment (ACT) team in creating a specialized and unique housing solution for a client who has proven to be very difficult to house in any of the other ways we have collectively had available. This "professional neighbour" situation permits our client to live in one living space within a home, and a neighbour who is sympathetic, trained and willing to contend with issues that arise living in the other living space. We purchased a property to make the first of these happen, and have since rented two others. It has been reinforced to us through this process that for people with significant challenges with developmental disability, other mental health issues and often, substance misuse, having a stable home and some structure to that home situation is a key component for a decent quality of life. This is a very cost-effective way to house some of the most difficult to work with people. It also creates an affordable living arrangement for the 'professional neighbour' who so far, have been students and/or employees of other non-profit agencies. Win-win-win! Thank you so much to CLBC and the ACT team for their leap of faith with us.

We spent time and energy focusing on building relationships with other agencies in our community this year as well. In partnership with BC Housing and alongside the Canadian Mental Health Association, Kelowna Gospel Mission, Inn from the Cold and NOW Canada, we began a journey of looking at a better way of screening homeless people to determine their level of vulnerability. The aim is to ensure that our collective resources are being focused first on those with the highest level of need. We have developed an intake form that can be used by all referring agencies for the specialized supports at our Cardington Apartments as well as the CMHA's Willowbridge Apartments. This is our community of practice working together to meet the needs of the community, people who are homeless or at risk of being homeless, and funding stakeholders. We are proud of what we have collectively achieved this year, and look forward to seeing what the future together holds.

This year saw the departure of a number of board members who had been with us for a long time. Ann Petrone, Betti Gallpen, Gary Hansen, and our chair, Gus Richardson. Collectively they had more than 50 years of service to the John Howard Society of the Central and South Okanagan. We are so grateful for their contributions through the years, and we wish them well.

Thank you to our current board of directors, our fantastic team of employees, our funders and those we serve for another great year.

Gaelene Askeland
Executive Director

Report from the Board Chair, James King

I am honoured to be writing this report on behalf of the Board of John Howard Society of the Central and South Okanagan. Our society continues to provide much needed assistance, housing, training, and other support services to an ever-growing demographic. Despite an increased awareness of issues affecting marginalized populations in our area, the demand for our services remains high. Both Cardington and Newgate are operating at capacity and our Restorative Justice Program is growing both in volume and reputation. We continue to enjoy solid partnerships in such pursuits as Bladerunners, Renew, Forensics Outreach, and the Prostitution Offender Program. I believe we have developed an excellent reputation and level of interoperability with our community partners; I expect that the demand for our services will continue to grow in the years to come.

As with any service provider, our successes are directly attributable to an exemplary staff and management team. I am continually impressed and inspired by the interactions I have with members of our staff and admire the dedication and professionalism they bring to their duties. Gaelene Askeland continues in her role as Executive Director bringing a unique combination of diplomacy, expertise, and experience that is proving to be a great benefit to both our society and the community at large. Our funding entities, both private and public, continue to support the work we do and new partnerships are being forged each year. The trend in Public Health and Social Services is toward a collective team-based approach often with public-private partnerships and multiple agencies involved. By working with other entities, and continually communicating with our partners, we are working toward a more efficient and streamlined delivery model. We can be pleased that we are right in the centre of this trend and have positioned ourselves to fit many niches moving forward.

The Okanagan Correctional Centre is scheduled to open later this year in Oliver. This will be an opportunity for JHSCSO to expand our services into roles that have historically been at the core of our mandate. There will undoubtedly be unforeseen challenges in the next couple of years; I am confident that our staff and executive will continue to excel and serve the central and south Okanagan with distinction and integrity. The last two to three years have seen a consolidation and stream-lining of the services we have been providing and this has positioned us well for these new challenges.

It is a great pleasure to work with the wonderful people on the JHCSO Board and serve our exemplary staff and executive as we continue to pursue effective, just and humane responses to the causes and consequences of crime.

James King
Chair— Board of Directors

The **Gateway Mentoring & Outreach Program**—Elliot Penner, Program Manager

It was a big year for the Gateway as the program went through some pronounced developments and growth. Along the journey in meeting these new developments, the Gateway program continued as an important outreach program that supports those with neurodevelopmental disabilities and are involved, or at risk of involvement, in the criminal justice system.

includeMe!

At the start of the new fiscal year, Gateway received results and feedback from a province-wide quality of life questionnaire, called includeMe!, that was organized by Community Living BC (CLBC) and R.A. Malatest & Associates. The questionnaire was meant to develop a deeper understanding of the impacts that supports and services have on the quality of life of those served. Several Gateway clients volunteered to be part of this questionnaire, joining hundreds more from across the province. Gateway was highlighted in providing an exceptional service to a very vulnerable group of individuals, assisting them in becoming aware of their rights, their sense of self-determination, and promoting physical well-being. These results will continuously be evaluated in order to inform and maximize service provision.

Professional Neighbour Model of Housing

One new and significant development has been the implementation of our Professional Neighbour model of housing for those in the Gateway program. This model is a more individualized housing model meant for individuals who struggle to live in either a cluster-model or high-density living arrangement but are able to live more successfully in their own suite with the presence of significant outreach support and an understanding and professional neighbour. The John Howard Society acquired and now oversees three Professional Neighbour houses in the community.

Then & Now

The Gateway Program receives all referrals from CLBC which is a provincial crown company that provides funding for services to help adults with developmental disabilities. Within this group, Gateway supports those considered by others as being too hard-to-house, having too complex concurrent diagnoses and substance misuse issues, or have exhausted existing services. Gateway utilizes harm-reduction principles, strength-based approaches, and an open door policy towards this population. Gateway staff have moved to a more flexible schedule that can provide evening or weekend support and we serve clients from Kelowna through to Penticton.

The program grew in the last year as well. Eleven new individuals started in the program and four individuals were discharged. In total, Gateway connected with twenty-six individuals over the year, a significant increase over the last year. Furthermore, the availability of support provision grew by forty-seven-percent, allowing for the hiring of two-full time equivalent positions in the program.

Demographics

Those served range in age from 19 to 56. Of those 23% are female, 73% male and 4% transgendered. Half of our clients live with FASD, whether diagnosed or highly suspected. Aboriginal persons make up 20% of our client base. Of all clients 70% have been involved in the justice system, and 60% live with addiction and/or mental illness. All of them struggle to find adequate, safe housing.

Staff

There are eight staff members: Colette Mayne, Coleman Helgersen, Erin Pope, Jason Williams, Amanda Mason, Paige Hollingsworth, Steve Lance, and Sabrina Schmidtke. Combined, the team has a vast knowledge base, from experiences within assorted treatment, residential, or outreach settings and assorted educational backgrounds, including but not limited to, Social Work, Psychology, Criminal & Social Justice, and Health & Community Services.

The **Forensic Outreach Program**—Steve DeLuca

The John Howard Society Outreach Program continues to be a strong community partner working alongside the Forensic Psychiatric Services Commission (FPSC). The FPSC works with clients who have come into contact with the law, however were found Not Criminally Responsible on account of a Mental Disorder (NCRMD). Under the jurisdiction of the BC Review Board these clients undergo an annual Review Board hearing to determine whether they will receive a Custodial Disposition, Conditional Discharge, or an Absolute Discharge. Additionally, clients suffering from a mental illness while on probation can be referred from Kelowna Community Corrections for support through this program.

A treatment team works to manage the risk of the clients living in the community while on a Conditional Discharge or on Probation. The Forensic Outreach Worker (FOW) is a member of this team that includes a Psychiatrist, a Forensic Liaison Officer, and a Community Nurse. The FOW visits clients in the community to monitor for signs of mental health decompensation and assist with psychosocial rehabilitation. Functioning in an outreach role, the Forensic Services at John Howard provide integral support to the treatment team in the ability to react in a timely manner to the ensure clients' health and the safety of society are maintained. Given the pervasive nature of the mental illnesses they are challenged with, the FOW focused between 54% - 98% of weekly support hours on supporting NCRMD clients.

The caseload numbered 13 clients at fiscal year-end; seven NCRMD clients and six on probation. Between January 1st and March 31st 2016 Forensic Services received four new referrals from FPSC; one NCRMD and three Probation. Forensic services receives referrals solely from FPSC.

Looking forward to the upcoming year; on April 1st, 2016 the Forensic Services contract with FPSC will increase to 40 hours per week from 28 hours per week. With the additional hours the FOW looks forward to working closely with FPSC to support clients remain safe, healthy, and active members of society.

The John Howard Society got a new forensic outreach worker in December 2015, Steve De Luca. Steve has a B.A. in Psychology from York University in Toronto. From there Steve spent two years teaching English in South Korea. Upon returning to Canada, he became one of the many (he has since learned) Ontarian expats in BC. After settling in Burnaby, Steve worked with adults with acquired brain injury for four years before moving to the Okanagan.

The **Prostitution Offender Program**—Elliot Penner

The RCMP, the Downtown Kelowna Association, NOW Canada, and Living Positive Resource Centre have worked closely with the John Howard Society over the last three years to address the sexual exploitation of those having to live on the avails of prostitution by targeting offenders through the Prostitution Offender Program (POP). Seeing the effectiveness of POP, the entire team doubled efforts to the project over previous years.

It was with shock and sadness that we learned that an integral member of the advisory committee and foundational member of the program, the Honourable Judge Anne Wallace, passed away suddenly in October. Judge Wallace's efforts in establishing this program were phenomenal and her ongoing contribution will be greatly missed.

In total eleven men completed the Prostitution Offender Program in the last year and, according to RCMP reports, recidivism has been low for all past clients. The program's intent is to educate offenders of the effects of their actions and over time change attitudes and behaviours. Changes are measured and evaluated by the University of British Columbia's Centre for the Advancement of Psychological Science and Law (CAPSL) and RCMP tracking.

The school component of the program is a collaborative effort between the John Howard Society and the aforemen-

tioned partners. Each program brings a unique perspective to the classroom component. Building on the existing partnership, we brought on Tony Schnare, a knowledgeable and experienced veteran of the prostitution offender programs in Canada who has facilitated countless of these sessions in Saskatoon, Saskatchewan. With materials and connections, Tony has been able to develop the experiential components of the program. Furthermore, ret. Judge Geoffrey Barrow has joined our advisory committee and the program looks to further include his knowledge into the program. Lastly, understanding that the effects of prostitution are more pronounced in Kelowna's downtown core, the program continues to work closely with the Downtown Kelowna Association and downtown businesses to explore innovative ways to work together.

The **Probation Outreach Program**—Colette Mayne

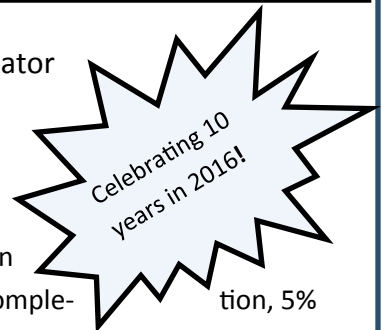
For many years, the John Howard Society has worked in partnership with Community Corrections in offering a community based outreach service – the Probation Outreach Program. Receiving referrals solely from the Ministry of Justice, Probation Outreach remained very busy throughout the fiscal year supporting clients to comply with their legal orders and reintegrate successfully back into their community.

While a relatively small program, Probation Outreach steadily supported one-hundred-and-one individuals in varying capacities throughout the fiscal year. Of this number, seventy-five clients were new clients. Eighty clients had been discharged and service discontinued over the course of the year. The areas of support that were identified as being high-need for many clients in the program were: transportation assistance, acquiring and finding housing, and connecting to community services such as medical appointments or and therapeutic outlets such as the rec centers.

The sole staff member of this program is Colette Mayne. Earlier this year Colette received an award recognizing her great work as the Probation Outreach Worker, as nominated by local probation officer. This award is seldom given to those outside of Corrections.

The **Adult Restorative Justice Program**—Michelle LaBoucane, Coordinator

The fiscal year of 2015-2016 saw a large influx of files into the Restorative Justice program. Of the 94 files referred, 41 were restorative justice and 53 shoplifting prevention. During this fiscal year we changed how our information is collected and recorded. We have separated the restorative justice files from the shoplifting prevention files so we can keep track of clients in an efficient manner. 73% of our referrals have had a successful completion, 5% partially completed their files, 2% did not complete any requirements, and 16% had their files denied because they didn't fit program requirements. The last 4% are still working on completing their agreements.



We have been building upon our existing valuable relationships in the community, meeting with the RCMP, loss prevention representatives, and City of Kelowna Bylaw Enforcement. We are constantly investing in our relationships with our community service partners such as the Elizabeth Fry Society and the Boys and Girls Club – Youth Restorative Justice Program. The Youth Restorative Justice Program and the John Howard Society's Restorative Justice Program completed two volunteer training sessions, with 21 people receiving the training. We also hosted two practicum students from UBCO and look forward to hosting many more.

Our coordinator Michelle LaBoucane has been selected to represent the Central and South Okanagan area on the Provincial Steering Committee for Restorative Justice. They are in the process of developing standards and procedures that all restorative justice programs in the Province of BC will follow. Michelle has also applied for a fellowship with the Community Justice Initiatives Association that will bring another service option to the restorative justice program.

REnEW (Residential Energy Efficiency Works) - Andrea Sage & Elliot Penner

REnEW is an employment program that trains motivated people to work in the emerging field of energy efficiency retrofitting construction. The program has had seven cycles since it started in 2010. Each cycle is made possible as a result of the ongoing partnership between FortisBC and JHSCSO. The program ran from August 17th until October 6th of last year. In this latest cycle, the program also partnered with UK Trades who provided instruction and field supervision, and Habitat for Humanity, which was the community service agency selected for the field component of the program.

Participants

Over twenty referrals were received and ten were selected to complete the in-class portion of the program. Although seven completed the field training all ten satisfied the requirements to successfully receive their REnEW Certificate of Completion. Program participants came from a wide range of backgrounds with assorted barriers to finding and maintaining employment, including but not limited to past criminal justice involvement, poverty, substance misuse, mental health disorders, and lack of employment training. However, everyone in the program shared the same “can do” attitude to getting the job done. Two participants were female and the remainder male. Two participants identified as being Aboriginal. There was a wide-range of ages in the program, from nineteen all the way up to fifty-eight.

In addition to receiving four industry recognized certificates, classroom instruction, tools, and field training, for the first time participants also had the opportunity for skills-enhancing work placements. This means that following the program, participants were offered temporary work in established and highly-regarded construction companies in the Okanagan, such as Dilworth Homes.

The program garnered a bit of media buzz as well, including the KelownaNow article *The REnEW Program is Transforming Lives in the Okanagan* (September 10th, 2015).

Staff

Although it was the seventh time the program ran, it was the first REnEW for the program’s new coordinator, Andrea Sage. Andrea is a new addition to the John Howard Society and brings experience to the team in a variety of different roles such as educational programming and community program coordination. As a result of Andrea’s coordination ten individuals had the opportunity to increase their employability. Illustrative of her accomplishments, many continue to work in the emerging field of energy efficiency retrofitting construction to this day.

REnEW 2015 was very memorable for participants and for everyone involved. It was ‘one for the books.’ Following this success, both JHSCSO and FortisBC hope to continue to offer this innovative employment program that gives individuals the opportunity to transform their lives.

One Cup at a Time—Elliot Penner

The Program

A fourth cycle of the highly anticipated One Cup at a Time Employment Training Program (henceforth referred to as One Cup) ran successfully between February 2nd and July 24th. Kerry Erickson and Karen Kelly were Program Coordinators who provided employment support and training to the ten participants, while Charlene Wiebe and Tammy Milkovich oversaw the operational side of the social enterprise café.

One Cup is an innovative employment program that provides quality comprehensive structured programming bolstered with paid hands-on experience in a fully functional café for six-months. Prior to their involvement in One

Cup, the ten selected participants disclosed that they faced several barriers to obtaining and maintaining employment, such as the presence of physical and cognitive health issues and challenges related to past or current substance addiction or criminal justice system involvement. All participants expressed a willingness to be part of the whole six-month program and a desire to work with program staff to find employment afterwards.



Demographics

In terms of demographics, all participants resided in Kelowna. Seven were female and three were male. Two of the ten identified as being Aboriginal. All participants had incomes that hovered well below the poverty line. Eight individuals were on Persons-with-Disability (PWD) income and two were on ministry income assistance. Most of the participants hadn't worked in the formal labour market for years, and in a few instances decades.

As the program progressed, there were specific evaluative milestones, such as having a certain amount of exposure to specific duties in the café by a set date. For the most part, milestones were met and were often exceeded. The program was very successful in finding employment for eight of the ten individuals either during or immediately following the program. Furthermore, two individuals had enrolled to attend programs at the Okanagan College following the program. To this day, many program graduates are still working in their new jobs acquired following One Cup.

Staff

This remarkable cycle of the program certainly would not have been made possible and so successful had it not been for the hard work by staff. Kerry Erickson and Karen Kelly brought to the program considerable experience with client support and knowledge of employment training material. After the program, Kerry went on to steer the social enterprise side of the café until departing for overseas travels. Charlene Wiebe, who happens to also be a past One Cup graduate, steered the business during the program but also found new employment. Charlene had been the café coordinator for many years and much of the café's growth over the years is attributable to her hard work. Also a past graduate of the program, Tammy Milkovich provided exceptional assistance to Charlene and participants in the café. In addition to her great work in the café, Tammy also contributed in other ways by giving speeches about One Cup to multiple audiences including the United Way Kick-Off Breakfast.

Bladerunners—Elliot Penner

We modified our intake for Bladerunners this year to condense the clients into a shorter period of time. We were able to put 17 participants through employment readiness training that focused on either entry level construction or hospitality jobs. With new certificates and knowledge in tow, the ten individuals had increased employability. Many found employment following the program, such as one participant that obtained the prerequisites in BladeRunners to work as a Flagger for Traffic Control.



Coming off her accomplishment in completing the coordination of the REnEW program, Andrea Sage began to oversee BladeRunners as her new role Coordinator of Employment Services at the John Howard Society. Andrea joined the John Howard team in July, bringing experience in a variety of roles including but not limited to educational programming to community program coordination.

Central Program

By partnering with the School District 23 and being able to offer hands-on experience through the social enterprise café

at the John Howard Society, we were able to pilot a unique employment experience for several at-risk youth. Seven youth who attend the alternative education program at Central School completed the 6 week long Central Program at the John Howard Society.

The John Howard Society has offered BladeRunners going on six-years. Encouraged by growing community partnerships and a versatile program, BladeRunners continues to avail itself as a great employment program in meeting the employment needs of those with barriers to employment.

Cardington Apartments—Amanda Barrett, Residential Manager

Cardington Apartments is a 30 unit supportive housing development for adults (19+) who are homeless or at risk of homelessness and working towards managing mental health and substance misuse issues. As a transitional and supportive housing development participants commit to engage in programming prior to occupancy.

Cardington Apartments main focus is to work with the participant(s) on Wellness Planning, goal setting and support. Case-workers may have anywhere from 4-8 participants at a time on their case load and work in collaboration with community service providers. Programming also includes participants connecting with our partners at Interior Health, utilizing Mental Health and Substance Use Clinicians, etc.

From April 1, 2015 to March 31, 2016, Cardington Apartments has housed approximately 52 individuals that were homeless or at risk of becoming homeless; of those 52 individuals housed 42 were male, 9 female and 1 transgender. 45 is the average age of participants that not only Cardington Apartments houses but of the referrals submitted, which is two years older than last year. Approximately 84% of Cardington Apartments participants struggle with substance misuse. Mental health issues are also common amongst participant(s) of Cardington Apartments; depressive and related disorders being the most common followed by schizophrenia spectrum and other psychotic disorders.

Several participants transitioned to New Gate Apartments. Several other participants transitioned to main-stream housing.

Through the support of Cardington Apartments staff, Interior Health and other local service provider(s) participants have been achieving their goals and moving forward in their lives.



Throughout the year, participants of Cardington Apartments have engaged in activities within the community, such as the Uptown Business Association's Scarecrow Festival. On-site activities have included the planting of the Cardington Apartments community garden, bingo and the Cardington Cup!

In addition, participants engaged in a study via UBCO, specifically, 'Comparing Socratic and Didactic Teaching Methods on Health Topics in a provisionally Accommodated Homeless Population in Kelowna, British Columbia which included sessions on 6 health related topics based on input from a topic interest survey. At the end of each session, the participants were surveyed about their preferences between the two styles of teaching, as well as, their comfort level around medical health workers and whether they felt that the session helped to increase their level of comfort.

'Easy to talk to staff. Great staff. Love the sweets. Safe environment, clean and quiet. All in all a very comfortable place.'

'Life changer.'

'Safe behind my door.'

New Gate Apartments

New Gate Apartments is a supportive, permanent housing program for adult (19+) men and women that were homeless or were at risk of homelessness and are currently able to live independently. New Gate Apartments consists of 49 bachelor suites complete with amenities and utilities. Our participants bring a wide variety of backgrounds and experiences. Over the last year, we have housed 66 participants; of those 66 participants housed, 11 were female and 55 were male.

The average age of referral this year was 48, which is two years older than last year. We are consistently seeing an increase in mature applications, 44% of our current participants are between the ages of 50-59 of which is a 2% increase from last year.

New Gate Apartments continually remains at full capacity (49). Many participants transition into New Gate Apartments after having successfully completed residential programs at other facilities, such as JHSCSO's Cardington Apartments, 1043 and 1033 Harvey House.

The building is staffed by Residential Support Workers (RSW's) 24 hours a day, 365 days a year. RSW's support participants according to individual need and focus on ensuring participants feel safe and secure while in their homes and while enjoying the outdoor areas, connecting participants with community services and supporting them in building skills and managing tasks that promote independent living. RSW's support and many of the building's guidelines are meant to provide participants with a supportive environment to prepare for market housing situations, should they wish to transition in the future.

RSW's and staff of the Gateway Mentoring & Outreach Program continue to work together to provide consistent support to shared clients. Social events are held weekly by the Gateway Mentoring & Outreach Program and are often open to New Gate Apartments participants that wish to join.

Sabretooth Lifestyle which prepares healthy meals and encourages healthy lifestyles locally now rents our kitchen space at New Gate Apartments. Participants and staff at Sabretooth engage in positive interaction on a regular basis.



'Without the support staff here 24/7, I'd still be living in fear. Knowing they're here to immediately deal with problems allows me to feel safe, which in my case enables me to look forward and focus on the further rather than hide from life.'

'I don't like some of the rules here, but I'm so grateful that I am here. I would have killed myself if I wasn't here. I now have hope.'

1043 Harvey House

1043 Harvey House is a 7-unit home for adult men (19+) who are in recovery and working towards living independently. This 1-year program assists males in maintaining their sobriety with weekly wellness planning meetings, one-on-one time with a case-worker, life-skills support, workshops, and ensuring they are connected with various service providers in the community. We receive referrals from all over the province, including drug treatments facilities, correctional facilities, and multiple health authorities, which includes but is not limited to our partner, the Interior Health Authority (IHA). Self-referrals are also accepted and reviewed by the Manager of Residential Services to ensure eligibility for the

program.

With all the basic necessities being met, participants are able to focus on upgrading their education, developing healthy supports within the community in order to maintain abstinence, and developing healthy living and coping skills with the intention of re-integrating participants into the community with employment and stable housing in place. Participants residing at 1043 Harvey House have also been referred to JHSCSO employment programs, such as the RE-nEW (Residential Energy and Efficiency Works) program.

Within the last year, there have been 23 males who have resided or are currently residing in 1043 Harvey House. This is a decrease in participants from last year, however the average length of stay has increased to approximately 6 months. Some of those participants have transitioned throughout our continuum of housing, such as New Gate Apartments or 1033 Harvey House. Many other participants have successfully transitioned into mainstream housing.

This last year, participants engaged in a study via UBCO, specifically, 'Comparing Socratic and Didactic Teaching Methods on Health Topics in a provisionally Accommodated Homeless Population in Kelowna, British Columbia' which included sessions on 6 health related topics based on input from a topic interest survey. At the end of each session, the participants were surveyed about their preferences between the two styles of teaching, as well as, their comfort level around medical health workers and whether they felt that the session helped to increase their level of comfort.

'It is a great place and I feel really lucky to be here'.

'I believe this place is just what the doctor ordered'.

'Since I moved here I've had a great experience with the people that have lived here and all of the staff. The staff are more than helpful with anything that I have needed and/or wanted'.

1033 Harvey House

1033 Harvey House provides seven units (shared accommodation) of permanent, low cost housing for adult men (19+) who are able to maintain independent living.

We continue to observe participants' willingness to improve the home externally as participants have assisted with the landscaping at 1033 Harvey House this past year. An abundance of vegetables in their garden continue to grow.

Throughout all of our residential services, we have been fortunate to have obtained a volunteer whom currently assists many of our participants with completing on-line application forms, legal assistance & literacy.

'John Howard Society goes above and beyond to help me progress'.

'This experience has fired me up to achieve my goals and broaden my horizons'.

'My experience with the John Howard Society so far has been a very good experience. All of the people I have met seem to be very nice and helpful'.

'When I first moved in last year on July 10th I didn't know what to expect. I've learned that I can't judge people or expect them to do things as I would. I know there are people who have lived here that are really in need of help and I think the John Howard Society is a really great organization that gives chances to people that really need it. I commend the people that work here who participate in involving themselves to John Howard Society. Thank you for giving me that chance'.

Facilities Report – Kevin Heide, Building Manager

CARDINGTON APARTMENTS

This year at Cardington, where we have 30 apartments, we had 19 client turnovers which involved 13 different rooms, 6 of which were repeats where we were able to come in and repaint, clean and perform minor repairs in each room.

We experienced two separate floods and one minor stove top fire in our suites where restoration companies were brought in to make the necessary repairs. None were significant enough to go through our insurance.

Aside from minor mechanical and maintenance repairs, no major work was performed.

NEW GATE APARTMENTS

This year at New Gate where we have 49 apartments, we had 17 client turnovers which involved 13 different rooms, 4 of which were repeats where we were able to come in and repaint, clean and perform minor repairs in each room.

Aside from minor mechanical and maintenance repairs, no major work was performed.

We were approached by Rogers Communications to use New Gate as one of their tower sites. It was decided to contract Antenna Management Corp. to act as a mediator and consultant.

1033 HARVEY HOUSE

This year at 1033 Harvey where we have 7 rooms in a shared-living environment, we had 11 client turnovers which involved 6 different rooms, 5 of which were repeats where we were able to come in and repaint, clean and perform minor repairs in each room.

It was discovered during our annual Fire Inspection, that one of the windows on the main floor did not have proper egress measurements and we were also instructed to install a Fire Department lock box at the front door. A new window and lock box was installed and we are now up to code.

1043 HARVEY HOUSE

This year at 1043 where we have 9 rooms in a shared-living environment, we had multiple turnovers, where we were able to come in and repaint, clean and perform minor repairs in each room.

No major work was performed during this year.

2817 SPRINGFIELD HOUSE

This year at Springfield House where we have 2 separate living spaces, we had no turnovers.

Upon acquiring this house several major renovations had to be undertaken to ready the house for occupancy.

The first project was applying to the City of Kelowna to legalize the basement suite which involved adding another fire rated drywall barrier in the basement, minor electrical work, ventilation and added fire safety components.

As well, we removed 3 window air conditioners, some of which were on longer operational and with the help of a Fortis BC Grant, we installed a new high efficiency furnace, air conditioner and water heater.

We were able to revive the automatic irrigation system with a few minor repairs.

With the help of volunteers from BDO Canada, we were able to repaint the interior of the house almost in its entirety after renovations were completed.

John Howard Society of the Central & South Okanagan

2015-2016 Staff

Residential Services

Residential Manager—Amanda Barrett

Residential Support Workers

Kara Rose

David Smekal

Patricia Adams

Romana Miltakova

Valerie Allen

Aman Brar

Rick Spencer

Danielle Renaud

Kaylee Moore

Tara Ruybal

Lucy Nyamunda

David Svabensky

Stephanie Vogt

Nick Phan

Josette Clue

Allison White

Emily Chase

Katie Lintner

Jessica Haefner

Lisa Gillman

Dallace Dobbin

Taylor Rowlands

Kathryn Warkentin

Programs

Program Manager—Elliot Penner

Bladerunners —Andrea Sage

Probation Outreach Worker—Colette Mayne

Forensic Outreach Worker—Steve DeLuca

Gateway Mentors—Coleman Helgerson, Paige Hollingsworth, Steven Lance, Amanda Mason, Sabrina Schmidtke, Jason Williams, Erin Pope

Adult Restorative Justice—Michelle LaBoucane

One Cup at a Time— Rosie Cantanzano, Tammy Milkovich, Tammy Oulton, Kelsie Walker

Buildings

Building Manager—Kevin Heide

Maintenance—Willie Dyck, Antonio Quijada, Peter Barrett

Administration

Executive Director—Gaelene Askeland

Finance & Administration Manager—Michelle Fehr

Bookkeeper —Lynda Fillion

