



Cameray
Child & Family Services



Cameray Community Fund

Annual Report 2024



Contents

Mission, Vision and Values	4
Members of the Society	4
Report from the President	5
Report on Operations	6
Performance and Quality Improvement at Cameray (PQI)	7
2022-2026 Long Term Plan	8
Investing in People	8
Serving our Clients	8
Engaging with Community	9
Advancing Equity	9
Program Report	10
Counselling Programs	10
Support Programs	12
Early Years Parenting Support Program (EYPSP)	12
Parent Education Program (PEP)	12
Child Victim Support Services Program (CVSS)	13
Emergency Sexual Assault Services (ESAS)	14
Assisting the Community with Transitioning Students (ACTS)	15
Thank You	17

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

Mission, Vision & Values

Our Vision

Cameray holds the vision of connected people and connected communities.

Our Mission

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

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.

Members of the Society

Board of directors

Alexina Picard	President
Nancy Maloney	Vice-president
Sue Montabello	Secretary
Rohini Halli	Treasurer
Brian Shuster	
Bruce Landon	
Don Macdonald	
Fidel Castillo	
Simmi Brar	

Other members

Abigail Wagnitz	Kristen Thompson
Ana Machado	Mary Bolton
Annie Ngai	Nicole Chan
Armaghan Esfandiari	Renée Austin
Elaine McGuinness	Renée Pede
Gillian Tuyp	Roxane Veltkamp
Hannah Gastaldo	Simran Dhillon
Janine Sakai	Susan Roberts
Jay Bexson	Tracey Rusnak
Jessica Kam	Virginia Chomley
JJ Edwards	

Report from the President

Another year spent delivering exceptional services to our community in Burnaby and New Westminster!

This past year was full of change at Cameray Child and Family Services as we welcomed our new Executive Director, Tanya Valois! Tanya has stepped into the role with ease, establishing rapport with staff, funders, and community partners. Thank you, Tanya, for such a wonderful first year with us!

We also welcomed two new Board members this year, Simmi Brar and Rohini Halli, supporting our efforts in diversifying the strengths and voices of the Board of Directors.

We continue to work towards our anti-oppressive and anti-colonial values as Board members and staff complete training such as San'yas Indigenous Cultural Safety. The agency also contracted Bakau Consulting to conduct an equity, diversity, and inclusion audit, which has provided us with several opportunities for growth and development.

Cameray has been working hard to increase and diversify our donor funds with the addition of a Fund Development and Communications Coordinator, Jenny Brodie. Jenny has been hard at work, crafting our social media strategies, ensuring that we are reaching and speaking to our key demographics. We are already reaping some of the benefits with new donors reaching out this year!

Our agency could not function without the hard work of each one of our staff, including practicum students. Thank you so much, on behalf of the Board of Directors, for your dedication to the agency and for the compassion and empathy you bring to all that you do!

Looking forward to another great year with all of you!

Sincerely,



Alexina Picard, President



Report on Operations

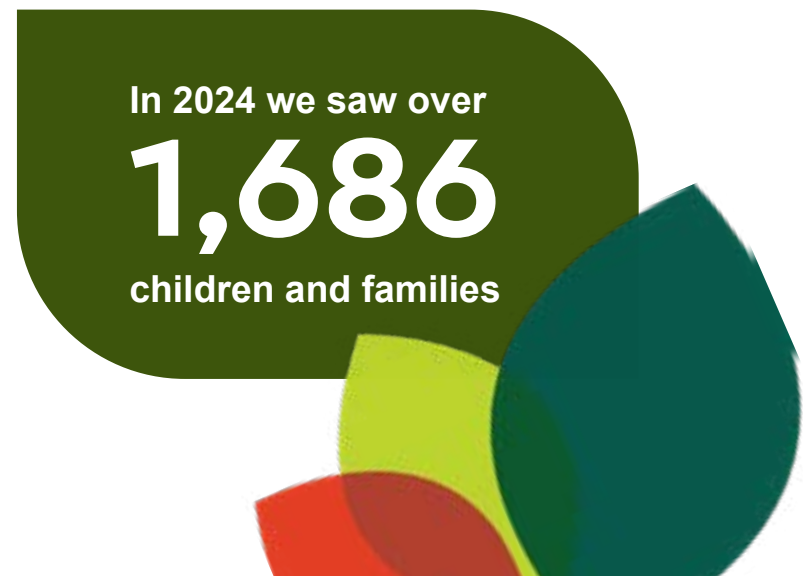


I would like to begin by acknowledging my predecessor Tracey Rusnak, who's dedication and leadership continues to leave a lasting impact, paving the way for the success we continue to build upon today.

Cameray's success is a collective, made up of the hard work, dedication, and contributions of our amazing staff, volunteers, and Board members. Everyone has demonstrated remarkable resilience over the past year through shifts in leadership and adapting to change; all the while continuing to provide meaningful services in the Burnaby and New Westminster communities.

This report provides an overview of the services we have offered this year, as well highlights key initiatives, outcomes, and operational improvements that have been our focus over the past year. It outlines our efforts in prioritizing our long-term plan, with a focus on investing in people, serving our clients, engaging with community, and advancing equity.

I want to thank our staff, volunteers, Board members, and community partners in supporting our efforts this year. I look forward to all we will accomplish together as we look to the future!



In 2024 we saw over
1,686
children and families

Performance and Quality Improvement at Cameray (PQI)

Cameray strives to continually develop while ensuring that those we serve have access to quality services. As an accredited organization, performance and quality improvement is embedded in all we do at Cameray. The PQI process includes ongoing collection, monitoring, and analysis of data. This results in optimal program operation and ongoing opportunity to respond to areas that require attention or improvement.

Our PQI Committee is the central driver of this work, with staff and leadership from across service delivery and operations working together. The committee meets monthly to review PQI reports, identify areas for improvement, and guide processes for changes that improve processes.

2024 highlights:

- Completed an audit of HR policies, processes, and practices
- Implemented an online Human Resource Information System (HRIS) called BambooHR, allowing us to centralize and create more efficient HR practices
- Developed and implemented new recruitment, hiring, onboarding practices
- Revised case record review staff checklists
- Revised one of our service recipient evaluation documents
- Revised PQI Report frequency from quarterly to semi-annually with the intention of providing meaningful, fulsome reports along with creating efficiencies
- Revised Information Technology policies and procedures intended to increase risk management practices

Performance and Quality Improvement has also been achieved through our long term planning which is outlined across the following pages.

Reporting on PQI

Outcome measures

Our 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. These measures are displayed by program throughout the following report.

Consumer satisfaction evaluation

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, any areas that clients reported as being a concern or needing improvement are discussed and, wherever appropriate, improvement plans are made. These measures are also displayed by program throughout the following report. Additionally you will find direct feedback quotes that were gathered from these evaluation forms.

2022-2026 Long Term Plan

Where we are now

2024 marks the halfway point of our long-term plan. These priorities are actioned through short term goals developed by program staff, leadership, and board members. The status of this work is reviewed at least quarterly, and goals are redeveloped annually in alignment with the long term plan. The below outlines our progress in each priority.

Investing in People

The goal:

- Enhance development of clients and employees
- Ensure staff are inspired and engaged.
- Maintain a safe environment that encourages communication throughout the organization.

2024 Progress:

- Provided professional development and specialized training opportunities, including training for counsellors in support of our Sexual Abuse Intervention Program (SAIP).
- Hosted agency meetings focused on staff connection, training, and professional development including sessions on Trauma and Resistance, de-escalation, and Healing through Art led by Indigenous Artist Mike Alexander.
- Completed a well-organized succession planning process resulting in successful executive leadership transition.
- Engaged with an HR Consultant to assist us with implementing BambooHR including providing training and orientation to leadership and staff.
- Supported two internships in our Counselling Program.
- Engaged staff in the creation of short term goals and in the implementation of the EDI audit process.

Serving our Clients

The goal:

- 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.

2024 Progress:

- Continued to focus our efforts on reducing wait times for counselling services.
- Expanded services through reviving the Hope Endures support group for survivors of sexual abuse, assault, or harassment.
- Partnered with Spirit of the Children in offering a Seven Sacred Teachings program to families with children under the age of 6 years old.



Cameray staff at the summer team day 2024

Engaging with Community

The goal:

- 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.

2024 Progress:

- Hired a Fund Development and Communications Coordinator.
- Developed a social media strategy to both raise awareness of our programs and connect further with the local community.
- Hosted a successful Professional Development workshop in partnership with Lumara Society.
- Opened our Little Library through an Impact Library Grant Award.
- Welcomed 2 new members to our Board of Directors.



The Little Free Library is now hosted at our Rosser Avenue space.

Advancing Equity

The goal:

- 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.

2024 Progress:

- In 2023 Cameray engaged with Bakau Consulting to complete a full EDI audit that was completed in the Spring of 2024. We engaged with staff, leadership, and the Board of Directors to develop an EDI Implementation Plan designed to guide activities that support the EDI recommendations outlined in the audit.
- Continue to focus on EDI activities through our Creating Change Initiative Committee.



Elder Vernon Williams Jr opening the November Workshop

Program Report

Counselling Programs

In 2024, the demand for our counselling program remained high, with complex cases. The screening process that was implemented last year continued to provide a solid platform to appropriately determine the best suited program for those accessing our counselling services, based on their unique needs. Our counselling team remained relatively stable, with the addition of two new counsellors, one practicum student, and a reorganization of our leadership model following the departure of one of our Clinical Coordinators. We successfully maintained our outreach at the New Westminster Wellness Centre with two counsellors and expanded outreach to the Spirit of Children Society.

We continued to participate in MCFD hosted Referral Table Meetings for both New Westminster and Burnaby and became more consistently involved in the Task Force on Sexually Exploited and At-Risk Youth and began participating on the Steering Committee for the Burnaby Youth Hub.

Camery received one-time only funds from MCFD for our Sexual Abuse Intervention Program (SAIP), providing funding for specialized staff training, increased staff hours intended to reduce wait times, and offering a 7-week Hope Endures program for self-identified females who are survivors of sexual abuse, assault, or harassment.

Outcome measures:

From data collected pre and post service to evaluate client progress and program effectiveness (more information on page 7).



The Hope Endures program was offered between November 7, 2024 – December 19, 2024.

“
My child felt an instant connection with the counsellor. She gave us a lot of support and tools in helping him with his anxiety.
 ”

Parent feedback

Individual Program Participation:

	Total
Family Counselling Program Up to 12 sessions for those 19 years and under with a range of family issues.	447
Sexual Abuse Intervention Program Up to 24 sessions for those 19 years and under who have made a clear disclosure of sexual abuse.	33
Hope Endures sexual abuse group A 7-week group for self-identified females who are survivors of sexual abuse, assault, or harassment. Funded by MCFD.	5
Trauma Counselling Program Up to 12 sessions for children or youth and their families.	29
Child and Youth Mental Health Counselling Program Up to 12 sessions of brief intervention therapy for children and their families. Referrals come through MCFD's Child and Youth Mental Health (CYMH) Program.	41
Brief sexual abuse counselling Program Up to 8 sessions for survivors of new disclosures of sexual abuse being investigated by MCFD and/or the police.	12
Sexual Health Intervention Program Up to 12 sessions for children under 12 exhibiting sexually intrusive behaviours. There is also a community/consultation component.	8
Brief Family (Crisis) Counselling Short term counselling of up to 8 sessions for any family experiencing a situational crisis.	25
High Risk Youth Program Up to 12 sessions for high-risk youth under 19. Referrals must come through MCFD.	2

Client satisfaction:

From data collected post service to obtain client feedback (more information on page 7).



Program Report

Support Programs

The Early Years Parenting Support Program (EYPSP)

This program offers prevention and early intervention services to both parents of young children and parents-to-be that strengthen family resiliency.

The Early Years team has increased capacity this year, holding 166 groups, an increase on last years 93 groups. We are meeting program deliverables to provide individual sessions to parents in Burnaby and New Westminster, who have children aged 0 to 5 and have been able to assign families within a week of receiving a referral. Cameray provided a variety of interactive groups for young children (e.g., Circle Time, Family Literacy Circle, Temas de Crianza de niños), parent education and support groups (e.g., Circle of Security Parenting program, Nobody's Perfect), and monthly education workshops, as well as summer and winter events for all EYPSP families. We have been working with Spirit of the Children Society, offering a Seven Sacred Teachings Sharing Circle in partnership twice this year.

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

Total Number of Groups Held **166**

Outcome measures:

From data collected pre and post service to evaluate client progress and program effectiveness (more information on page 7).



Client satisfaction:

From data collected post service to obtain client feedback (more information on page 7).



Seven Sacred Teachings Sharing Circle

“
Very supportive
and caring,
always willing
to help.”

”
Parent feedback

The Parent Education Program (PEP)

With funding from the Allan and Gill Gray Foundation, we have continued to offer the Parent Education Program (PEP). We experienced an increase in referrals this year with the program being in high demand.

Service is free for parents and caregivers with children aged 6 to 18, who reside in Burnaby or New Westminster. The goal of PEP is to strengthen family resilience and foster community connections, ultimately resulting in better outcomes for children and youth. Our staff offer individual support sessions and in-person or online group sessions. Services are offered at our north Burnaby office and at the New Westminster Wellness Centre. This year, with funding support from BC Council for Families, we were able to host the “My Tween and Me” program.

Over the year we held a total of 21 groups with a total attendance of 171 parents.

Collaboration remains a priority for our team to ensure that we address service gaps for families. We have developed connections and collaborate with many community organizations, including Burnaby Public Libraries, Burnaby Neighborhood House, CYMH (Early Years), Family Place New Westminster, Fraser Health Authority, Kinsight, MOSAIC, New Westminster Wellness Centre, Parent Support Services Society of BC, Simon Fraser University’s Language Lab and Learning Centre & Child Research Group, Spirit of the Children Society and S.U.C.C.E.S.S.

EYPSP and PEP continued to focus on quality inclusive and anti-racist programming and environments for all parents and children, and delivered several programs in Spanish, Cantonese, Mandarin and Korean languages, and delivering two Indigenous-led programs. We fostered the strengths and skills of parents/caregivers who wanted to share their professional knowledge with others, and assisted them with co-facilitating three parent information groups, including hosting a Japanese cooking group and a literacy group.



(Above) A pumpkin decorated at a Parent Support Program workshop for Halloween.



(Left) Yoko and Mizuki who attend the Early Years Parent Support Program hosted a Japanese cooking workshop. Burnaby Neighbourhood Small Grants Program, funded the cost of ingredients and supplies for this event.

EYPSP/PEP attended the Burnaby ECD Table “Play to Learn” community event at Edmonds park on June 20 and the Cameron Community School’s Engagement Fair on September 12.

Program Report

Support Programs

Child Victim Support Services Program (CVSS)

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 nonoffending 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.

Through 2024 the program continued to see a steady increase in physical assault files. CVSS has joined the Situation Tables for Burnaby and New Westminister and CVSS Staff attend weekly meetings, allowing the opportunity to foster closer connections with community partners. Members of the table bring individual cases or situations to the table that meet an Acutely Elevated Risk for further exploration and to determine supports and resources that haven't already been canvassed.

In addition, this is the first year working with and referring clients to the new Intimate Images Protection Service. They assist clients in getting intimate images removed from the internet or from the perpetrator. They also assist clients through the civil rights tribunal process if they wish to go that route. This has been an integral process for assisting clients through the Criminal Justice System and giving them a sense of control in their journey of seeking justice.

We have seen a trend with more prosecutors offering clients court support dogs as testimonial accommodation, leading to more collaboration and coordination with agencies offering this service. Overall, it has been a very busy year, especially at year end with several trials, preliminary inquiries, and Crown Counsel meetings.

Total Children Seen

72

Client satisfaction:

From data collected post service to obtain client feedback (more information on page 7).



“
[The program] allowed me to externalize my thoughts that were burdening me within due to past experiences
”

Client feedback

Emergency Sexual Assault Services (ESAS)

ESAS is in its second year of annualized funding from the Ministry of Public Safety and Solicitor General and continues to be at full capacity. The program provides victim support and counselling for adult victims of sexual assault. The ESAS victim support program focuses on connecting clients with resources and supporting them at each step of the criminal justice system. The team now includes two victim support workers and a counsellor, who continues to support clients therapeutically for up to 12 sessions.

Over the last year referrals remained steady from community partners, namely Police Based Victim Services programs in Burnaby and New Westminister. The program manages referrals to ensure no wait list for our victim services and minimal to no wait for counselling support. Cameray's goal is to provide timely assistance to all clients that are referred to ESAS and have staff at The Wellness Centre, located at New Westminister Secondary School, alternating Wednesdays offering clients an option to access this service in New Westminister, reducing accessibility barriers.

This year Cameray was approached by a lawyer from a large law firm in Vancouver offering legal services to survivors of physical and sexual abuse. Program staff and leadership met with them, as they were interested in learning more about our victim services programs with a special interest in how Cameray supports survivors of sexual assault and abuse.

In future, the ESAS program aims to create a remote testimony site for clients to attend Crown Meetings and Court from our office minimizing barriers and increasing safety for both staff and clients. We have space available for this and our focus now is to secure a donation or funds to purchase suitable video equipment.

Total Victim Services Clients Seen

99

Total Counselling Clients Seen

63

Client satisfaction:

From data collected post service to obtain client feedback (more information on page 7).



“
It gave me the tools to be the driver and not a hostage to my trauma and the life events that led me here.
”

Client feedback

Program Report

Support Programs

Assisting the Community with Transitioning Students (ACTS)

The ACTS 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.

In 2024, we remained at full capacity in five Burnaby elementary schools. Through the Allan and Gill Gray Foundation grant, we successfully hired a second Activity Coordinator in September and a second Youth Worker in October, allowing us to work with five additional Burnaby elementary schools (University Highlands elementary school, Stride Avenue community school, Douglas Road elementary school, 12th Avenue elementary school, and Second Street community school). We hosted five additional Homework Clubs; typically, there are between 14-26 participants registered in the Homework Clubs, with approximately 36 regularly engaged volunteer mentors. The Burnaby School District has expressed gratitude to have our increased presence to assist grade 5-7 students with the transition to high school through this innovative and valuable program.



Myself and my friends are forever grateful for Cameray's youth programs. It had a huge impact on our lives. It created a community for many that didn't have much support. It provided us with something to look forward to; support and a sense of belonging.



ACTS program participant and volunteer mentor

Client satisfaction:
From data collected post service to obtain client feedback (more information on page 7).



ACTS Statistics

- Unique individual students receiving service**
344
- Combined number of student participants**
5,754
- Social / Group Activities Hours**
455
- Number of Social / Group Activities**
316
- Individual Support Hours**
112.5
- Number of Individual Sessions/Phone Calls**
404
- Homework Club Hours**
427
- Homework Clubs**
90
- Public Education / Awareness / Advisory Group Hours**
24

Thank you

Thank you to everyone who has supported us in the past year, through donations of any size and through time and dedication.

Thank you to our funders and donors



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



Buchanan and Tracy Borralho, Stoney Creek Community School Council and many individual donations.



Thank you to Turner International Group who took on a walking challenge and walked 70km to raised funds for Cameray.



Thank you to our 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

Thank you to our volunteers

Thank you to the 77 ACTs Mentors and 2 Practicum students who together volunteered for a total of

2,095.75 hrs





Cameray
Child & Family Services

Contact details

Phone 604-436-9449

Email admin@cameray.ca

Website www.cameray.ca

Address 2038 Rosser Avenue Burnaby BC V5C 0M7