



Cameray Community Fund

2018 Annual Report

#102-5623 Imperial Street
Burnaby BC V5J 1G1

**Stronger Children,
Stronger Families,
Stronger Communities**

Serving Burnaby and
New Westminster since 1972





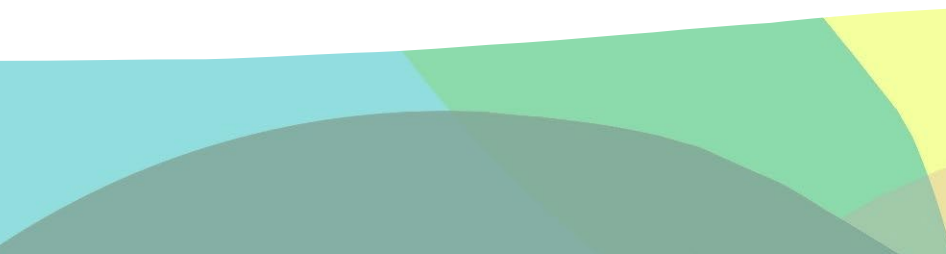
CAMERAY COMMUNITY FUND

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



TABLE OF CONTENTS

About Cameray / Mission Statement	Page 1
Report from the President	Page 2
Annual Report on Programs Operations	Page 3
Members of the Society – 2018/2019	Page 5
Funders / Donors / Partners	Page 6
Affiliations	Page 7
Volunteers	Page 7
Counselling Programs	Page 8
Family Counselling Program	Page 8
Sexual Abuse Intervention Program	Page 8
Trauma Counselling Program	Page 9
Child and Youth Mental Health Counselling Program	Page 9
Brief Sexual Abuse Counselling Program	Page 9
Sexual Health Intervention Program	Page 10
Brief Family (Crisis) Counselling Program	Page 10
High Risk Youth Program	Page 10
Parent Support Program	Page 11
Community Kitchens	Page 11
A.C.T.S. Program	Page 12
Child & Youth Victim Support Service	Page 13
Burnaby Youth Clinic	Page 13
Cost Breakdown	Page 14
Long Term Plan	Page 15
Performance Quality Improvement Process	Page 16
Outcome Measurement	Page 17
Consumer Satisfaction	Page 18
Client Service Management	Page 19
Community Engagement	Page 19
Top 5 Reasons Cameray is a Great Place to Work	Page 20





ABOUT CAMERAY CHILD AND FAMILY SERVICES

The mandate of Cameray Community Fund, operating as Cameray Child and Family Services, 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: 2018



It is with great pleasure that I have the opportunity to reflect back on another outstanding year for Cameray.

First and foremost, I must acknowledge the dedication of the staff who provide direct and indirect services to the children, youth and families of Burnaby and New Westminster. It never ceases to amaze me that, in these times of great discord around the world, our staff continues to provide a caring, nurturing and respectful service to our many clients.

Our Board also continues its strong support for Cameray. The Board continues its desire to enhance Cameray's services and pursue strengthening of the Board to be reflective and responsive to our dynamic community. Specifically, the Board initiated two standing committees: the long-range Fundraising Committee, who will coordinate their efforts with a like committee of staff and, secondly, a Board Development Committee designed to review and enhance Board effectiveness. In addition, the Board established the Cameray Advisory Council. This small group is composed of parents and community members. It will meet three times a year and a Board member will facilitate the meetings. Any recommendations from this group will be brought to the Board for discussion. We are hopeful that this group will enhance our understanding of our community and its needs.

The Board also supported purchase of a new case management system. We thank the staff who did the research to find the program that would meet our needs. This purchase was supported by a large donation which will support the system for several years.

Our Board has also transitioned successfully to the new BC Societies Act and has responded to an initiative to join a group of community health professionals examining the health needs of our community.

Please refer to the Executive Director's Annual Report (2018) for more details on the programs and other activities in which we have been involved in the past year. Our Executive Director continues to provide effective leadership to all of us.



In conclusion, we continue to thank our funders, large and small, and our volunteers who allow us to provide quality support to children, youth and families. Building and supporting "strong children, strong families, strong communities" is what we do.

Respectfully submitted,

Don Macdonald
President

ANNUAL REPORT ON PROGRAM OPERATIONS - 2018

Tracey Rusnak, Executive Director

2018 was another busy year for Cameray Child and Family Services. Highlights of the year for the agency include:

- Completion of our new Long Term Plan for 2018-2022
- The agency held our fifth annual fundraising workshop with great success. The topic this year was "Emotional Regulation with Children and Youth: Building your Toolbox" with Lisa Dion
- Updated bylaws and a successful transition to the new BC Societies Act
- Participation in a number of community events, including Hats Off Day, and several preschool fairs and mental health fairs
- The receipt of a substantial donation from Buchanan and Tracy Borralho to purchase a case management system, which will be launched in 2019
- Beginning the process of re-accreditation, which occurs every four years

Counselling Program

The Counselling Program has been well utilized over the past year. We have been challenged with an ever-increasing waiting list. We continue to address this challenge by increasing staffing as much as funding and space allow.

One focus of the program this year has been to ensure our services are accessible and culturally responsive to the Indigenous population. This involved training and consultation with aboriginal service organizations, and examination of our programming to minimize barriers to this client population. We have also implemented a pilot project in consultation with the MCFD Children and Youth with Special Needs team, to have two designated spots for families challenged with children with special needs.



We ran a variety of groups over the course of the year. Thanks to a grant from Civil Forfeitures (BC Community Safety and Crime Prevention), we offered three sexual abuse groups for girls. We also ran four series of Resiliency groups in Burnaby schools, with funding from MCFD.

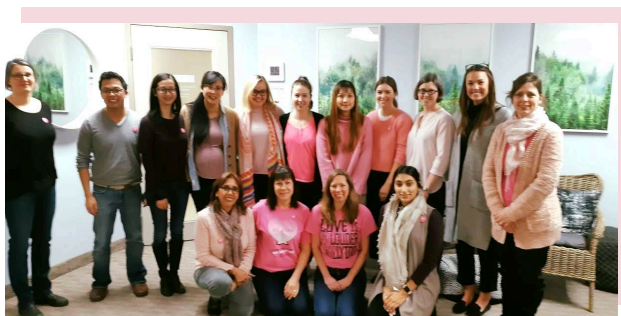
Finally, we were fortunate to receive a generous grant from Warm Hearts Charitable Foundation (Fortis BC) to purchase 11 iPads for our counselling rooms. These have provided the opportunity to use a variety of therapeutic apps and tools in our counselling sessions.

Parent Support Program

The Parent Support Program continues to be very busy. In particular, we have experienced an increase in the requests for individual parent support sessions, which we have made every effort to accommodate in a timely manner. In addition to our regular programming of individual support and both psycho-educational and interactive group modules, the program has received funding through both Burnaby Children First and United Way Success By Six to provide evening and outreach groups throughout the city of Burnaby. The program also received funding to provide Circle of Security groups and Family Literacy Circles at the Qayqayt Early Years Centre in New Westminster. We have continued to develop and strengthen partnerships in the community by providing groups at various locations, such as: Burnaby Neighbourhood House, Burnaby Family Life, MOSAIC Newcomers Centre, Burnaby Pacific Grace Church, and Strong Start programs at Twelfth Avenue and Second Street schools.

Child Victim Support Services Program

The CVSS program has continued to maintain a steady caseload throughout the year, with a high number of court cases. Due to increased short term funding, we were able to overlap two workers for several months over the summer to accommodate the extra need. In addition, we received an increase in funding in order to be able to provide vacation coverage when our single worker is away. We were also approved to continue our Youth Consent Education Project, for which a contract facilitator provides presentations in high schools on "Sex and the Law", providing much needed information to students about issues regarding sexual consent.



ACTS Transitions Project

The ACTS program continues to be very successful with high numbers of children attending the Homework Clubs. We were able to hire a part time youth worker to assist with the program, and we also had many mentors volunteering in the Homework Clubs. We have also engaged an additional adult volunteer to help with the busiest program at Edmonds Community School. The program is grateful for donations from TD Bank, Stoney Creek Community School Council, and CUPE Local 379 to assist with the expenses of this project.

Community Kitchens

We ran 22 Community Kitchens for the year in Burnaby and they were consistently well attended. Four were funded by MCFD, and eighteen were funded by "Food Skills for Families" (Canadian Diabetes Association). We consistently receive glowing reviews and appreciation for these programs.

MEMBERS OF THE SOCIETY – 2018/2019

“Great counselling service available to our community. I hope it can grow to help the growing amount of children in need.”

OFFICERS

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

BOARD OF DIRECTORS

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

OTHER MEMBERS

Farah Dawood	Gillian Tuyp
Janine Sakai	Jessica Kam
JJ Edwards	Joanne Lee
Mary Bolton	Mena Perrotta
Pina DeLucci	Sarina Kot
Sheldon Klein	Simran Dhillon
Susan Roberts	Susan Salazar
Roxane Veltkamp	Tracey Rusnak

“Thank you to my counsellor and thank you to all staff members. I was privileged to have her”



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

DONORS:

Stan Milacek / B.E.S. Investments Ltd.

TD Bank

Buchanan and Tracy Borralho

Mary Bolton

Nazarina DiSpirito

Patricia Glendinning Hogg

Shop and Share.ca

Stoney Creek Community School Council

Brian Shuster

Pacific National Exhibition

Don Macdonald

Fortis BC Warm Hearts Charitable Foundation

City of Burnaby Parks and Recreation and Cultural Services

Calkins & Burke Limited

C.B. Island Fisheries Limited

Indian Arm Management Services

Bruce Landon

Nancy Maloney

Renu Goodenough

CUPE Local 379

United Way Campaign

Ian Tregunna

Sue Montabello

Tracy Logan

PARTNER DONORS:

Canadian Diabetes Association Food Skills for Families

Kids Up Front

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

Burnaby Interagency Council

AFFILIATIONS:

Council On Accreditation
First Call

*"Counselling
helped the
process of grief,
thoughts and
feelings related
to loss"*

VOLUNTEERS:

		<u>Hours</u>
29	A.C.T.S. - Mentors	1,017
2	Interpreters	4.25
1	Parent Support Program	8
1	Marketing	40
<u>3</u>	Practicum Students	<u>461</u>
36	TOTAL	1,530.25



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

"My counsellor was helpful in assisting me to better parent my son in his anxiety with giving me reading material, tips and counselling me on how best to support my son"

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.



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	374
	New Westminster	<u>136</u>
	Total seen	510

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	21
	New Westminster	<u>8</u>
	Total seen	29

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	13
	New Westminster	<u>4</u>
	Total seen	17

CHILD AND YOUTH MENTAL HEALTH COUNSELLING PROGRAM

"I have learned new strategies that were helpful, and was comfortable talking about issues I otherwise wouldn't be"

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	42
	New Westminster	<u>14</u>
	Total seen	56

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	12
	New Westminster	<u>0</u>
	Total seen	12

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	6
	New Westminster	<u>0</u>
	Total seen	6

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	23
	New Westminster	<u>3</u>
	Total seen	26

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).

"Provided a safe place to talk and a wonderful calming place for all of us."

Total Youth Seen	Burnaby	1
	New Westminster	<u>1</u>
	Total seen	2

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	166
	New Westminster	<u>32</u>
	Total seen	198

Total Group Hours	410
-------------------	------------

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.

"So useful, I cooked most of the recipes at home, my husband and kids loved it!"

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	212
Total Kitchen Hours	63

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

The A.C.T.S. Program mentors, guides, and builds life skills in children from 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	550
Combined number of student participants	5,351
Social / Group Activities Hours	657
Number of Social / Group Activities	330
Individual Support Hours	115
Number of Individual Sessions	242
Homework Club Hours	397
Homework Clubs	99
Public Education / Awareness / Advisory Group Hours	27

"JJ is awesome! He connects with the kids – especially the vulnerable ones. He is a positive role model and helps them socially along with having them engage in activities they might not participate in"

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 Public Safety and Solicitor General, Victim Services and Crime Prevention Division. The program provides support to child victims of physical and sexual abuse and child witnesses.

Total Children Seen

92

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


148



"We are very grateful to have the support and the importance for any family to know they are not alone."

COST BREAKDOWN for 2018

<u>Programs</u>	<u>Clients/ Families</u>
	<u>2018</u>
Family Counselling Program	510
Sexual Abuse Intervention Program	29
Trauma Counselling Program	17
Child and Youth Mental Health Counselling Program	56
Brief Sexual Abuse Counselling Program	12
Sexual Health Intervention Program	6
Brief Family (Crisis) Counselling Program	26
High Risk Youth Program	2
Parent Support Program	410
Community Kitchens	212
A.C.T.S. Program	550
Child Victim Support Service	92
Burnaby Youth Clinic	148
 Total children/families seen in 2018	 <u>2,070</u>
 Average cost per family in Agency	 \$845.59



2018-2022 LONG TERM PLAN **STATUS UPDATE**

The 2018-2022 Long Term Plan was developed in June 2018 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.

The goals for Cameray Community Fund over this four-year period are:

Goal 1: Organizational Excellence

Through continued work on a responsible resource model and a responsive and professional environment for clients and staff, Cameray will strengthen the organization's depth and resilience. Outcomes:

- Diversification of funding
- Professional working and service environment

Goal 2: Program and Service Excellence

A focus on responding to the changing needs of the client base will ensure that Cameray is responsive and balanced in the approach to service delivery. Outcomes:

- Restructured accessibility
- Outreach services and partnerships
- Effective organizational procedures

"I don't know how I would have managed emotionally without my counsellors guidance. She always leads me to find answers instead of telling me."

Goal 3: Strong Community Profile

The strategic use of outreach to the local and broader community will enhance Cameray's reputation and ability to leverage support for growth and diversification. Outcomes:

- Strategic community partnerships
- Use of technology to enhance the reputation of Cameray



Strategies to achieve these goals have been identified, and the process of implementing the strategies will be carried out by the staff, management, and Board of Directors of Cameray Community Fund through a series of annual short term plans. The ultimate result will be a robust and well-respected community agency that is instrumental in the strengthening of children and families, in the communities of Burnaby and New Westminster.

PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2018

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, and ensure the satisfaction of both our clients and staff, while maintaining 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 are created, implemented, and monitored. There is a continuous feedback loop of data reporting and analysis, improvement plans, and evaluation of changes made.

The PQI process involved all staff, Board members, clients, and other stakeholders. However, the on-the-ground work was spearheaded by the PQI Committee comprised of the Executive



Director, Executive Administrator, one Coordinator and two front-line staff. The committee met monthly to review and analyze data, set performance targets, and create and monitor improvement plans. The PQI Committee worked to ensure that all of the services Cameray provides are impeccable. The Board of Directors developed the agency Long Term Plan and regularly reviewed all PQI information, supporting changes as a result of feedback. Staff at all levels were 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 provided valuable information through evaluations and outcome measurement tools. Funders aided in reviewing program strengths and struggles, and making recommendations for improvement.

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.

"I have fewer panic attacks and am better suited to deal with my anxiety"

PQI efforts in 2018 were successful in decreasing the cancellation rate in the Counselling Program and increasing the satisfaction of community partners' communication with Cameray staff. Other issues addressed by PQI efforts in 2018 include decreasing/mitigating the Counselling waitlist, improving the accessibility of our services to Indigenous families, improving the processes and increasing response rates for outcome measures and program evaluations, and streamlining the case record review process. These efforts are still in progress and we are awaiting data reports to determine their effectiveness.

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.

68% of Counselling Program clients returned completed outcomes

81% improved overall

15% of Parent Support Program (PSP) clients returned completed outcomes

100% improved overall

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

75% improved overall

100% of Child & Youth Victim Support Service Program clients returned completed outcomes

71% improved overall

"I feel more in control parenting my child. I am more aware of my parenting strengths and where I needed to work on becoming a better parent for my son"

"His brother was initially referred for counselling to help him with anxiety. When my older son found out that he could also get access to counselling, he requested to come as well! He is much calmer and more reflective of how his behaviour impacts others."

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.

"There were several types of toys, books and games that could be used for children of different ages. Several chairs for parents and siblings. Table and chairs that are child size. Wi-Fi for older children and parents to use while waiting for their appointment"

66%	of Counselling evaluations returned
99%	of Counselling clients satisfied with services
94%	of PSP's evaluations returned
98%	of PSP's clients satisfied with services
98%	of A.C.T.S. clients satisfied with services
6%	of Child & Youth Victim Support Service evaluations returned
100%	of Child & Youth Victim Support Service clients satisfied with services
100%	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 **96%** felt satisfaction with their service from our Counselling Programs. The comments made were also helpful to our agency.

CLIENT SERVICE MANAGEMENT

- 0 client complaints in the year
- 100% of expected face to face hours achieved for counsellors
- 93% of clients who agreed to counselling at intake were still in the program after 30 days
- 82% of counselling clients met the goals set out in the treatment plan

COMMUNITY ENGAGEMENT

Cameray staff participated in many community events in 2018, including:

- Play to Learn (Gilmore Community School) February 17th, 2018
- Healthy Kids Fair (Cameron Recreation Complex) March 6th 2018
- Annual Health Awareness Day (Moscrop Secondary School) May 2nd, 2018
- Mental Health Fair (Burnaby North Secondary School) May 29th, 2018
- Hats Off Day (North Burnaby) June 2nd, 2018
- Healthy Kids Fair (Bonsor Recreation Complex) October 4th, 2018
- Kids New West Healthy Fair (Centennial Community Centre) November 17th, 2018

"Counselling was helpful to me in a variety of ways. I have become more confident, self-aware, comfortable with myself and more in control of my feelings and life"

"Our counsellor was an excellent resource of support for myself and for my child. She was a great listener and very calm. When I wanted to talk to her on the phone, she was always patient and accommodating"



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) Learning and Growth
- 3) The Team
- 4) Positive Work Environment – Support and Trust
- 5) Rewarding Work