



Cameray Community Fund

2022 Annual Report

2038 Rosser Avenue
Burnaby BC V5C 0M7

**Connected People,
Connected Communities**

Serving Burnaby and
New Westminster since 1972






CAMERAY COMMUNITY FUND

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ABOUT CAMERAY CHILD AND FAMILY SERVICES

The mandate of Cameray Community Fund, operating as Cameray Child and Family Services, is to support children, youth, families, and individuals in Burnaby and New Westminster through free counselling, education, outreach and advocacy.

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

Cameray holds the vision of connected people and connected communities.

Our Values: We are passionate about serving our community
We prioritize responsiveness and accessibility
We are committed to social justice through equity and diversity
We value relationships and embrace connections
We are resilient, persistent, and adaptable

Cameray recognizes that our services are provided on the ancestral and unceded homelands of the hə́nqəmiṇəm, Skwxwú7mesh and Halkomelem speaking peoples and are grateful to be on this territory.

Mission Statement

We are a non-profit organization that supports children, youth, and families in our community through counselling, education, outreach, and advocacy.

REPORT FROM THE PRESIDENT: 2022



It was a joyful year as pandemic restrictions continued to lift and many Board and staff members were able to see each other for the first time in over two years to celebrate 50 years of supporting children, youth and families! A huge thank you is owed to everyone who has contributed to the success of Cameray over the last half a century. We would not be here today without the valuable contributions of the staff and the Board, both past and present, as well as the ongoing support from local politicians.

Working closely with Vantage Point, a non-profit organization supporting leadership and governance within the non-profit sector, we developed a strategic plan for 2022-2026. This process was a collaborative effort with both Board and staff. Through this plan, we hope to inform our work with the diverse voices and perspectives of the community and take steps to increase equity and accessibility.

In keeping with our commitment to social justice through equity and diversity, both the staff and the Board engaged in training and workshops. The Board has worked closely with MOSAIC to review our Board practices and procedures with the goal of removing barriers to inclusion. We continue to be focused on recruiting new Board members with diverse skills and experiences to strengthen our governance. If you are interested in joining us, let us know!

Our programs and services have also expanded in the last year. Our administration and some programs have moved to a lovely new space near the Brentwood Town Centre Skytrain Station. We have also expanded back into New Westminster at the New Westminster Wellness Center. We developed and launched an Emergency Sexual Assault Services program. Our Executive Director, Tracey Rusnak, provides a much more in-depth review in the Annual Report on Program Operations.

A huge thank you is always owed to the wonderful staff who keep things moving. We are fortunate to have such a strong and motivated team of counsellors, coordinators and administrative support staff who are just as connected to Cameray's mission and values as we are. Thank you to all our donors and funders who are passionate about supporting the mental health and wellness of children and families. Lastly, thank you to our stakeholders and local politicians for their support and interest in the work we are doing. Together, we are fostering well-being in our community.

I am excited to see what 2023 has in store for us!

Sincerely submitted,

Alexina Picard
President of the Board

"The counsellor made sure that I knew where to find the resources I needed, including mental health hotline numbers, alternative schooling options and LGBT resources"



ANNUAL REPORT ON PROGRAM OPERATIONS - 2022

Tracey Rusnak, Executive Director

2022 was a very eventful year at Cameray. Highlights of the year for the agency include:

- Development and launch of our new Emergency Sexual Assault Services program, including both victim services and counselling
- Settling into our space at the New Westminster Wellness Centre
- Several staff and board trainings focused on diversity, inclusion and decolonization
- Development of a long term plan for 2022-2026, including revision of our mission, vision and values statements
- Holding a 50th anniversary celebration for the agency
- Expanding into new city-owned space on Rosser Avenue
- Holding our ninth annual fundraiser workshop: "Working with Children and Youth on the Autism Spectrum: Building Your Toolbox"



Counselling Program

The counselling program has remained in very high demand in 2022 with lengthy waiting lists and increasingly more complex cases. The counselling staff has risen to the challenge and worked hard to provide quality services. We have moved to a hybrid model of service delivery, providing in-person, online and telephone sessions. We have experienced some turnover in the program, hiring a new Clinical Coordinator and four new counsellors during the year. We have also been fortunate to benefit from the contributions of two highly competent practicum students.

We have been providing services in our new space at the New Westminster Wellness Centre, and in September 2022, after a two-year hiatus due to the pandemic, we resumed our outreach to Edmonds Community School.

The Early Years Parenting Support Program

The Early Years Parenting Support Program saw a lot of transition during 2022. This included the re-introduction of in-person programming following the pandemic, which created a client-focused hybrid model of services that allow for face-to-face interaction as well as accessible virtual services.

"We were referred to Cameray through CYMH and we also had a personal recommendation through a friend. We found that Cameray's services lived up to our friend's strong endorsement"

The program also saw a change of our office location to a beautiful new space in North Burnaby, and we are excited to grow and build our client base in this new physical service area. Our client numbers are increasing, and we have also experienced a significant increase in collaboration with outside programming to fill service gaps in the Burnaby and New Westminster communities. This includes providing outreach services at a number of locations, including University Highlands and the New Westminster Wellness Centre.

Child Victim Support Services Program

2022 has brought immense changes to the CVSS program. CVSS also relocated and settled into the new Rosser office space, and started to provide services out of the New Westminster Wellness Center one day a week. The caseload for the program remains steady and continues to be mostly sexual assault files, along with an increase in physical violence files amongst youth.

Emergency Sexual Assault Services

The Emergency Sexual Assault Services Program is a new addition to the programs offered by Cameray Child and Family Services and includes victim support and counselling for individuals who are victims of sexual assault. The ESAS victim support program helps clients connect with resources and navigate the criminal justice system. The ESAS counselling program provides a safe and supportive space to start or continue the healing journey. The program has grown significantly over the year with consistent referrals from police and other community partners and is at full capacity. Services are offered in New Westminster and Burnaby out of the Cameray offices and the New Westminster Wellness Centre.

ACTS Transitions Program

After two years of COVID restrictions limiting the capacity of this school-based program, 2022 saw us finally operating as normal, with Homework Clubs in five Burnaby elementary schools. We have finally been permitted to cook our own healthy meals at the Homework Clubs, and were grateful to say goodbye to the pizza delivery we relied on the previous year. Our numbers are up to full capacity. In addition to the Homework Clubs, the Coordinator runs additional study groups, gaming, chess and board game clubs in the schools, and regularly checks in with grade 8 students in five high schools. The mentorship aspect of the program is going strong with 13 volunteer mentors from several high schools.

Unfortunately, due to lack of funding, we have been unable to hire a Youth Worker to support the program this year. The program is grateful for donations from TD Bank and Stoney Creek Community School Council to assist with expenses.



MEMBERS OF THE SOCIETY – 2022/2023

OFFICERS

President	Alexina Picard
Vice-President	Nancy Maloney
Secretary	Sue Montabello
Treasurer	Brian Shuster

"It's lovely to have services for my child, thank you kindly for helping us break the cycle. You helped me as a kid as well"

BOARD OF DIRECTORS

Alexina Picard	Brian Shuster
Bruce Landon	Don Macdonald
Nancy Maloney	Sue Montabello
Fidel Castillo	

"Counselling was helpful because we could discuss our issues openly, without judgement and help build strategies to help our child"

OTHER MEMBERS

Amanda Thiessen	Ana Machado	Gillian Tuyp
Hannah Mehlenbacher	Janine Sakai	Jiah Sin
JJ Edwards	Joanne Lee	Mandy Ling
Mary Bolton	Milos Despotovich	Roxane Veltkamp
Simran Dhillon	Susan Roberts	Tracey Rusnak



OUR SUPPORTERS

FUNDERS AND DONORS

Ministry of Children and Family Development

Ministry of Public Safety and Solicitor General – Victim Services and Crime Prevention Division

Fraser Health

Ending Violence Association of BC

City of Burnaby

New Westminster School District

TD Bank

Calkins & Burke Ltd

C.B. Island Fisheries Ltd

Kids Up Front

Stoney Creek Community School Council

and many individual donations - We are very grateful for the support!

COMMUNITY PARTNERS

Burnaby Early Childhood Development Community Table

Kids New West Child Development Committee

Burnaby Interagency Council

North Fraser Early Years Community of Practice

Burnaby Neighbourhood House

Burnaby Family Life

S.U.C.C.E.S.S.

MOSAIC

Information Children

New Westminster Family Place

New Westminster Wellness Centre



AFFILIATIONS

Council On Accreditation

First Call

VOLUNTEERS

		<u>Hours</u>
36	A.C.T.S. - Mentors	1053.0
<u>4</u>	Practicum Students	<u>835.5</u>
40	TOTAL	1,888.5

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, family therapy, and/or group. 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.

Total Children Seen	Burnaby	318
	New Westminster	<u>106</u>
	Total seen	424

"I love Cameray's service and have recommended it to other families in Burnaby. It was recommended to me by another parent, and I'm so thankful for the service my family received. I cannot say enough wonderful things about the counsellor; she was professional, patient and kind. She listened and offered really helpful feedback"

"I had the best experience with the counsellor. My daughter and I will be forever grateful for her work and guidance in moving forward with a positive relationship."



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	25
	New Westminster	<u>4</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	22
	New Westminster	<u>3</u>
	Total seen	25

"It's tough to put into words how amazing our counsellor is and how touched I am with her counselling skills and her friendly loving disposition"

"We are stronger and closer than we have ever been. I have learnt more about myself and have grown into a better mother and friend. We are very touched and grateful for having her guidance in this journey. Thank you from the bottom of my heart."

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	6
	New Westminster	<u>3</u>
	Total seen	9

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	5
	New Westminster	<u>4</u>
	Total seen	9

"Our child made a great connection and looked forward to appointments. We saw a huge change of her ability to communicate feelings."

"I would say that online classes were great. It was very nice to not have to find babysitters and to just log on to the class at 5."



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	9
	New Westminster	<u>4</u>
	Total seen	13

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	14
	New Westminster	<u>2</u>
	Total seen	16

*"It was a great session.
Very much worth our time.
We feel more confident
that we can be successful
raising happy, healthy
children"*

*"Keeping me in the loop as things
progressed. Explaining all the
steps. Assurance throughout. I
could call whenever. This was
very helpful as a parent."*

SEXUAL ABUSE GROUP

Hope Endures is a 7-week group for self-identified females who are survivors of sexual abuse, assault, or harassment. The sexual abuse groups are led by two trained Hope Endures leaders. The groups are funded by a Civil Forfeitures grant from the Ministry of Public Safety and Solicitor General.

Total Participants

4

Number of Groups Provided

7



"Group was helpful hearing other kid's stories and how they dealt with anxiety. The relaxation techniques helped."



PARENTING 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. This program is funded by the Ministry of Children and Family Development.

Total Families Seen	306
Total Group Hours	204.25

EARLY YEARS PROGRAM

This program began in 2019 and is funded by the Ministry of Children and Family Development to provide services to support the well-being of children ages 0-6 and their families, as defined by the Early Years Framework. Cameray holds the contract as the lead agency in Burnaby for these services, and subcontracts to several partner agencies including: Burnaby Neighbourhood House, S.U.C.C.E.S.S., Burnaby Family Life, Information Children, and MOSAIC. The services Cameray provides include both outreach as well as evening interactive and psycho-educational groups. Partner agencies provide complementary services such as outreach and navigation services, as well as family drop-ins. Statistics in this report reflect only the services provided directly by Cameray.

Total Families Seen	468
Total Group Hours	193

"My child and the counsellor connected immediately and my child was able to easily talk. The counsellor reached out several times to ask helpful questions and provide insight"

"The counsellor was able to foster trust and build a strong connection with both of my kids. Her unique expertise in neurodiversity and creating a neutral, non-striving environment for my kids just to be themselves is something I don't see in a lot of counsellors"

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	266
Combined number of student participants	6,246
Social / Group Activities Hours	478
Number of Social / Group Activities	310
Individual Support Hours	223
Number of Individual Sessions/Phone Calls	827
Homework Club Hours	448
Homework Clubs	115
Public Education / Awareness / Advisory Group Hours	9

"The main goal was to help my daughter deal with social anxiety. She is now able to communicate her feelings, set boundaries with friends and keep them. She doesn't appear to struggle with social anxiety like she used to and I seldom have to worry about her keeping company with questionable friends who don't support and lift her"

"This group helped me really understand my feelings clearly and whenever I need help I know that there are people who care about me. I also think it helped me with my anxiety and my worries"

CHILD & YOUTH VICTIM SUPPORT SERVICES

Cameray's Victim Support Services 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.

Total Children Seen	107
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EMERGENCY SEXUAL ASSAULT SERVICES

The Emergency Sexual Assault Services Program began in November 2021 and is funded by the Ending Violence Association of B.C. This program provides victim support and clinical counselling for individuals who are victims of sexual assault.

Total Victim Services Clients Seen	31
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Total Counselling Clients Seen	22
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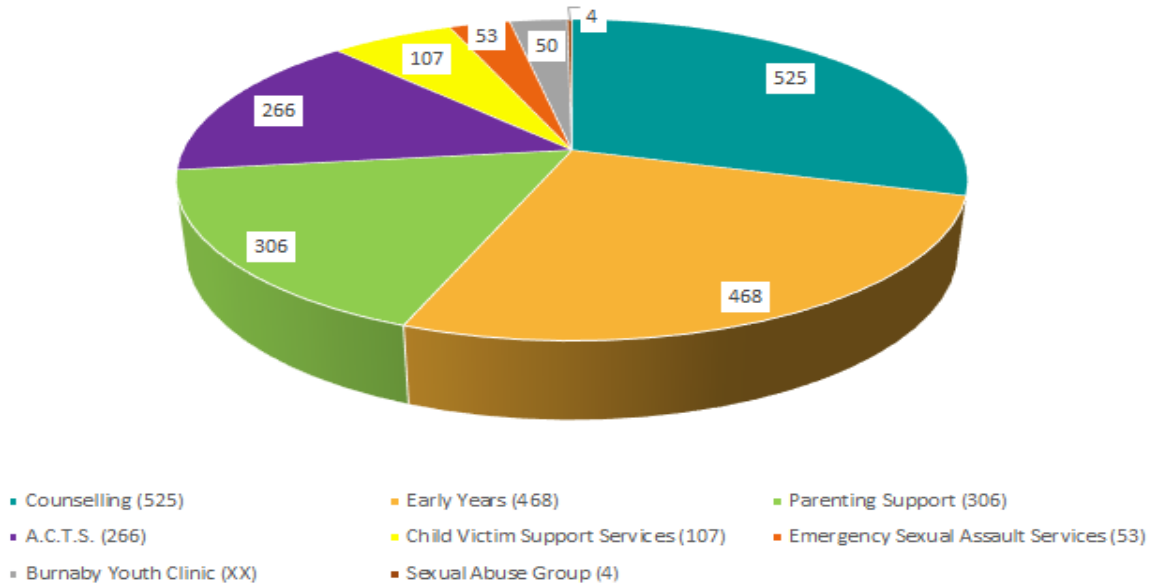
BURNABY YOUTH CLINIC

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

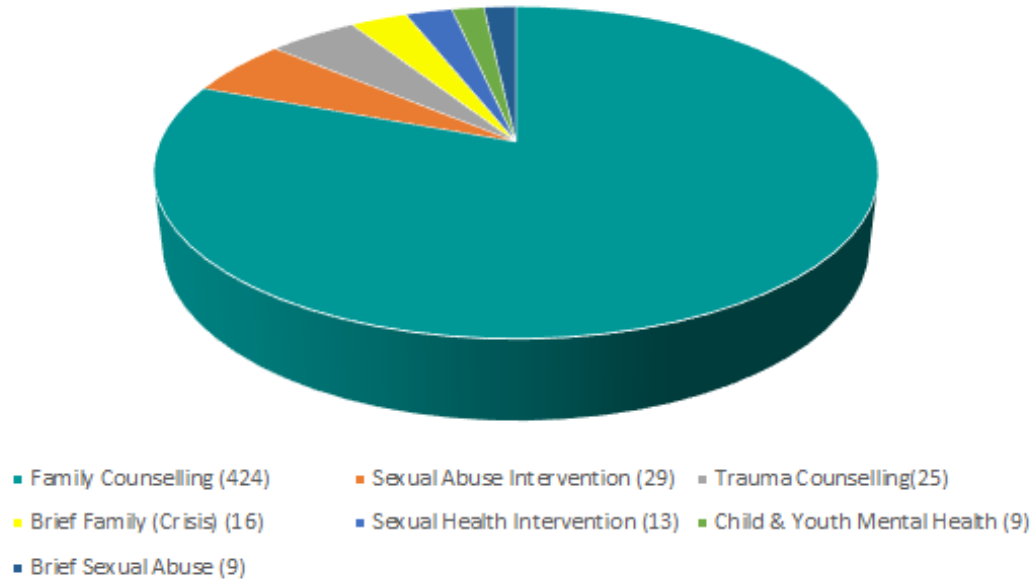
Total Youth Seen	87
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CLIENTS SERVED IN 2022

Clients Served by Program



Counselling Program Breakdown



Total children/families seen in 2022

1,816

Average cost per family in Agency

\$1,222.71

2022-2026 LONG TERM PLAN

In June 2022, Cameray's Board of Directors and staff created a strategic plan for the agency for 2022-2026. We updated our vision, mission, and values statements, and set new priorities and objectives for Cameray over the four-year period:

VISION	Connected People, Connected Communities.
MISSION	We are a non-profit organization that supports children, youth, and families in our community through counselling, education, outreach, and advocacy.
VALUES	<p>We are passionate about serving our community.</p> <p>We prioritize responsiveness and accessibility.</p> <p>We are committed to social justice through equity and diversity.</p> <p>We value relationships and embrace connections.</p> <p>We are resilient, persistent, and adaptable.</p>

Priority	Objectives
Investing in People	<ul style="list-style-type: none"> Enhance development of clients and employees Ensure staff are inspired and engaged Maintain a safe environment that encourages communication throughout the organization
Serving our Clients	<ul style="list-style-type: none"> Streamline processes and procedures to enhance efficiency and timely access to service Ensure we continue to serve equity-deserving populations in our programs and services
Engaging with Community	<ul style="list-style-type: none"> Engage directly with the community to assess needs Ensure diverse voices inform program and board development Expand connections in New Westminster and North Burnaby Raise awareness in the community of all our programs Ensure a strong presence within the community
Advancing Equity	<ul style="list-style-type: none"> Examine organizational processes and practices to ensure greater equity Ensure diverse voices are heard in governance, program design, and engagement Ensure staff, leadership and Board reflect the community we serve Involve all staff, leadership and Board in efforts to advance equity, diversity and inclusion Ensure Cameray's values are embedded into policies and procedures

Strategies to achieve these objectives will be identified annually through a series of short term plans developed and carried out by staff, the leadership team, and the Board of Directors.

PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2022

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 are created, implemented, and monitored. There is a continuous feedback loop of data reporting and analysis, improvement plans, and evaluation of changes made.

PQI efforts in 2022 were successful in:

- Revisiting and revising our vision, mission and value statements and developing a strategic plan for 2022-2026
- Expanding our services and locations with the development and growth of the Emergency Sexual Assault Services program, and moving into new program spaces in both New Westminster (Wellness Centre) and North Burnaby (Rosser Avenue)
- Focus on justice, equity, diversity, inclusion, and decolonization efforts through conversation and training at all levels of the organization. The work is ongoing as we analyze our own systemic bias and find ways to dismantle racism within the organization. This work is central to all of the goals in our long term plan
- Improving personnel wellbeing and satisfaction, as evidenced by the results of our annual personnel satisfaction survey
- Engaging with staff, alumni, and the community through a successful 50th anniversary celebration
- Reducing the waitlist in the counselling program by two months

Other ongoing issues addressed by PQI efforts in 2022 included:

- Attempting to further reduce the waitlist in the counselling program
- Continued diversity and equity work in the organization through training, consultation, and restructuring our processes to be more trauma-informed, barrier-free, and responsive to the needs of our diverse community

OUTCOME MEASUREMENT

The Counselling Programs, the Parenting Support Program and the Child & Youth Victim Support Services 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, leadership and the Board of Directors. The results indicate that the goals of the program are being met through the service to our clients.

72% of Counselling Program clients returned completed outcomes

82% improved overall

88% of Parenting Support Program (PSP) clients returned completed outcomes

100% improved overall

40% of Child & Youth Victim Support Services Program clients returned completed outcomes

100% improved overall

"We arrived to Cameray with our daughter passing through a severe depression case, dealing with anxiety and panic attacks, and within a couple months she was starting to talk, think and look forward about her future.

Cameray saved my daughter's life and for that, I will always be thankful"

"My Daughter has been able to gain some tools to help her deal with her anxiety and has been able to manage school better. The counsellor was supportive and my daughter felt respected and heard."

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 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, improvement plans were made.

34%	of Counselling evaluations returned
99%	of Counselling clients satisfied with services
8%	of Parenting Support Program evaluations returned
86%	of Parenting Support Program clients satisfied with services
100%	of Assisting the Community with Transitioning Students (A.C.T.S.) clients satisfied with services
33%	of Child & Youth Victim Support Service evaluations returned
100%	of Child & Youth Victim Support Services clients satisfied with services
100%	of Emergency Sexual Assault Services (Victim Services) evaluations returned
100%	of Emergency Sexual Assault Services (Victim Services) clients satisfied with services

We also perform our three-month follow-up satisfaction survey where the clients are contacted and asked questions regarding the service they received at our agency. The responses were positive, indicating that **93%** 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

93% of expected direct hours achieved for counsellors

80% of clients who agreed to counselling at intake were still in the program after 30 days

75% of counselling clients met the goals set out in the treatment plan



COMMUNITY ENGAGEMENT

Cameray staff participated in many community events in 2022, including:

- New Westminster Wellness Center Opening Celebration – May 14th 2022
- Play to Learn (Edmonds Park) – June 1st 2022
- Summer Drop-in (Maywood Park) every Wednesday – June 29th to August 31st 2022
- Burnaby Neighbourhood House Street Party – August 11th 2022
- Gilmore Community School Halloween Howl – October 28th 2022
- Gilmore Community School Breakfast with Santa – December 16th 2022
- And of course, our own 50th Anniversary Celebration! – September 23rd 2022



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) Supportive Leadership
- 3) The Team
- 4) Autonomy
- 5) Rewarding Work

"Cameray Child and Family Services is one of the most professional, result-driven non-profit organizations that I have dealt with"