



Cameray
Child & Family Services



CAMERAY COMMUNITY FUND

ANNUAL REPORT 2023



CONNECTED PEOPLE
CONNECTED COMMUNITIES

**Serving Burnaby and New
Westminster since 1972**



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Cameray
Child & Family Services



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Cameray
Child & Family Services

Mission Statement

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

Cameray Child and Family Services has been offering programs to children, youth, families, and individuals in Burnaby and New Westminster 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.

We Acknowledge

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



2022-2026 LONG TERM PLAN

PRIORITY	OBJECTIVE
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 <p>In 2023 the Board and leadership committed to clear communication around the Executive Director recruitment processes, and have considered staff voices in decision-making. We also provided several professional development opportunities for staff.</p>
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 <p>In 2023 we streamlined processes and procedures through the re-accreditation process, and reduced the counselling waitlist from eight months to four-five months.</p>
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 <p>In 2023 we increased outreach in the community across all programs, including expanding the A.C.T.S. Program into 5 additional schools.</p>
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 <p>In 2023 the Board participated in two training sessions on inclusive boards, attended MOSAIC's Board Fair, and explored recruitment strategies for board diversity. We also engaged Bakau Consulting to conduct a full agency Equity Diversity and Inclusion audit. The audit will be completed in early 2024.</p>

REPORT FROM THE PRESIDENT 2023

In the blink of an eye, another year has gone by!

Normally, I would report on the work of the Board over the last year. But this year is a little different. This year, I would be wasting my words if I wrote about anything other than our wonderful Executive Director, Tracey Rusnak.

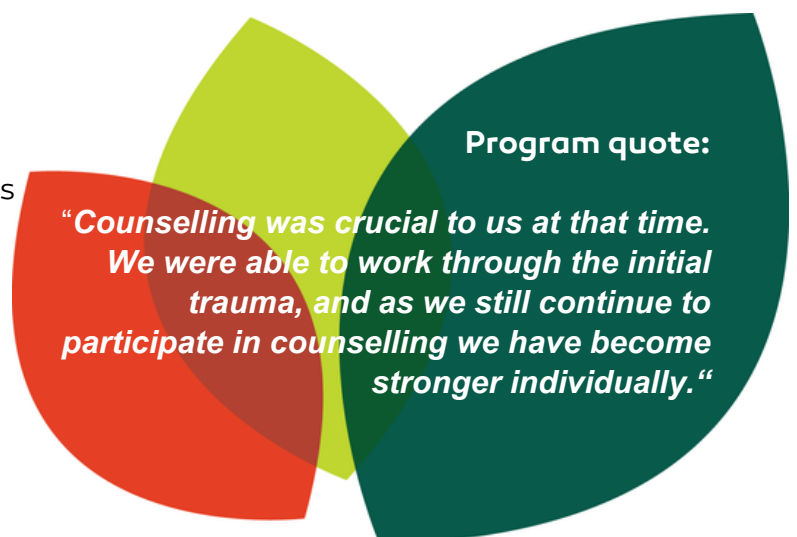
In late September, Tracey pulled me aside and told me that she was ready to retire, a moment our Board was not expecting for at least a few more years. Tracey has been with Cameray for almost 30 years, starting as a counsellor, moving into the role of a Clinical Coordinator, and then Executive Director. Over her 30 years, Tracey has shown outstanding leadership skills, going above and beyond what is expected of her in her various roles. Tracey is meticulous, setting the highest standards for Cameray. She is kind and compassionate, working collaboratively with the staff to create a safe and inclusive environment for all. She is personable, fostering and maintaining strong relationships with the staff, the Board, funders, accreditors, politicians and community partners. And most of all, Tracey is dedicated to her community.

Tracey, you will be deeply missed as we move through 2024, but your mark has been left on Cameray. On behalf of the Board, we are eternally grateful for your service over the past 3 decades. We wish you nothing but the best in your retirement!

As I write this letter, a successor has not yet been named. While we are sad to see Tracey go, we look forward to welcoming a new leader soon. With big change comes opportunity!
Sincerely,

Alexina Picard

Alexina Picard
President of the Board,
Cameray Child and Family Services





Cameray
Child & Family Services

MEMBERS OF THE SOCIETY – 2023/2024

OFFICERS

PRESIDENT	ALEXINA PICARD
VICE-PRESIDENT	NANCY MALONEY
SECRETARY	SUE MONTABELLO
TREASURER	BRIAN SHUSTER

BOARD OF DIRECTORS

ALEXINA PICARD	BRIAN SHUSTER
BRUCE LANDON	DON MACDONALD
NANCY MALONEY	SUE MONTABELLO
FIDEL CASTILLO	

OTHER MEMBERS

Ana Machado	Jun Zhong
Armaghan Esfandiari	Mary Bolton
Gillian Tuyp	Renée Austin
Hannah Mehlenbacher	Renée Pedé
Janine Sakai	Roxane Veltkamp
Jay Bexson	Simran Dhillon
JJ Edwards	Susan Roberts
Joanne Lee	Tracey Rusnak
Jodie Siu	Virginia Chomley

Program quote:

"We feel like we are in such a better place than before we were referred to Cameray and we are deeply grateful."

Program quote:

"Thank you very much for being there for our family at such a critical, devastating time. The guidance and support provided by Cameray has truly been helpful to us. We would have had a very difficult time making it through without such a strong support system. Thank you, thank you, thank you."

REPORT ON OPERATIONS 2023 - TRACEY RUSNAK, EXECUTIVE DIRECTOR

2023 was another eventful year at Cameray. Highlights of the year for the agency include:

- Settling into our beautiful new space at the Celeste Redman Community Resource Centre on Rosser Avenue.
- Successful re-accreditation with Council on Accreditation with no recommendations!
- Nomination and award of a substantial grant from Allan and Gill Gray Foundation, allowing us to significantly increase programming and administrative infrastructure.
- Receipt of a new Sexual Assault Services contract through the Ministry of Public Safety and Solicitor General.
- All staff completed San'yas Indigenous Cultural Safety training.
- Engaging a new IT consultant (Tavanca) and embarking on a full technology overhaul to increase security.
- Implementing a Parent Education Program for parents of school-aged children.
- Expanding ACTS program into five new schools.
- Retaining a consultant to conduct a full Equity, Diversity and Inclusion audit of the agency, funded by a Community Services Recovery Fund grant through the Canadian Red Cross.
- Holding our tenth annual fundraiser workshop: "Sexual Health, Development and Concerns in Children: Building Your Toolbox".
- Recruitment of a Fund Development and Communications Coordinator for 2024.
- Succession planning for hiring a new Executive Director in 2024.



On a personal note, as I prepare for my upcoming retirement, I have been reflecting on the impact Cameray has had on my own life, as well as the communities of Burnaby and New Westminster. It has been such an honour to be part of this amazing organization, which does so much to support so many families. My experience over the past thirty years at Cameray has shaped who I am as a person and as a professional. I would like to thank the wonderful staff and Board for their hard work and dedication to the agency and to the people we serve. There is something magical about Cameray, and this is because of the people who make it up. Thank you for all you have given me, and I look forward to seeing how the agency continues to grow and change and positively impact so many lives.

Tracey Rusnak

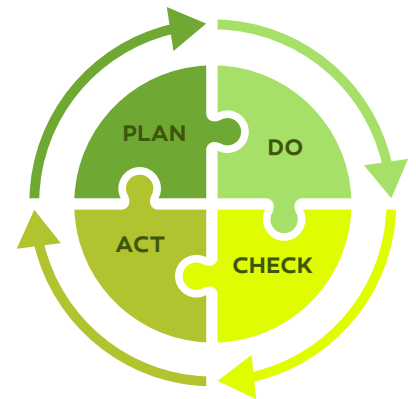
Tracey Rusnak, Executive Director, Cameray Child and Family Services

PERFORMANCE AND QUALITY IMPROVEMENT (PQI) PROCESS - 2023

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:
**investing in people,
serving our clients,
engaging with community,
and advancing equity.**

The PQI process 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 discovered 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 2023 were successful in:

- **Expanding our programs** through new grants and contracts, including doubling the capacity of our ACTS program, implementing a new Parent Education Program, and securing ongoing funding for our Emergency Sexual Assault Services program.
- **Advancing justice, equity, diversity, inclusion, and decolonization efforts** through the establishment of the Creating Change Initiative and the commencement of a full agency EDI audit. In addition, all staff and Board were provided with San'yas Indigenous Cultural Safety training.
- **Improving personnel wellbeing and satisfaction**, as evidenced by the results of our annual personnel satisfaction survey.
- **Reducing the waitlist** in the counselling program by one month, to bring us to a total of a three month reduction over the past two years.

Other priorities moving forward:

- Further reducing the waitlist in the counselling program.
- Continue diversity and equity work in the organization.
- Supporting the staff and programs through leadership transition.



COUNSELLING PROGRAMS- TOTAL SEEN

Program	Program Description	Total seen in Burnaby and New Westminster	Total Seen
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.	Burnaby = 331 New West = 110	441 TOTAL SEEN
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.	Burnaby = 26 New West = 6	32 TOTAL SEEN
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).	Burnaby = 18 New West = 7	25 TOTAL SEEN
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.	Burnaby = 23 New West = 13	36 TOTAL SEEN



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COUNSELLING PROGRAMS- TOTAL SEEN

Program	Program Description	Total seen in Burnaby and New Westminster	Total Seen
BRIEF SEXUAL ABUSE COUNSELLING PROGRAM	This program 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.	Burnaby = 10 New West = 2	13 TOTAL SEEN
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.	Burnaby = 5 New West = 2	7 TOTAL SEEN
BRIEF FAMILY (CRISIS) COUNSELLING	This program started in August 1992. 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).	Burnaby = 17 New West = 0	17 TOTAL SEEN

Funding for Cameray Counselling programs is provided by the Province of British Columbia





SUPPORT PROGRAMS- TOTAL SEEN

Program	Program Description	Total Seen
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.	518 TOTAL SEEN 437.5 TOTAL GROUP HOURS
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.	870 TOTAL FAMILIES SEEN 93 TOTAL NUMBER OF GROUPS HELD
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.	88 TOTAL CHILDREN SEEN

SUPPORT PROGRAMS- TOTAL SEEN

Program	Program Description	Total Seen
EMERGENCY SEXUAL ASSAULT SERVICES	This program began in 2021 and was initially funded by the Ending Violence Association of B.C. (EVA). The program provides victim support and clinical counselling for individuals who are victims of sexual assault. In 2023 the EVA funding ended, but the program continued with new funding from the Ministry of Public Safety and Solicitor General.	80 TOTAL VICTIM SERVICES CLIENTS SEEN 43 TOTAL COUNSELLING CLIENTS SEEN
BURNABY YOUTH CLINIC	Counselling is provided for youth at the Burnaby Youth Clinic by Cameray counsellors in partnership with Fraser Health Authority.	103 TOTAL YOUTH SEEN
PARENT EDUCATION PROGRAM	This program began in 2023 through funding from the Allan and Gill Gray Foundation. It provides parent education and support for parents of children aged 6-18. The program is modeled after our Early Years Parenting Support Program, providing both group and individual sessions. Both individual and group services are available in English, Cantonese and Mandarin.	86 TOTAL INDIVIDUAL PARENTS SEEN 114 TOTAL PARENTS IN GROUP SESSION

Program quote:

"I felt that the environment was welcoming and gave room for me to voice what I wanted to talk about in the session. The strategies provided also helped me in my life, and the advice sounded genuine. There was an atmosphere of honesty and acknowledgment of my thoughts, which I appreciated."

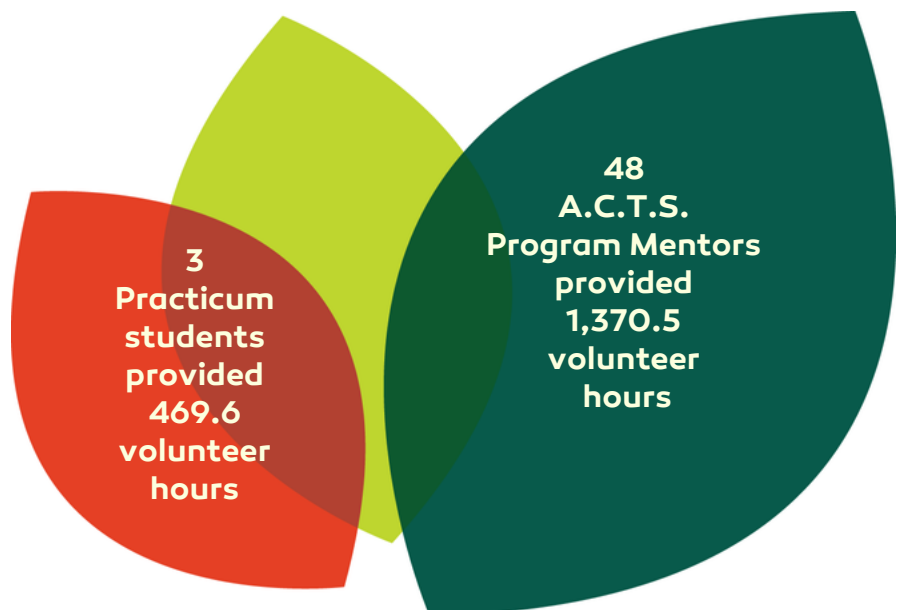


SUPPORT PROGRAMS- TOTAL SEEN

Program	Program Description	Total Seen
A.C.T.S. ASSISTING THE COMMUNITY WITH TRANSITIONING STUDENTS	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.	<p>380 Unique individual students registered</p> <p>6,187 Total registered and non-registered student participants</p> <p>267 Social group student activities</p> <p>114 Homework Club sessions</p> <p>463 individual sessions with students</p>

**THANK YOU
TO ALL OF OUR
VOLUNTEERS IN 2023
FOR THE IMPACT
YOU
MAKE IN OUR
PROGRAMS!**

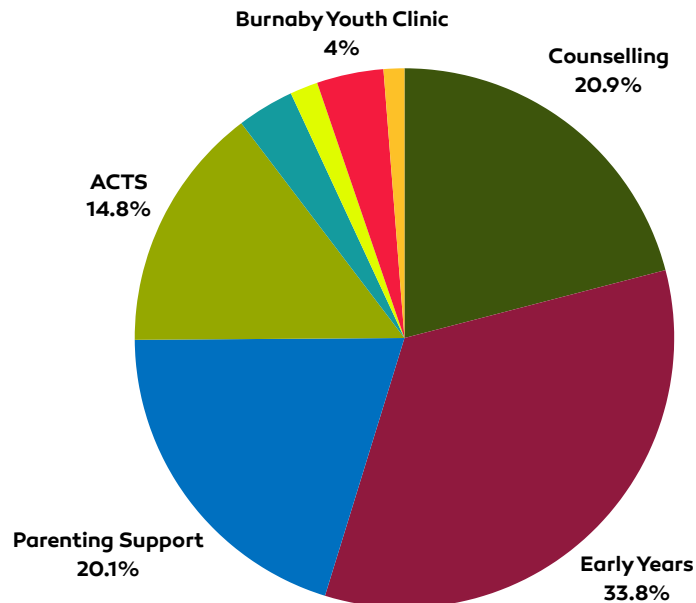
**IT COULDN'T HAPPEN
WITHOUT YOU!**



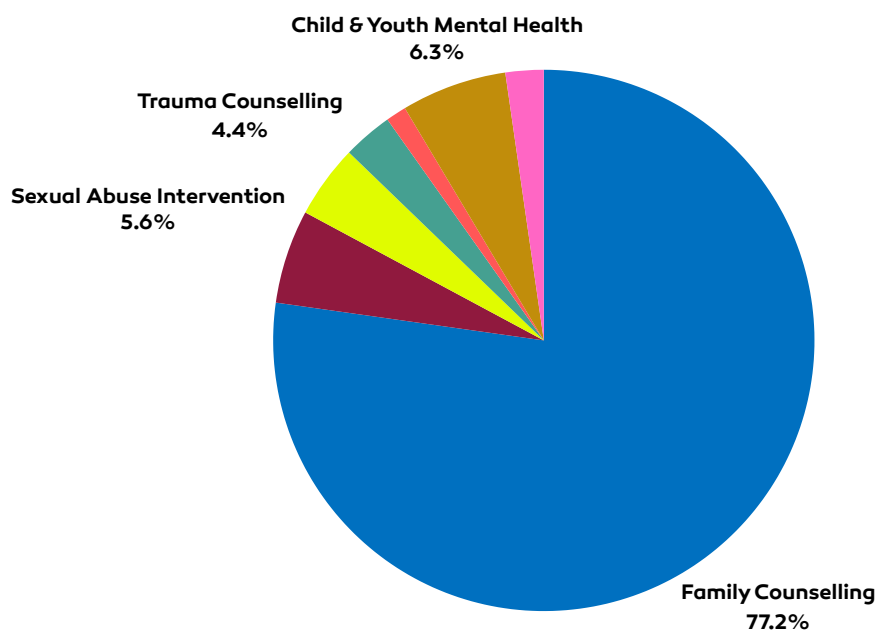


CLIENTS SERVED IN 2023

CLIENTS SERVED BY PROGRAM



COUNSELLING PROGRAM BREAKDOWN



Total children/families seen in 2023

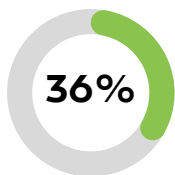
2,573

Average cost per family in Agency

\$1,017.15

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.



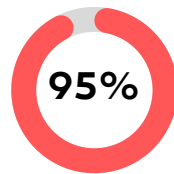
36%
OF COUNSELLING
EVALUATIONS
RETURNED



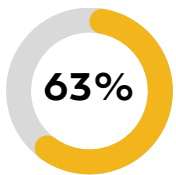
98%
OF COUNSELLING CLIENTS
SATISFIED WITH SERVICES



20%
OF PARENTING SUPPORT
PROGRAM EVALUATIONS
RETURNED



95%
OF PARENTING SUPPORT
PROGRAM CLIENTS SATISFIED
WITH SERVICES



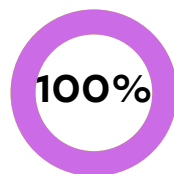
63%
OF CHILD & YOUTH VICTIM
SUPPORT SERVICE
EVALUATIONS RETURNED



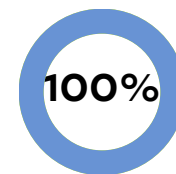
100%
OF CHILD & YOUTH VICTIM
SUPPORT SERVICES
CLIENTS SATISFIED WITH
SERVICES



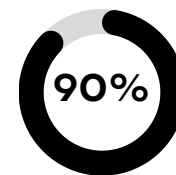
100%
OF EMERGENCY SEXUAL
ASSAULT SERVICES (VICTIM
SERVICES)
EVALUATIONS RETURNED



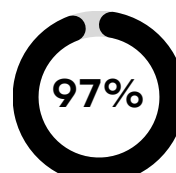
100%
OF EMERGENCY SEXUAL
ASSAULT SERVICES
(VICTIM SERVICES) CLIENTS
SATISFIED WITH SERVICES



100%
OF A.C.T.S. PROGRAM PARTICIPANTS WERE SATISFIED WITH SERVICES



90%
OF COUNSELLING CLIENTS MET THE GOALS SET OUT IN THE
TREATMENT PLAN



97%
LASTING IMPACT -
97% FELT SATISFACTION WITH THEIR SERVICE FROM OUR COUNSELLING
PROGRAMS WHEN CONTACTED 3 MONTHS AFTER THEIR SERVICE ENDED

COMMUNITY ENGAGEMENT

Cameray staff participated in many community events in 2023, including:

MAY 19 – NEW WEST YOUTH HUB OPENING CELEBRATION
MAY 25 – PLAY TO LEARN AT EDMONDS COMMUNITY PARK

AUG 3 – BURNABY NEIGHBOURHOOD HOUSE STREET PARTY
SEPT 19 – NEW WEST FAMILY SERVICES GREATER VANCOUVER
OPEN HOUSE

OCT 19 – NEW WEST HEALTH AND WELLNESS FAIR
NOV 29 – BURNABY SCHOOLS RESOURCE FAIR

DEC 6 – BURNABY COUNSELLORS MEET AND GREET



Cameray's 2023 Annual Professional Development Workshop featured the topic "Sexual Health, Development and Concerns in Children: Building Your Toolbox". and welcomed 80 participants from the social service, health and education fields.



Cameray
Child & Family Services

OUR IMPACT PARTNERS

FUNDERS AND DONORS



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



**Community Services
Recovery Fund**



Buchanan and Tracy Borralho, C.B. Island Fisheries Ltd, Stoney Creek Community School Council and many individual donations Thank you for your 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

CAMERAY IS PROUD TO BE AFFILIATED WITH



Program quote:

"Our daughter has an improved ability to adapt to changes at school and in relationships. After her sessions, she avoids less, is more confident, and able to understand and manage her feelings."

**CAMERAY STAFF LIST OF THE TOP 5 REASONS CAMERAY IS A
GREAT PLACE TO WORK IN 2023**

- 1) FLEXIBILITY
- 2) THE TEAM
- 3) SUPPORTIVE LEADERSHIP
- 4) REWARDING WORK
- 5) FAIR PAY

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





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