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The Elizabeth Fry Society of Greater Vancouver Annual Report 2008.
Helping those in need make meaningful and lasting changes in their
lives. Transforming our clients and transforming ourselves.

We are innovators

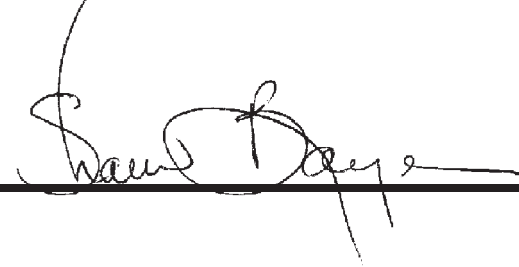
We are the Elizabeth Fry Society of Greater Vancouver. Founded in 1939, the first Elizabeth Fry Society in Canada, we are innovators who have worked to transform the conditions of imprisonment in Canada. We were instrumental in winning acceptance for in-prison schooling and addictions counseling as well as community alternatives to prison as part of offender rehabilitation.

We are also known for our cutting-edge community programs. We opened the first non-governmental group home for youth, the first shelter home to house homeless women and their children together, and an innovative women's employment training program that was adopted as the nationally funded model, the Bridges Program. Our newest program, *Women Working Wonders*—a literacy-to-employment program for poor and criminalized women—continues this legacy of pushing at the edge to bring meaningful change to those most in need.

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Message from the Executive Director



As the first Elizabeth Fry Society in Canada, we adopted the name of a Quaker reformer out of respect for her pioneering work and values. As “quiet doers,” we influence positive change through service provision, education, and advocacy. Positioned at the juncture of systems encompassing child welfare, social assistance, housing, and criminal

justice, the major focus of our work is women, girls, and the children of offenders. We broker service and give voice to those otherwise excluded.

In the past year we’ve improved and expanded. We upgraded all of our building sites either through renovation or relocation. We opened a new shelter, expanded another, and significantly expanded our prison in-reach, education, and advocacy efforts.

Our growth comes in response to the expanding needs and complexity of issues of marginalized women and children in our community. Through the “good” years, government action has not enabled meaningful numbers of marginalized people to build lives free from poverty, addiction, victimization, and mental illness. Canada’s social safety net—taken for granted by so many of us—is eroding. We are incarcerating more people, driving more women into poverty, and producing more homeless than ever before. In our women’s shelters and Third Party Administration program we see increasing numbers who are homeless, and for longer periods of time.

In addition, growing numbers of indigenous people, women, the mentally ill, the homeless, and children of prisoners are being drawn into the criminal justice system, as this “last social safety net” is being cast wider than ever. One group of people being so caught up are the children who grow up in government care. Reports tell us that increasing numbers of these children and young adults face homelessness and imprisonment. Statistics, research, and history reveal them as a population desperately in need of support, guidance, and understanding.

Today we face economic uncertainty, increased calls to incarcerate more people for longer times, and further rationing of government services. Calls for reduced taxes (read smaller tax base) and smaller government too readily translate into fewer government employees—fewer social workers, teachers, health care professionals, and public safety staff.

It’s this reality, unfortunately, that underlies our organizational expansion. We need to grow to meet unmet, urgent, and expanding need.

It’s also our great challenge to turn this negative impetus into positive results. Our history and focus on mission-driven work impel us to tackle such challenges with zeal. The result has been, and will continue to be, research-based, innovative programming that addresses today’s complexities. We embrace the chance to shape genuine and meaningful change and growth for our clients, as we continue to advocate for equality and acceptance of all into the Canadian mosaic.

Shawn Bayes

Message from the President, Board of Directors



The Society's board of directors carried out an impressive amount of substantive work over the last year. Through its annual consultation with clients, we identified an increased need for housing to meet women's needs, as well as more transitional support to help women move from homelessness to stability.

The board adopted a new five-year strategic plan to address these needs, and has already taken significant steps in the direction it set:

- The Society signed a 40-year lease for the property on which the 'Am'ut Aboriginal Youth program is located.
- A 9,000-square-foot duplex we purchased in Surrey now provides a shelter home for 14 homeless women.
- The 402 East Columbia Street site in New Westminster was rezoned and its fourth floor redeveloped to make way for a new shelter home for 12 homeless women and children. The program opened in May.
- That same month, to provide increased staffing and economies of scale, the Society relocated its two women's addictions programs to a new site in Surrey.
- We also relocated the Society administrative offices and Third Party services two blocks west on Columbia Street into a new 4,200-square-foot office.

In addition to these large programming changes, the Society also expanded its services for women last year.

In New Westminster, the Maida Duncan Women's Centre doubled its volunteers and hours of service. We opened a women's drop-in for street-entrenched women in Abbotsford and through this site have expanded our presence in the Fraser Valley Institution for Women. In addition to prison visitation, our prison in-reach services assist women to find housing before their release. We are also starting a mother-child literacy initiative to develop and reinforce reading skills for children and maintain the mother-child bond during mothers' incarceration.

Similar in-reach initiatives are occurring at the Alouette Correctional Centre for Women and Surrey Pretrial, and we are expanding the mother-child initiative at Alouette to include the new parent-child literacy initiative.

Literacy is an important issue for the Society. After three years of development we have opened a Literacy and Essential Skills Program for women leading to employment in the commercial roofing sector. Developed in partnership with roofing employers, Correctional Service of Canada, and the Office of Essential Skills and Literacy, this initiative will run over the next two years.

In summary, I am pleased to inform the membership that the Society's budget has undergone substantive growth, our capital asset base has increased, and we continue to advance the mission of the Society through contracted work and charitable activities.


Susan Witter

Highlights of our year

- Obtained funding for a unique, two-year program to train hard-to-employ and underemployed criminalized women in Literacy and Essential Skills and non-traditional jobs skills;
- Opened the Elizabeth Gurney House, a 12-bed residential shelter home for homeless women in New Westminster;
- Expanded from six to 12 beds at Cynthia's Place, one of our two shelter homes for homeless women in Surrey;
- Received additional funding for the three above shelter home programs, allowing us to establish double staffing;
- Consolidated our women's residential addiction services into a new site, Ellendale, in Surrey;
- Expanded the hours of our Maida Duncan women's drop-in centre in New Westminster;
- Opened a new women's drop-in centre in Abbotsford;
- Expanded our Third Party Administration Program into the Vancouver Coastal and Fraser Health regions;
- Relocated to a new head office in New Westminster;
- Increased capital assets \$1.3 million in the last two years through purchase of a duplex in Surrey and a 40-year property lease in Chilliwack;
- Achieved a successful four-year term of re-accreditation with the Council on Accreditation (COA);
- Completed a gender review of services for incarcerated girls in B.C. and *Caring for the Children* (with Law Foundation of BC);
- Updated the Society's bylaws effective September 2008; and
- Completed improvements on all facilities (over a two-year period).





Our mission

◆ To improve the lives of those involved, or at risk of involvement, in the criminal justice or social services system with specialization in high-risk women and youth struggling with multiple issues.

◆ To develop strategic direction and provide leadership regarding humane criminal and social justice.

◆ To provide services, programs and public education that improve population health factors which place women and children/ youth at risk of involvement in the criminal justice system

The community we serve

The following statistics are based on client self reporting upon entry into our programs in 2008. Figures are rounded to the nearest full number.

Gender

77% of our clients were female; 23% male.

Ethnic heritage

57% Caucasian; 21% First Nations; 4.3% Asian. Smaller percentages included African, Latin American, Middle Eastern, and others (almost 10%).

Age

7% of clients were between the ages of 12 - 17; 26.5% were between 18 and 29; 55% were between 30 and 49; 9% were between 50 and 64; and under 1% of clients were over 64 years.

First language

88% spoke English as their first language, with small percentages speaking Cantonese, French, Hindi, Punjabi, Spanish, Vietnamese, and Eastern European languages.

Religion

40% Christian; 37% unknown; 6% Agnostic; 3% Native spirituality; small percentages included Buddhism, Hinduism, Islam, Judaism, and Sikhism.

Municipality of residence

56% Surrey; 10% Burnaby; 7% New Westminster; 9% North Shore; 5% Vancouver and Tri-Cities; with smaller percentages from Maple Ridge and others.



Each woman has many stories

"We have a long wait list. There is such a high demand for this type of resource that we cannot possibly provide service to the large numbers of women who need it."

"This woman was fleeing domestic abuse. She suffered from significant physical health concerns, spoke English as a second language, and in her middle age needed to find a supportive community as she had experienced severe isolation from family and friends during her marriage."

"Each woman has many stories to tell. All of them just want to have safe and supportive housing, but moving towards this goal is extremely difficult for them."

Homelessness - a statistical profile

The following is a demographic snapshot from our shelter homes for homeless women for 2008. Statistics are based on women self reporting in exit surveys, and numbers are rounded to the nearest full number. Two hundred and sixty-five clients completed surveys.

Average age	50 yrs
Average length of stay in shelter	44 days
Those reporting being a victim of crime in the past two years	37%
-Of those, the number who had been sexually or physically assaulted	61%
Those who had problems with addictions	55%
Those who had past addiction problems	78%
Those with mental illness	42%
Those who had been prescribed psychotropic medications	28%
Those who had not resided in one place longer than three months in the past two years	63%
Those wanting transitional housing	42%
-Of those, the number who were successful in finding transitional housing	49%

Children of prisoners

Sixty-two percent of the women completing surveys answered the question, "Do you have a parent who was imprisoned?"

Eighty-one percent of them responded yes. That is just more than 50 percent of all women who completed surveys.





Girls in custody in British Columbia

A recent report on girls in custody in B.C. contains some grim findings. Girls follow a different path into criminal activity than boys, one that often begins with their own victimization or abuse. Generally imprisoned not for serious crimes, many girls are also being sent to prison instead of being directed to community resources that could help them with trauma, mental health, and other issues. Noting an alarming over-representation of Aboriginal girls in custody, the report also observes that girls receive substandard treatment compared to boys and that their specific needs are not being addressed.

These are the key findings of a report on girls in custody in B.C. presented to the B.C. Ministry of Children and Family Development (MCFD) in July 2008. The report, entitled *Girls in Custody in the Province of BC: Programming, Policy, Training and Development Recommendations*, was authored by Joan Winchell, Director of Justice and Development, and Shawn Bayes, Executive Director, both of the Elizabeth Fry Society of Greater Vancouver. MCFD had contracted the Society to review programs available to female youth in custody based on the principles of gender-responsive programming.

In conducting the review, the authors consulted more than 80 individuals including girls (both currently and previously in custody); contractors/staff in B.C.'s three girls' custody centres; community agencies and individuals working in gender-specific services in Canada and the U.S.; and a range of research materials.

Interviews with incarcerated girls revealed, in general, that they were in custody because of an administrative

breach, a minor offense, or as a safety measure. The girls reported that programs offered within the custody centres were inadequate to meet their needs, were inappropriate for those drug sick, with mental illness, or with cognitive impairment, and that a significant number of programs listed were, in fact, not offered.

Girls reported that while in the custody centre, they were "recruited" by boys to become involved in prostitution and drug running upon release. They expressed concern about their safety and overall well-being in the community because of a lack of needed resources. Housing they reported, was an urgent, persistent need.

The report summarized what research shows: that girls have different pathways into delinquency than boys, and that there is a clear link between victimization, trauma, and girls' delinquency. Trauma is strongly linked to girls running away from home, and thus correlates to why they are in custody (breaches and safety measures).

The study noted strengths in Youth Custody Services in programming, infrastructure, and staffing. But it also noted serious shortcomings. "Based upon our findings, the Society believes that within the custody centres: a) the needs of girls are not being met; b) girls receive substandard treatment to boys; c) girls are being incarcerated because of the lack of community resources to provide appropriate alternatives; and d) the Province has a responsibility to meet the needs of these children.

"In a society that incarcerates young women to keep them safe, there is an inherent danger in creating a gender-articulated prison system that responds to the

lack of community programs by replacing them....Youth custody is not, and should not be, the solution to a lack of resources, particularly mental health resources. Equally so, girls don't deserve to have their needs ignored because of their limited numbers within custody."

The report contains a framework for change based on United Nations' conventions and protocols and specific recommendations that address the root causes of girls' delinquent behaviour. Key recommendations include:

- Utilize a gender-specific case management tool.
- Implement consistent gender-specific and holistic core programming that includes schooling, psycho-educational groups, and counselling. Provide specific Aboriginal programming to address girls' needs.
- Deliver gender-specific physical education/sports.
- Resolve impediments to voluntary permanent assignment of female staff to girls' units.
- Expand the mandate and membership of the Girls Working Group, inclusive of community resources with gender-specific expertise, to serve as a provincial advisory board re programming and conditions of confinement for incarcerated girls.
- Initiate an annual, third-party consultation and evaluation of gender-responsive programming.
- Provide clinical supervision for girls-unit frontline staff.
- Continue developing gender-sensitive training to be included in all youth services officer training/upgrading.

Recommendations in blue have been implemented; the others are under review.

Telling statistics

Over the past five years, on any given day, there were some 20 girls in custody, about 55% in Burnaby, 30% in Victoria, and 15% in Prince George. Girls were 23% of total admissions for calendar year 2007.

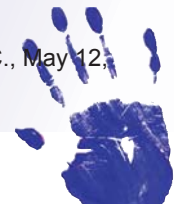
- Girls in open custody were held longer than those in secure. Open-custody sentenced girls were held substantially longer in Prince George and Victoria than in Burnaby. Girls held on remand were held longer in open custody than in secure custody.
- Aboriginal girls are over-represented in custody by 6 to 10 times their number in the general population. They accounted for roughly one-quarter of girls in Burnaby (23% in open custody; 29% in secure custody); over one-third in Victoria (open custody); and three-quarters in Prince George (open).

The above statistics based on data provided by the Province of B.C. Youth Custody Services for the fiscal year 2007-2008.

All girls in custody at the three centres (total 20) participated in the study, as did 72 of 97 boys in custody. The survey found that when comparing girls to boys:

- Girls were more than twice as likely to be incarcerated 9 or more times;
- Girls were one-and-a-half times as likely to have moved 9 or more times; and
- Girls were 2 to 3 times more likely to have a mother arrested, incarcerated, and incarcerated more than once.

Statistics from the survey of youth in custody in B.C., May 12, 2007, conducted by the Elizabeth Fry Society.



Programs for change

WOMEN AT RISK

Ellendale

Ellendale is a residential program that provides structured relapse prevention for opiate-using women. Funded by the Fraser Health Authority, Ellendale brings together the former Liz's House and Marguerite's House in a welcoming new facility.

Columbia House

A residential program for women in transition from prison, Columbia Place provides participants with housing, lay counselling, and goal planning. Focusing on self-reliance and coping skills, the program prepares women for community re-entry and independent living. The program is funded by the Correctional Service of Canada.

Pathways

Pathways provides semi-independent, small apartments for women who are without resources or in transition to independent living. Women pay rent based on social-assistance rates. Using a community development model, the funds are pooled to finance program expenses including a part-time worker.

Sheena's Place

Sheena's Place is a shelter home for women, including those with young children, who are homeless or without resources. In a safe and supportive environment, Sheena's provides daily necessities, crisis intervention, and support in dealing with addictions, housing, debt, and other needs. Sheena's is funded by BC Housing.

Cynthia's Place

Cynthia's is a residential facility for homeless single women. Funded by BC Housing, it offers similar services to Sheena's Place.

New West Women's Drop-in

The Maida Duncan Women's Drop-in Centre in New Westminster is an important survival resource for marginalized women. In addition to offering showers, laundry, hot lunches, clothing, and household items, the centre provide opportunities for social activity; educational upgrading, including computer skills and Grade 12 completion; and other programming. Funding is by the Homeless and Social Policy Initiative, Service Canada (HPI); United Way of the Lower Mainland; and the Ministry of Housing and Social Development (MHSD), Direct Access Grant.



Elizabeth Gurney House

Newly opened, Elizabeth Gurney House is a shelter home for women, including those with young children, who are homeless or without resources. It provides similar resources to Sheena's Place and additional resources through the Maida Duncan centre, located in the same building. Funding is from BC Housing.

Abbotsford Women's Drop-in Centre

This new centre is designed to provide a safe haven for women who are homeless and those involved in the sex trade. The centre provides the women with hot lunches, donated clothing, and small household items. Women can participate in social activities and make use of the program's case management services and clean laundry program. Funding is by the City of Abbotsford and the Elizabeth Fry Society.

The Abbotsford drop-in and the Maida Duncan centre are the only women's drop-in centres in the B.C. Lower Mainland located outside Vancouver's Downtown Eastside.

COUNSELLING & SUPPORT

Burnaby Integrated Family Program

Burnaby Integrated Family Program provides family support and counselling for Burnaby and Orenda House youth and their families. The program is funded by the Ministry of Children and Family Development (MCFD).

North Shore Family Preservation Program

This program delivers intensive family preservation and reunification services to families on the North Shore. Services include in-home and group therapeutic services, parent training and education, and therapeutic visitation. The program is funded by MCFD.

North Shore Mentoring Program

North Shore Mentoring Program matches at-risk children or youth between the ages of six and 18 with responsible adult volunteer mentors who provide friendship, guidance, and support. Group mentoring activities foster friendship, interpersonal relations, and peer skills. Funding is provided by MCFD.



YOUTH AT RISK

- 'Am'ut Aboriginal Program** In this unique full-time attendance program, Aboriginal youth changing direction in their lives learn to make healthy choices and develop new skills. A visiting elder program brings elders from across the province to provide information on the diversity of aboriginal teachings and to share their knowledge. Funding is by MCFD.
- S.H.I.N.E.** Children of prisoners require support to address the trauma and shame of parental incarceration and other challenges. The S.H.I.N.E. centre undertakes research and educational initiatives and programming to help foster awareness and help these vulnerable youth “break the cycle.” Project funding is provided by the Law Foundation of BC, United Way of the Lower Mainland, and private donors.
- Orenda House** Orenda House is a specialized youth residential program that provides youth in provincial care with a safe, stable home environment while longer-term decisions are made for their care. The program is funded by MCFD.

COMMUNITY-BASED PROGRAMS

- Third Party Administration** The TPA administers funds to clients, helping them receive statutory entitlements and address their individual circumstances. Clients are those banned from receiving services from particular government offices due to their behaviours or because of their need for higher levels of support and case management. Offices and services are located throughout the Surrey/Langley area, in New Westminster, Burnaby, the Tri-Cities, and Maple Ridge. Funding is by MHSD and BC Housing.
- Crime and Consequences** Crime and Consequences is a crime-prevention seminar for those charged with a criminal offence, their families, and the public. Funded by a Ministry of Housing and Social Development Direct Access Grant, the program provides information and education about the criminal justice system.
- Shoplifters' Counselling** The Shoplifters' Program promotes support, education, awareness, and relapse-prevention skills to those who want to develop healthy coping mechanisms as an alternative to shoplifting. The groups often serve as an effective component of court-ordered alternative measures and court-authorized diversion. Funding is provided by a Ministry of Housing and Social Development Direct Access Grant.

PRISON PROGRAMS

Volunteer Visiting

At the Fraser Valley Institution and the Surrey Pre-Trial Services Centre, volunteers provide information on community resources, support, and socialization through various social and recreational activities. Funding is by the Elizabeth Fry Society.

Mom & Me

At the Alouette Correctional Centre for Women, the program provides support and programming activities that help the women keep in touch with their children and families. Funding is by Elizabeth Fry Society donors and United Way.

Community In-Reach

The Community In-Reach Program at the Alouette Correctional Centre for Women and the Surrey Pre-Trial Centre assists women leaving prison to plan for their release and to find housing. Funding is by HPI.

Girls' Prison Advocacy

The Girls' Prison Advocacy Program at Burnaby Youth Custody Centre ensures girls are aware of and understand their rights while they are in custody and advocates on their behalf as required. Additional programming teaches the girls self-advocacy skills. The Program is funded by MCFD.

Burnaby Youth Custody Centre

Supervised volunteers provide recreation and education opportunities, one-on-one visitation, and support for youth in custody. This program is funded by MCFD.

Women Working Wonders - unique new program builds more than skills

Women Working Wonders is a new, two-year program that assists hard-to-employ and underemployed criminalized women to acquire the Literacy and Essential Skills (L/ES) required for placement in a guaranteed employment position in the roofing industry. The Elizabeth Fry Society provides this unique program in partnership with the Roofing Contractors Association of BC (RCABC) and training providers Douglas College, including its ICARE Literacy Program, and the New Westminster School Board.

Using authentic workplace materials, the curriculum focuses on the most important skills required in the roofing sector, including reading, numeracy, document use, thinking skills, and working with others. After learning on-the-job skills in a workplace training component, women go on to a paid work practicum with RCABC employers. The program builds skills and confidence and finds jobs for traditionally difficult-to-employ women, transforming them in the process. Funding is by Human Resources and Social Development Canada, Skills and Employment Branch.



Volunteers



The Society drew on the talent and time of 270 volunteers who contributed over 10,000 hours of service in 2007-2008. Volunteers serve in many of our programs providing invaluable service. To name only a few, they include the individuals who shoulder leadership responsibility on the board of directors, those who visit women in prison, and Native American elders who volunteer in our Aboriginal youth residence and halfway house.

We express our heartfelt appreciation to all of them.

Number of volunteers

No. of volunteers at beginning of year	271
No. of interviews in year	197
No. of volunteers selected from interviews over the year	151
No. of volunteers who completed	152
No. of volunteers at year-end	270

Hours of volunteer service provided

No. of hours of service needed	10,135
No. of hours of service provided	10,006*
% of hours successfully provided	98%
Target	85%
Variance	+13%

* Excluding board volunteer hours.

Challenge and success

◆ “Dan (not his real name) was living in a box when he came to us. He had severe mental health issues, but refused to accept the fact. We worked with him over a number of years. We gained his trust, assisted him to get disability status, and worked with him to get stable shelter in a hotel-type setting. As time went by, he built a strong relationship with the staff at Elizabeth Fry.

“Seven years later, he still does not accept his mental illness, but he is eating better and he’s been accepted back at the Ministry office he was previously banned from. Recently he got into BC Housing where he will have his own room, with a kitchen and bathroom.”

◆ “It’s one thing to see statistics showing that over 86 percent of clients successfully achieve the goals they set while in our programs. But it’s truly something else to witness and participate in the real transformations that take place in their lives,

especially given the huge challenges many of them face.

“One woman came directly from a maximum security prison. She was dealing with a lot, including significant mental health issues. We put in a real effort, as did she, to get her stabilized in our residence. There was a real question whether she would have to return to prison.

“With lots of help from our staff and the local community mental health team, she outdid everyone’s expectations. After almost a year with us, she graduated and moved to her own apartment. We even helped her get a job. This is a real victory.”

◆ “I find that when success is defined only by numbers or percentages, the true success stories don’t get heard. Too often we focus on the negative percentage or an unmet target instead of looking at what’s happening to the human beings behind the numbers.

“Our program connects at-risk

children or youth with caring adult mentors who provide friendship, guidance, and support. There’s so much that comes from these relationships. For example, prior to being matched, one of the young women had social anxiety and selective mutism in certain social situations. She didn’t like going to the mall, the movies, or to any events with lots of people.

“Now it’s a different story. Since being matched for almost seven months, the youth now suggests to her mentor that they attend community events, go to the mall, and participate in other activities in public places. In August they went to the PNE together. That was a huge step. Both the mentor and her parents report a significant positive change. She’s more outgoing, less shy, and enjoys being around people more. That’s real-life success.”





Delivering quality service

The Society follows clear guidelines to ensure we deliver consistent, high-quality service to our clients. Statistical data we gather allows us to keep a close eye on such important aspects of our functioning as the quality of our service, program results, client outcomes, and client satisfaction. The results help us keep clients safe, supported, and on track to achieve their goals. They assist us in quality improvement, accountability, and capacity-building. As shown below, each year we compare what we actually achieve to our targets or desired goals.

Service quality

As a means of measuring the quality of our service delivery to clients, programs monitor the timeliness of client assessments and that client case plans contain clear goals and how to achieve them.

Of 473 clients tracked in 2007, 95 percent had assessments that were completed on time and 97 percent had case plans that contained clear goals and steps to achieve them.

Client outcomes

As one way to record how well clients are doing, programs measure client outcomes—client or family improvement in the skills and functioning they entered the program to improve.

Of 343 clients tracked in 2007, 86 percent achieved their expected level of success by accomplishing the goals they set. This number exceeded our target by 11 percent.

Program results

As a measure of program results, programs monitor the number of clients who complete the program or who successfully complete conditions of parole.

Of 446 clients who were tracked in 2007, 78 percent completed the program, nine percent above target.

Measuring client satisfaction

Prior to leaving the Society program they have participated in, clients are asked to rate their satisfaction with the service they received. They use a scale of 1 – 5, where 1 indicates very dissatisfied and 5 indicates very satisfied.

Fifty percent of clients chose to complete client satisfaction surveys upon leaving Society programs in 2007. The chart below presents the percentage of clients who rated the service they received as 4 or 5 (very satisfied) in the following categories:

Staff who served them	86%*
Staff level of knowledge	80%
Confidentiality of information	82%
Case Plan contained what client wanted in it	79%
Case Plan followed by staff	80%
Staff respect client ethnic/cultural background	85%
Quality of services	84%
Timeliness of services	82%
Quality of environment	80%

*% is calculated based on the no. of clients who selected 4 or 5 compared to the total no. of respondents to each question.

She has given my life back

“Dina was always professional, on time, and the best counsellor I’ve ever encountered. She has given my life back! I absolutely owe her a lot!”

- Written on the client satisfaction survey completed by a client of Burnaby Integrated Family Program, July 2008.



Keeping clients safe

The Elizabeth Fry Society believes that everyone has personal worth and must be treated with dignity, fairness, and compassion. We believe everyone has the right to a healthy and safe environment and that people are willing and able to take responsibility for their own lives if provided with the safe surroundings, resources, opportunities, and skills to do so.

The Society prohibits all forms of corporal or degrading punishment. Where necessary, employees use dynamic interventions that stress positive behaviour change rather than using static or behaviour control methods.

We take active measures to ensure the health, safety, and security of staff and clients. Along with maintaining an active health and safety committee, the Society conducts annual risk reviews, and all programs conduct extensive monthly and annual checkups on safety and security.

The following statistics are taken from our annual Quality Improvement Report for 2007-2008.

Cases where restraint or seclusion was used with clients	0
Client danger to self or others	48
Medication monitoring errors	4
Successfully passed external audits – license, fire, etc.	16
Client privacy restrictions	1
First Aid reports	22
Non-compliance with contractual/legislative requirements	0
Number of client case files reviewed	378



Unsolicited acts of kindness

A supervisor for one of our programs reports: “We continue to use the Behaviour Verification System (BVS) with success. Youth self monitor and rate their performance in program activities and group living tasks throughout the day. To provide teachable opportunities, their rating is then compared to an evaluation by a staff member in a discussion with the youth. The youth are able to earn additional points if they correctly identify the impact of their behaviours on others and alternative options for future, similar situations. Bonus points can be earned for unsolicited acts of kindness and compassion that youth provide for others.

Youth have received the system well and the school teacher has noted its effectiveness. It provides observable, reportable results over time, and allows the youth to see for themselves the changes they’ve made.”



Accreditation: a monumental achievement

Early in 2008 the Society achieved successful re-accreditation with the Council on Accreditation (COA). An international accrediting body, COA accredits 38 different service areas and over 60 types of programs, including in the child- and family-service and behavioural healthcare fields.

In COA’s words, accreditation is “a monumental achievement.” Organizations go through an intensive process that measures their policies and practice against international best-practice standards.

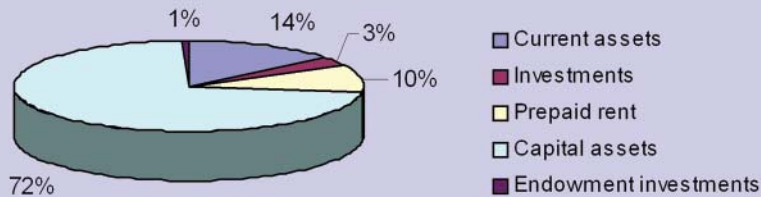
Successful accreditation identifies organizations in which clients and other stakeholders can have full confidence. It assists organizations in ensuring a consistently high quality of service based on replicable best practice; helps ensure a safe environment, including risk-monitoring measures; signifies that organizations implement a process of quality improvement, including tracking organization and client progress and change; and signifies organizations conduct data-based planning and improvement.

In short, COA accreditation provides evidence that the Society meets the highest standards of operation. It is both a marker of achievement and a commitment we make to conduct our work in accordance with the highest standards set by the field.

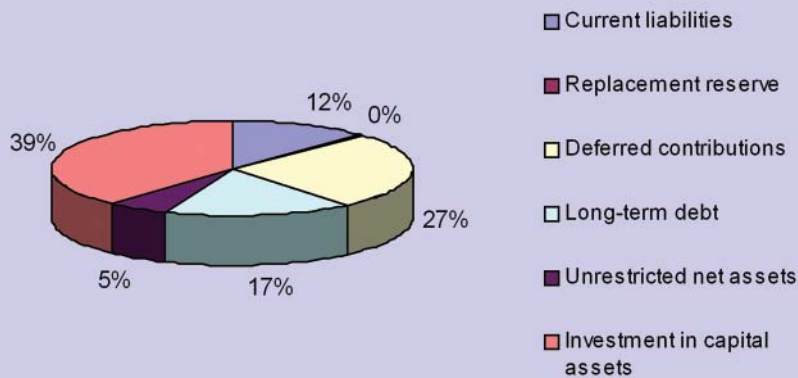
Financial Overview 2007 - 2008

Statement of Financial Position

Assets: \$4,979,808



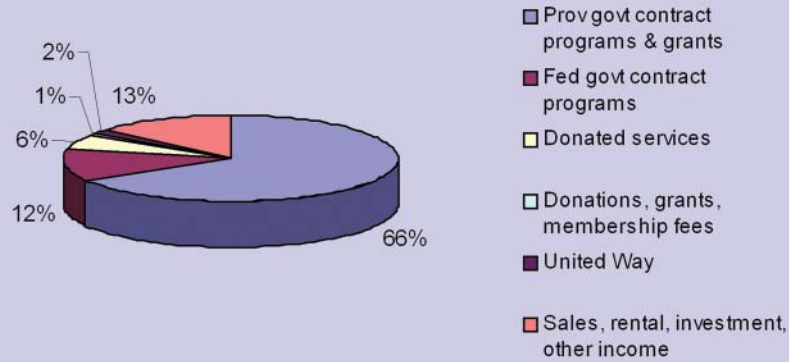
Liabilities, Deferred Contributions & Net Assets: \$4,979,808



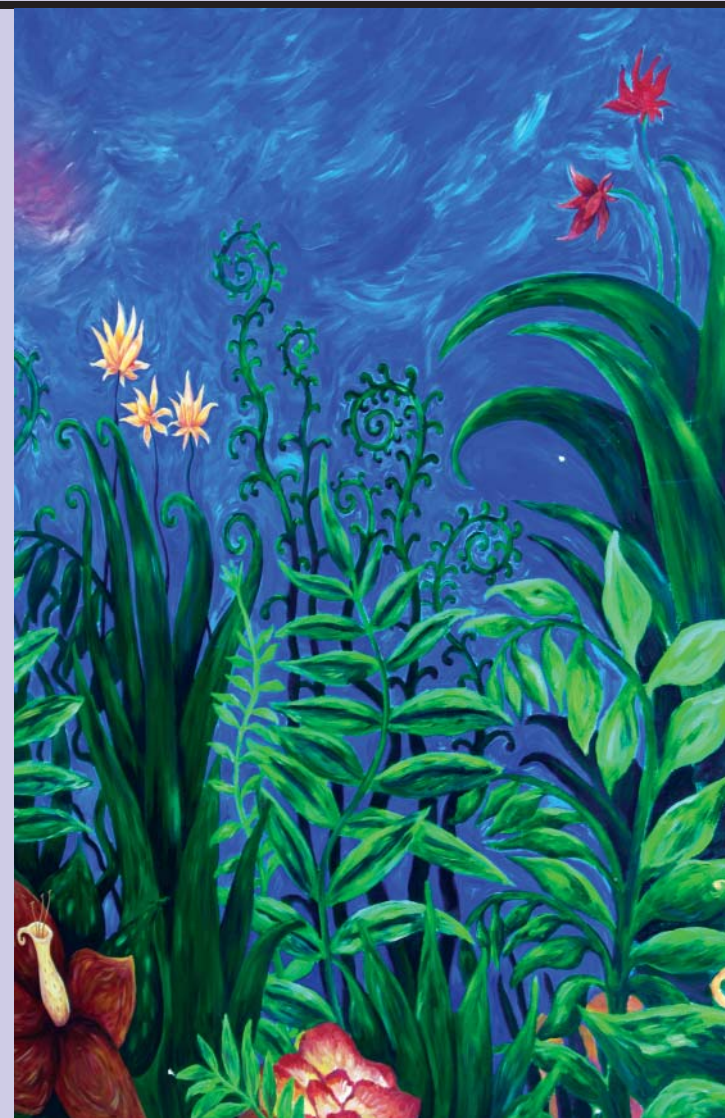
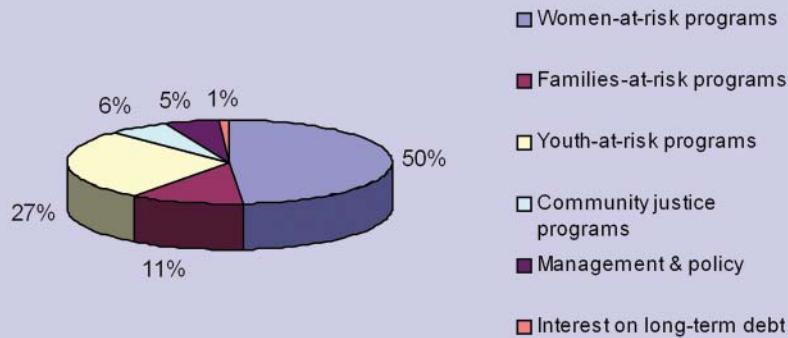
Extracted from the Audited Financial Statements of the Society reported on by KPMG LLP Chartered Accountants. Inclusive of deficiency of revenue over expenses and amortization of deferred capital contributions and amortization of capital assets, the Society had a deficiency of revenue over expenses for the year of (\$12,432). The complete audited financial statements are available on request at the Society's main office.

Statement of Operations

Revenue: \$3,995,822



Expenses: \$4,008,254



Donors

Thank you to the following contributors for their generous donations in 2007-2008:

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In memory of Joan Firth

Leaving a legacy



As an Elizabeth Fry Society volunteer, Joan Firth visited with and brought support to women in the women's section of the Okalla men's prison in Burnaby for more than 30 years. Joan passed away last year.

A few years ago Joan reminisced with us. She spoke with respect for the women she visited and of their affection for her. "Once there was a fire and the Correctional Officers rushed off," she recounted. "The gals used wet towels to cool off the volunteers' faces and helped evacuate everyone in an orderly way. They proved that when the chips were down, they were caring and compassionate.

"Many of them were only in jail once and went on to lead productive lives. The relationship worked both ways," she recalled. "Since I can't get out much now because of my hip, they pamper me when I do visit. This made a lasting impression on my life."

Several years ago Joan saw an ad on planned giving the Society had placed in a local newspaper. "I'm getting older. It got me to thinking about the younger gals who'll still be doing time after I've passed on. I know it's hard to come by money for the program's supplies, so I decided I wanted to leave something in my will to help the program continue its work. It makes me feel good to know these gals won't end up alone after I'm gone."

The Society gratefully accepts such planned giving donations. They allow us to finance valuable initiatives, including some that are passed over by official funding bodies. Earmarking a contribu-

tion to the Society during estate planning is an easy and satisfying way for our supporters to help continue the important work we do assisting our community's most vulnerable people.

Contributions can include cash gifts, securities, real estate, deferred giving, and equipment or other gifts-in-kind. All donations are eligible for official income tax receipts. Gifts-in-kind receive a receipt for their assessed value.



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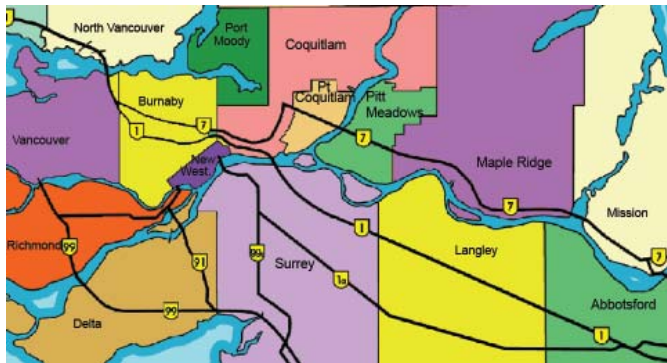
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Our service area





The Elizabeth Fry Society of Greater Vancouver
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