



# Cameray Community Fund

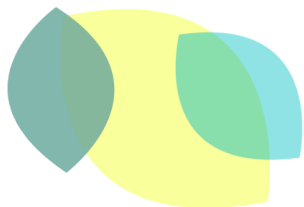
## 2017 Annual Report

#102-5623 Imperial Street  
Burnaby BC V5J 1G1

Stronger Children,  
Stronger Families,  
Stronger Communities

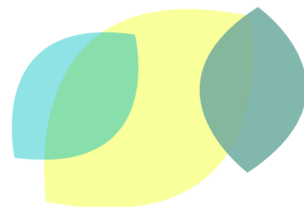
Serving Burnaby and  
New Westminster since 1972





# CAMERAY COMMUNITY FUND

#102 – 5623 Imperial Street Burnaby BC V5J 1G1  
604-436-9449



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## **ABOUT CAMERAY CHILD & FAMILY SERVICES**

The mandate of Cameray Community Fund is to provide free counselling, education, outreach and advocacy services to residents of Burnaby and New Westminster in the pursuit of strengthening families.

Cameray Child and Family Services has been offering programs free of charge through funding from the Ministry of Children and Family Development and the generous support of numerous donors in our community since 1972.

The core values which guide the agency and its Board / Staff / Management include: Healthy Families, Cooperation and Collaboration, Accessibility, Contribution and Service, Social Justice, Empowerment, Authenticity, Challenging Work, and Hope. Cameray strives to build stronger children, stronger families and stronger communities.



### **Mission Statement**

Cameray Child and Family Services is a community-based agency committed to the strengthening of individuals and families through a spectrum of services including counselling, education, outreach and advocacy.

## **REPORT FROM THE PRESIDENT: 2017**



Cameray Child and Family Services has had a busy and productive year.

We celebrated our 45<sup>th</sup> birthday as an agency and the 25<sup>th</sup> anniversary of our office at 5623 Imperial Street. To mark these milestones, we held an open house with special guests which included MLA - Raj Chouhan; Bernard Richard, B.C.'s representative for Children and Youth; and Jennie Ireland from the Ministry of Children and Family Development. There were many friends of Cameray present as well but too numerous to include here. In addition to the Open House, Cameray participated in a number of Community events including Hats Off Day, Preschool Fairs and the Grandparents Stroll.

Our operating space expanded to include new space for our Administrative Office, Parent Support Program and Child & Youth Victim Support Service Program. In addition, two new counselling offices were built.

This year we engaged a business school graduate volunteer to develop a Marketing Plan for Cameray. Through hard work and a great work ethic, the plan was completed. The Board will review this thoroughly during our June strategic planning sessions.

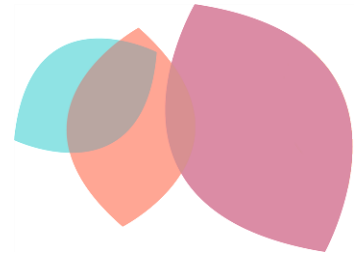
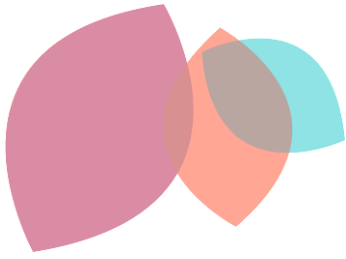


The Board welcomed two new Board members this year while saying goodbye to another. The Board is examining its current skill set and using this information to guide us towards recruitment of new Board members. This is an on-going initiative.



Fundraising is a primary focus for the board. Our fourth annual "Building Your Toolbox" workshop was held in November and was a great success. We thank the committee who organizes these fundraisers and wish them continued success.

Cameray continues to provide a wide variety of services including; counselling children, youth and their families, including sexual assault victims, both individually and in group settings; support and



accompaniment of child victims during the court process; parent training to promote the wellbeing of our youngest community members (toddlers and pre-schoolers); and supporting our Grade 5-7 students for successful transition to high school. In 2017 Cameray also provided Dialectical Behaviour Therapy training to our staff as well as other community agencies and school counsellors. In addition, Cameray partnered with Child and Youth Mental Health to provide two Connect parenting programs and with the New Westminster School District to provide services to Syrian refugees. Cameray continues to provide outreach to various schools in Burnaby and New Westminster.

Cameray applied for and received grants from several sources this year including Canada Post Community Foundation, Civil Forfeitures, MCFD and Canadian Diabetes Association (for Community Kitchens). Our thanks go out to all the funders - large and small - that support Cameray throughout the year in so many wonderful ways.

Lastly, all of our employees continue to work hard to support our clients and provide effective services. Our thanks go out to the staff, management, Executive Director and the Board for their valuable contributions that make Cameray an effective service with a caring soul.

Don Macdonald, President



*"The Counsellor was incredibly professional, her ability to listen and get straight to the point was incredible. She's a great counsellor. Helped me personally and my child was so excited to see the counsellor"*

*"Our Counsellor became such a huge support for myself and my daughter. I have a very unique personality and the counsellor made me feel like I was talking to a great friend."*

## **MEMBERS OF THE SOCIETY – 2017/2018**

### **OFFICERS**

President	Don Macdonald
Vice-President	Nancy Maloney
Secretary	Nazarina DiSpirito
Treasurer	Brian Shuster

### **BOARD OF DIRECTORS**

Alex Chiang	Brian Shuster	Bruce Landon
Don Macdonald	Nancy Maloney	Nazarina DiSpirito
Sue Montabello	Tracy Logan	

### **OTHER MEMBERS**

Beatrice Fogelberg	Christy Waisman
Janine Sakai	Jenny Watt
Jessica Kam	JJ Edwards
Julie Burk	Kristin Schneck
Mary Bolton	Mena Perrotta
Michele Holding	Roxane Veltkamp
Sheldon Klein	Sarina Kot
Susan Roberts	Tracey Rusnak





## **FUNDERS:**

Ministry of Children and Family Development

Fraser Health

Ministry of Children and Family Development – Children First

United Way – Success By Six

Ministry of Public Safety and Solicitor General

*-Victim Services and Crime Prevention Division*

*-Community Safety and Crime Prevention Branch*

## **DONORS:**

BC Council for Families

Calkins & Burke Limited

C.B. Island Fisheries Limited

City of Burnaby Parks and Recreation and Cultural Services

Mary Bolton

Nazarina DiSpirito

Patricia Glendinning Hogg

Shop and Share.ca

Stoney Creek Community School Council

United Way Campaign

BC Playthings

Canada Post Community Foundation

Chris and Sheila Hildred

Kris Hubler Law Corporation

Nancy Maloney and Bruce Landon

Pacific National Exhibition

Sarina Kot

Stan Milacek

TD Bank

## **PARTNER DONORS:**

Canadian Diabetes Association Food Skills for Families

Kids Up Front

United Way of the Lower Mainland

## **COMMUNITY PARTNERS :**

Burnaby Early Childhood Development Community Table

Burnaby-New Westminster Task Force on Sexually Exploited and At Risk Youth

Burnaby School Age Initiative

Kids New West Child Development Committee

## **AFFILIATIONS:**

Council On Accreditation  
BC Council for Families  
First Call

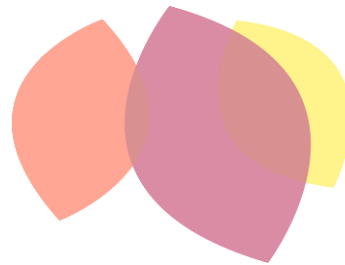
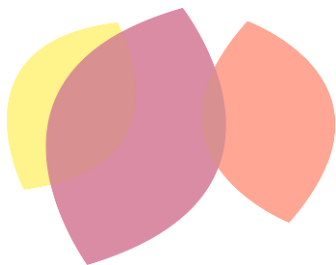
## **VOLUNTEERS:**

		<b><u>Hours</u></b>
37	A.C.T.S. - Mentors	1,241
1	Interpreters	7.75
1	Handyman Services	1.5
1	Furniture Assembly	3.5
1	Marketing	155
1	Event Planner	13.5
<u>3</u>	Practicum Students	<u>639</u>
<b>45</b>	<b>TOTAL</b>	<b>2,061.25</b>



thank you!

Cameray would like to  
thank all our Volunteers.  
We could not do what we do  
without you!



## **COUNSELLING PROGRAMS**

At Cameray, we offer many types of counselling programs to children, youth, and their families in Burnaby and New Westminster, based on their needs. Each of these programs may include individual counselling for the child or youth, parent support, and/or family therapy. Counselling programs are offered free of charge through funding from the Ministry of Children and Family Development.

*"The counsellor was a really good match for my son. She was excellent. She was exactly what we needed."*



### **FAMILY COUNSELLING PROGRAM**

The family counselling program, which started in October 1988, provides up to 12 sessions for children or youth under 19 with a range of family issues. Referrals may come from any source. Cameray has continued partnerships with various schools in Burnaby and New Westminster, providing outreach services to nine schools, including one high school.

Total Children Seen	Burnaby	409
	New Westminster	<u>131</u>
	<b>Total seen</b>	<b>540</b>

### **SEXUAL ABUSE INTERVENTION PROGRAM**

This program began in February 1991 for children or youth under 19 who have made a clear disclosure of sexual abuse. Clients receive up to 24 sessions. Referrals may come from any source.

Total Children Seen	Burnaby	27
	New Westminster	<u>18</u>
	<b>Total seen</b>	<b>45</b>

## **TRAUMA COUNSELLING PROGRAM**

This program provides trauma counselling for children or youth and their families, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Children Seen	Burnaby	31
	New Westminster	<u>7</u>
	<b>Total seen</b>	<b>38</b>

## **CHILD AND YOUTH MENTAL HEALTH COUNSELLING PROGRAM**

This program started in October 1991 for New Westminster residents, and expanded to Burnaby in May 2001 through contract reform. The focus for children and their families is on brief intervention therapy, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development's Child and Youth Mental Health (CYMH) Program.



Total Children Seen	Burnaby	32
	New Westminster	<u>24</u>
	<b>Total seen</b>	<b>56</b>

## **BRIEF SEXUAL ABUSE COUNSELLING PROGRAM**

The Brief Sexual Abuse Counselling Program was started in August 1989 for new disclosures of sexual abuse being investigated by the Ministry of Children and Family Development and/or the police. Clients are seen for up to 8 sessions and there is no waitlist. Referrals may come from any source.

Total Children Seen	Burnaby	9
	New Westminster	<u>3</u>
	<b>Total seen</b>	<b>12</b>



## **SEXUAL HEALTH INTERVENTION PROGRAM**

This specialized program began in 1994 for children under 12 exhibiting sexually intrusive behaviours. The counselling is for up to 12 sessions and involves both the children and families. There is also a community/consultation component.

Total Children Seen	Burnaby	4
	New Westminster	<u>1</u>
	<b>Total seen</b>	<b>5</b>

## **BRIEF FAMILY (CRISIS) COUNSELLING**



This program received funding in August 1992 through the Ministry of Children and Family Development. The program is short term counselling of up to 8 sessions for any family experiencing a situational crisis. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Children Seen	Burnaby	12
	New Westminster	<u>3</u>
	<b>Total seen</b>	<b>15</b>

## **HIGH RISK YOUTH PROGRAM**

This program was developed in the fall of 2003 to work with the Ministry of Children and Family Development Integrated Youth Team to support youth exhibiting high risk behaviours. This program provides up to 12 sessions for high-risk youth under 19. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

*"The counsellor was fantastic! Best counsellor I've ever had in my entire life!"*

Total Youth Seen	Burnaby	6
	New Westminster	<u>3</u>
	<b>Total seen</b>	<b>9</b>

## PARENT SUPPORT PROGRAM

This program began as a Building Blocks project in 1997 and was restructured over the years. The current program offers prevention and early intervention services to both parents of young children and parents-to-be that strengthen family resiliency. They are offered as individual parent support sessions as well as interactive and psycho-educational groups.

Total Families Seen	Burnaby	266
	New Westminster	<u>53</u>
	<b>Total seen</b>	<b>319</b>

Total Group Hours	<b>483</b>
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This program is funded by the Ministry of Children and Family Development with additional contracts from Success by 6, MCFD Children First and MCFD Kids New West.

## COMMUNITY KITCHENS

A Community Kitchen group is formed with 8-10 people who meet with the Co-ordinator to cook tasty recipes, gain new ideas, and create new friendships. Once meals are prepared, participants take home their portions.

The Community Kitchens Program is open to residents of Burnaby and New Westminster who are interested in learning new skills, trying new recipes and learning to cook low cost, nutritious meals in the kitchen. Guest speakers are invited occasionally and free childcare is provided.

*"It was so lovely, everything was great, food yummy, very wonderful staff. I really enjoyed it and I learned a lot!"*

This program is funded by the Ministry of Children and Family Development or was provided in partnership with Canadian Diabetes Association Food Skills for Families program.

Total Families Seen	<b>82</b>
Total Kitchen Hours	<b>72</b>

## **ASSISTING THE COMMUNITY WITH TRANSITIONING STUDENTS (A.C.T.S.)**

The A.C.T.S. Program mentors, guides, and builds life skills in children in grades 5-7 to assist them with the transition to high school. The program is held in a variety of Burnaby schools, and provides Homework Clubs, group activities, and individual support. There is also a mentorship component. This program has been funded by The Ministry of Children and Family Development since 2004.



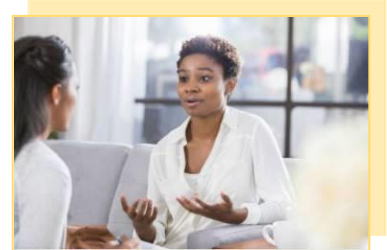
Unique individual students receiving service	539
Combined number of student participants	5,247
Social / Group Activities Hours	639
Number of Social / Group Activities	326
Individual Support Hours	145
Number of Individual Sessions	279
Homework Club Hours	400
Homework Clubs	100
Public Education / Awareness / Advisory Group Hours	20

*"It gives me access to computer programs that I don't have at home and I can get help with my school work from volunteers and leaders. Also, it's a ton of fun!"*



## **CHILD & YOUTH VICTIM SUPPORT SERVICE**

Cameray's Victim Support Service program provides support to persons under the age of 19 who are victims or witnesses of crime, along with their non-offending family members. This program began in December 2000. Funding is through the Ministry of Justice, Victim Services and Crime Prevention Division. The program provides support to child victims of physical and sexual abuse and child witnesses.



Total Children Seen

**90**

## **BURNABY YOUTH CLINIC**

Counselling is provided for youth at the Burnaby Youth Clinic by Cameray counsellors in partnership with Fraser Health Authority.

Total Youth Seen

**130**

## **CONNECT PARENTING GROUP**

Connect is a 10 week program developed specifically to support parent and caregivers of pre-teens and teens who struggle with difficult behavioural and emotional problems. Each session provides parents with a new perspective on parent-teen relationships and adolescent development. Connect groups are led by trained Connect leaders. The program is offered in partnership with MCFD Child and Youth Mental Health.

Total participants

**22**

Number of groups provided

**19**

*"The counsellor provided tools to cope with stress and anxiety. It was helpful to our entire family"*

## **COST BREAKDOWN for 2017**

### Programs

### Clients/ Families

#### **2017**

Family Counselling Program	540
Sexual Abuse Intervention Program	45
Trauma Counselling Program	38
Child and Youth Mental Health Counselling Program	56
Brief Sexual Abuse Counselling Program	12
Sexual Health Intervention Program	5
Brief Family (Crisis) Counselling Program	15
High Risk Youth Program	9
Parent Support Program	319
Community Kitchens	82
A.C.T.S. Program	539
Child Victim Support Service	90
Burnaby Youth Clinic	130
Connect Parenting Group	22

Total children/families seen in 2017

**1,902**

Average cost per family in Agency

\$906.13

## **2014-2018 LONG TERM PLAN** **STATUS UPDATE**

The 2014-2018 Long Term Plan was developed in order to provide direction to the agency as we fulfill our mission, to increase our impact in the community, and to assist us in our continuous pursuit of excellence. 2017 saw the agency complete its third in a series of four annual short-term plans to meet the goals of the Long Term Plan.

The status of these goals are as follows:

Goal 1: Organizational Excellence - as evidenced by:

- Financial stability - diversified, predictable and adequate
- Workplace satisfaction - positive culture and staff retention
- Highly Effective Organization - involving technology, space, and systems review

The Cameray Board of Directors continues to make fundraising a priority in order to diversify funding. The Fundraising Workshop committee planned a fourth annual successful professional training workshop. Cameray was also successful in procuring grants from a variety of sources to provide numerous groups, and the Ministry of Children and Family Development provided additional One-Time-Only funding to support our programs.

In addition, our annual personnel satisfaction survey indicated continued high workplace satisfaction. However, our turnover rate increased slightly in 2017. The most often cited reason for leaving was for higher pay.

Finally, the organization has continued to work toward efficacy in technology and space. We are in our second year of a four-year plan to upgrade all computers and are on target to complete this by 2020. We also were successful in procuring additional space for our administration and program offices, and moved in March 2017.



Goal 2: Program and Service Excellence - as evidenced by:

- Re-accreditation status
- Improved accessibility - decreased waitlists and distance
- Quality services that respond to community growth and diversity



Cameray achieved re-accreditation in 2015 and is now accredited through October 31, 2019.

Waitlists continue to be a challenge in the Counselling Program, but we received additional funding from MCFD to hire additional staff, and this has had a positive impact on the waitlist. The Parent Support Program continues to provide outreach services in order to improve accessibility to clients, providing groups in a number of community spaces.

Finally, we have made concerted efforts to respond to community growth and diversity. We have Counsellors who speak Mandarin, Cantonese, Arabic and Spanish. We have also continued to recruit volunteer interpreters to assist us and we currently have interpreters for Spanish, Korean, Cantonese, Mandarin, Farsi, and Turkish-speaking clients.

Goal 3: Strong Community Profile - as evidenced by:

- Increased community awareness - through marketing/branding, social media, visibility, and support
- Partnerships and collaboration

In order to increase community awareness, Cameray has continued with marketing efforts in 2017. We completed the production of a series of promotional videos and grew our social media presence on Facebook and Twitter. We participated in Hats Off Day in June (hosted by TD Bank) as well as other community events. We procured a new sign for the front of our building in order to better advertise our presence. In addition, we have continued to grow partnerships with other community agencies, and to collaborate on projects.



## **PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2017**



Cameray Child and Family Services is committed to providing quality services, which is accomplished through our Performance and Quality Improvement (PQI) Plan. Our priorities are to ensure excellent organizational performance, provide efficient and effective services, ensure the satisfaction of both our clients and staff, and maintain a stellar reputation in the community. The PQI Plan includes ongoing collection, monitoring, and analysis of data in order to confirm that all programs and services are functioning at their optimal level. If any issues or problems are

found in the programs or services through the PQI process, plans for improvement will ensue. There is a continuous feedback loop of data reporting and analysis, improvement plans, and evaluation of changes made.

The PQI Team in 2017 was comprised primarily of the Executive Director, Executive Administrator, and the Coordinators, but the process involved all staff, Board members, clients, and other stakeholders. The PQI Team works together to make certain that all of the services Cameray provides are impeccable. The Board of Directors develops the agency Long Term Plan and regularly reviews all PQI information, makes recommendations for improvement, and supports changes as a result of feedback from the PQI process. Staff at all levels are involved in the creation of the Long Term Plan and annual Short Term Plans, quarterly case record reviews, and reviewing PQI information and providing feedback. Clients provide valuable information through evaluations and outcome measurement tools. Funders aid in the development of statistic reporting processes, and review program strengths and struggles.



Cameray's PQI process relies on data collection and analysis of programs in order to understand the strengths of the program and also areas that are in need of improvement. The data that is analyzed include client and program outcomes, service delivery quality and program results, management and operational performance (including risk management and personnel satisfaction), and Cameray's long-term strategic plan.

## OUTCOME MEASUREMENT



The Counselling Programs, the Parent Support Program, A.C.T.S., and the Child & Youth Victim Support Service Program use Outcome Reporting Forms to evaluate client progress and program effectiveness. These forms are collected upon termination of service and the data is compiled into a report to be shared with all staff, management and the Board of Directors. The results indicate that the goals of the program are being met through the service to our clients.

**63%** of Counselling Program clients returned completed outcomes

**86%** improved overall

**3%** of Parent Support Program (PSP) clients returned completed outcomes

**67%** improved overall

**100%** of Assisting the Community with Transitioning Program (A.C.T.S.) clients returned completed outcomes

**54%** improved overall

**6%** of Child & Youth Victim Support Service Program clients returned completed outcomes

**100%** improved overall

**83%** of Community Kitchens Program clients returned completed outcomes

**80%** improved overall

*"Counselling has given me a safe space to talk and let out things I normally wouldn't otherwise and given me lots of incredibly helpful insights and coping strategies"*

*"The reflective and supportive nature of my counsellor was exactly what we needed. She was thoughtful, kind and shared great wisdom. She really helped my daughter and I"*


## MEASUREMENT OF CONSUMER SATISFACTION

Evaluation forms are used in each program to obtain feedback from all consumers (adults, youth and children) and to assess all levels of the client's experience at Cameray from the time of the referral (Pre-Service Evaluation) to termination. The results of these forms are tallied into reports and have been very positive. High percentages of the clients were pleased with the service they received from Cameray. Any areas that clients reported as being a concern or needing improvement were discussed and, wherever appropriate, corrective action was taken.

*"My daughter has loved her sessions with her counsellor. She has helped her improve her sense of self and feel confident and competent in navigating relationships with her peers. Her counsellor has helped me reflect on many aspects of my life and be patient with myself"*

<b>63%</b>	of Counselling evaluations returned
<b>98%</b>	of Counselling clients satisfied with services
<b>51%</b>	of PSP's evaluations returned
<b>97%</b>	of PSP's clients satisfied with services
<b>97%</b>	of A.C.T.S. clients satisfied with services
<b>2%</b>	of Child & Youth Victim Support Service evaluations returned
<b>100%</b>	of Child & Youth Victim Support Service clients satisfied with services
<b>100%</b>	of Community Kitchens clients satisfied with services

We also perform our three month follow-up satisfaction survey where the Executive Administrator calls the client and verbally, over the telephone, asks the clients questions regarding the service they received at our agency. The responses were positive, indicating that **91%** (2016=94%) felt satisfaction with their service from our Counselling Programs. The comments made were also helpful to our agency.



## CLIENT SERVICE MANAGEMENT

- 1 client complaint in the year
- 100% of expected face to face achieved for counsellors (overall average of the program)
- 88% of clients who agreed to counselling at intake were still in the program after 30 days
- 83% of counselling clients met the goals set out in the treatment plan



*"Everything was great! I have told other people; you're recommended in the community"*

*"I am hopeful that I am able to apply what I learn at home. Help me be a better mom. Provides time for me and my child to play together."*

thank you!

Cameray Child and Family Services would like to sincerely thank you! Your continuing generosity and support allow us to continue to empower and strengthen bonds between families in our community.



### **Top 5 Reasons Cameray is a Great Place to Work**

- 1) Flexibility
- 2) Team Environment
- 3) Positive Work Environment – compassion and respect
- 4) Excellent Work Experience – career growth
- 5) Training and Growth