

**MOVING FORWARD:
Building Together, Strengthening, Celebrating**



2018-2019 Reports to the Community
Annual General Meeting 2019

We humbly acknowledge that we live and work on the unceded traditional territories of the Kwákwaka'wakw People with 'maya'xála (love & respect). Gila'kasla

Thanks to our amazing funders:

BC Housing

*Women's Safe Shelter

School District #85

*Strong Start

*United Way of the
Lower Mainland*

*Better at Home

Island Health

*Crisis Stabilization Program
*Withdrawal Management Program
*Hospice

*Ministry of Child and
Family Development*

*Child Youth Mental Health Counselling
*Sexual Abuse Intervention Program
*Supervised Visits Program
*Family Counselling
*Family Support
*Supported Child Development
*Infant Development
*FASD Keyworker
*Early Years Family Navigator

Ministry of Justice

*Police Based Victim Services
*Women's Outreach Services
*Women's Counselling
*Stopping the Violence
*PEACE (Prevention, Education, Advocacy and Empowerment)

Board Chair and Executive Director Report to the 2019 AGM

The NICCCS is a place where people matter and where everyone's contributions are important.

This past year our Board of Directors has been focusing its efforts on strengthening its governance skills, reaccreditation, and setting a strategic vision for the NICCCS.

Our 2019 Strategic Plan "Moving Forward: Building Together, Strengthening, Celebrating" is our compass for achieving our vision "Healthy, Engaged Communities on Northern Vancouver Island". Quoting directly from our plan

"NICCCS intends to shape a measured and sustainable path that honours its strong history and commitment to the North Island. Keeping our focus clearly on empowering people and communities to grow, develop and thrive, these strategic directions detail how we intend to build on our strengths, create capacity for innovation and foster financial resilience"

Our 5 strategic directions for 2019- 2022 are:

- Financial Sustainability
- Supporting our Staff and Volunteers
- Increasing our Positive Community Impact
- Collaborating & Partnering to Increase Community Resilience
- Communication

Changes around the Board table this year included the departure of Okumu Lomaduk. We wish him well and thank him for his contributions over these past years. We recently welcomed Karen Zoffman to fill this vacancy.

Our staff continues to amaze us with their dedication and commitment to excellent service delivery. With their work on behalf of North Island residents and communities at the center of it all, our Executive Director and staff team work diligently towards meeting our strategic objectives.

We would like to thank the members of our hard-working, engaged and committed Board of Directors for their work over the past year. We are very grateful to all of you for your service, leadership and guidance.

To our staff we say the NICCCS would not be the organization it is today without each and every one of you. Thank you for your stellar work and dedication.

To our funders, partners, and allied agencies, thank you also. We could not do the work we do without your support and collaboration.

Looking to the future,- working together we will all be able to achieve much more than any of us could achieve alone.

Ann Hory
Chair, Board of Directors

Chris Parker
Executive Director

Update from Admin Manager:

This past year our admin team has been working hard to tighten up internal controls, requiring pre-authorizations for any spending and being even more mindful of budgets on a regular basis. Having a Finance/Audit committee and a chairperson who reviews the financials on a monthly basis has really proved beneficial to our team. We value the continued involvement and commitment of our amazing NICCCS Board and appreciate the support of our amazing leader Chris Parker.

Last October, Chan Nowosad Boates invited our team to participate in an informative training session which focused on new processes for financial statements and year-end procedures. For the past several months Vanessa has been working hard and has been instrumental in spearheading the start-up of our new data storage system with countless training sessions and lots of reading. The staff is anxiously awaiting the upcoming launch of the system which should be happening in the very near future. Our team has also been very diligent about keeping up with the Accreditation standards within our department with Emily and Vanessa doing regular checks and balances on invoices to ensure all required documentation is in place.

We have an excellent team both in the admin department and overall and I look forward to the upcoming year.

Our Board

*Ann Hory
Kenneth Bedard
Kris Huddleston
Jennifer Case
Karen Zoffman (interim)*

Thanks to our many Volunteers



Meet our Team

Main Office

Executive Director
*Chris Parker

Admin Team Manager/New
Beginnings Manager
*Sandy Tamburini
Admin Team
*Emily Cox
*Vanessa Roach

Better at Home Coordinator
*Tammy Minihan

Family Counsellor
*Erin Suerink

Women's Safe Shelter
Coordinator
*Barbara Johnson
House Mothers
*Joanne Brotchie
*Tamma Grogan
*Alice Munn
*Jolene Jack

Stopping the Violence
Counsellors
*Eveline deKoning
*Tracy Hamilton

PEACE Counsellor
*Tracy Hamilton

Supervised Visits Coordinator
*Marina Hargrave

Early Childhood Centre

Supported Child Development
Coordinator
*Sheila Walsh
Supported Child Development
Program Aides
*Cheryl MacKay
*Loraine Patton
*Christine Robitaille
*Hannah Peabody

Infant Development Coordinator
*Leighann Ruel
Infant Development Consultant
*Kat Tjepkema
IDP playgroup Facilitator
*Lauren Bono
*Sarah Jorgenson

FASD Keyworker
*Shannon Servatius

Early Years Navigator
*Sonja Conroy

Let's Play Infant and Toddler
Daycare Staff
*Dea-ta Dawson
*Patti Gladstone
*Genevieve Howard
*Sarah Jorgenson

New Beginnings

Addictions Recovery Worker
*Matt Conklin

Residential Support Workers
*Anthony Sutton
*Linda Tabor
*Mar Hebert
*Mark Bennett
*Raymond Coward
*Stacey Coy
*Brendon Wilkie

RCMP Office

Police Based Victim
Services Program
Manager
*Debbie Klaric

Victim Services
Worker
*Pita Rosback

Robert Scott Building

Strong Start Coordinator
*Charmaine Hoet

Family Support Coordinator
*Susannah Haskins

Family Support Workers
*Kathleen Gillis
*Janice Chmurzynski
*Linda Blanchette

Family Counsellor

- Over 400 hours were spent providing counselling services to individuals, couples and families.
- Referrals have steadily increased.
- Preparations for an attachment-based group for parents (connect Parent Group), and a support group for grandparents living in Tsakis.
- Numerous professional development events were attended such as a conference focused on Indigenous harm reduction, Connect Parent Group facilitator training, and gender-affirmative care for LGBTQ2S individuals.



Family Support Program

- 10 Teens and 8 Children registered.
- Participated in many outings in the community.
- Partnering with Sacred Wolf, Building Blocks, Better at Home and The Harvest Food Bank to provide social opportunities for clients with non CYSN peers and volunteer experiences to provide employment experiences.
- 62 People attended our 2nd annual Family BBQ, up from last year.

Strong Start

- We welcomed 42 children and their parents /caregivers on our opening day.
- Participating collaboratively with the Ministry of Education and the United Way in a project called Changing Results for Young Children.
- Providing services to 44 families.



Let's Play Infant & Toddler Daycare

- Our 12 spaces Infant & Toddler Daycare opened its doors June 1st, and have been operating at full capacity pretty much since opening.
- Staff has been creatively working around late delivery of some of the daycare items, such as tables and chairs.
- Claire Trevena, Fred Robertson, Mayor Dennis Dugas and SD#85 Chair Leighton Wishart were in attendance for the Daycare funding announcement that happened back in March.



Early Years Navigator

- We were delighted to be the successful proponent for the Ministry of Children and Family Development Early Years Initiative.
- Our Family Navigator began work in May and since that time has provided services to 38 Children and their Families.
- The types of services offered include assistance with subsidy applications, sourcing and securing child care, registering children with their band, applying for status, registering for family maintenance, access to food, housing and medical travel supports.



Infant Development Program

- Provided direct services to 53 clients in Port Hardy, Port McNeill and Sointula.
- 30 + families regularly participated in Port McNeill and Port Hardy playgroups.
- Received funding which allowed us to host two Healthy Kids Fairs in Port Hardy and Port McNeill, partnering with Island Health, AIDP, and the Mount Waddington Literacy Society.
- Received funding which allowed us to host our 3rd Community Workshop Series, The two workshops were Myles Himmelriech and Gary Anaka.
- Provided programs and services such as infant massage, Caregiver Make and Take nights, focusing on Language & Literacy and Music and Movement for young Children.

Supported Child Development Program

- A total of 47 clients from Port Hardy, Port McNeill, Alert Bay, Port Alice, Gwa'sala-Nakwaxda'wx and Quatsino are currently receiving services from our Supported Child Development Team.
- 13 new intakes.
- Hosted a Dr. Linda O'Neill Workshop in Port Hardy on Trauma in young children.
- 9482 hours of services provided (1-1, group, consult/monitoring support).
- Received referrals from many sources, such as parents, MCFD, Schools/Daycares, Healthy kids' fairs and Public Health.
- Working directly with families and in collaboration with child care programs to develop individual needs.



Better at Home Program

- 111 clients enrolled in the program.
- 62 clients actively receiving one or more services in a month.
- Light housekeeping is the most requested service.
- Over the past year our program has been able to provide services in Woss, Port McNeill, Sointula, Alert Bay, Port Hardy and Coal Harbour.
- Volunteer recruitment has led us to increase program services such as light yard care, friendly visits, grocery shopping assistance, annual leaf raking and light home repairs.



Supervised Visits Program

- 8 New referrals.
- Provides an opportunity for children to safely visit with their families in positive environments such as Building Blocks, Sacred Wolf, and occasionally at the park, beach or an outing in town depending on weather and situation.
- I offer support, resources, mentoring, skill building, assistance, education and transportation.
- Visits happen weekly, bi weekly or monthly depending on instructions from MCFD.



FASD Keyworker Program

- 24 Active files on caseload.
- Hosted 7 FASD mini sessions for families and other professionals.
- Attended several Professional Development Training and networking opportunities including the Internal FASD Conference because I was lucky enough to receive a bursary from MCFD to attend.
- Very pleased with the level of collaboration with other service providers, schools, community partners and inter-agency colleagues. I have attended multi-agency meetings, NAMIMA, Circle meetings, MCFD staff meetings, cultural celebrations, Pregnancy outreach, Promising babies and building blocks programs to name some.
- I regularly created and distributed different resources for clients, families and school staff.

Let's work Together!



STV Counselling Program

- The Stopping the Violence Program provides counselling and support to women who have experienced sexual assault, violence in relationships, and/or childhood abuse.
- Services were provided to 77 women since early April, with 284 individual counselling and support sessions.
- Texting has proven to be a great way of keeping in contact with women.
- I am able to visit Port McNeill to offer services to clients from Port McNeill, Sointula and Alert Bay thanks to the generosity of North Island Community Services for the use of their office space.

PEACE Program

- The Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) Program provides psychoeducation to children, youth and their families who have experienced violence.
- I started this position the first week of September and was provided an excellent orientation to the program which included the online training modules for the Peace Program, the STV Program and Relias training on file management.
- Connections with the school district, MCFD and other community agencies was re-established and resulted in new referrals being made to the program.
- I am quickly approaching a full case load and I provide outreach services to Port Alice and Port McNeill in addition to maintaining a caseload of clients in Port Hardy.



Women's Outreach

- Designed to empower and support women to be able to navigate life challenges on their own and in the future.
- Helping women find housing has been an ongoing service this past year made difficult by lack of safe affordable housing.



New Beginnings:

Our “New Beginnings” facility, which houses both Crisis Stabilization and Withdrawal Management Programs, has had a good year, with few building and equipment problems. Cathie Helberg, a valued and much loved staff member, retired, leaving a big hole. However, the addition of Stacey Coy and Brendon Wilkie to our team has been great. And kudos to our stalwart team members Anthony Sutton, Linda Tabor, Mar Hebert, Mark Bennett, Raymond Coward and Matt Conklin (our WMB Addictions Worker); we are appreciative of your compassion and efforts “beyond of the call of duty”.

Withdrawal Management Program

- Our program has undergone some significant changes this past year, particularly with our intake process.
- Underutilization was a concern at times; however, this was not something we had any control over. We are truly thankful to our new Island Health Withdrawal Management Nurse for her efforts in this regard particularly. Thank you, Sarah!
- We also want to thank the Mental Health & Substance Use Services team for their support and work on this program’s behalf, particularly their community outreach. Because of their efforts, bed utilization has most definitely improved. We feel very fortunate to work with this group of people.
- We have had several past residents call recently to thank the New Beginnings staff and to say that they are on the path to recovery thanks in large part to the care and support they received here.



Crisis Stabilization Program

- The utilization rate has made slow steady improvement over the course of the year. Currently occupancy is 100%.
- There are many factors contributing to less than optimal utilization, such as potential residents changing their minds, staff shortages and changes at the admitting agency, and even residents who have been discharged from down island before they are able to manage at our facility.
- CSP provides service to a diverse population, often people who might otherwise such as elders needing to transition into other forms of supported living, those who are physically unwell and needing the safety of our care, people struggling with grief and loss who can benefit from the social support here, as examples. Our program is, in so many ways, an essential part of health and wellness for many in our region.

Hospice & Grief Counselling

- Well over 100 direct service hours provided solely by Volunteers.
- This past year our agency was able to provide 30 hrs of Hospice, Grief and Palliative Care training to our volunteers, facilitated by Tama Recker.
- We have volunteers that reside in Port Hardy, Port Alice, Port McNeill and Sointula.
- Our volunteers are caring people who provide respite and compassion to people living with a life limiting illness whether at home or in the hospital.
- We also provide support to individuals who are dealing with the death of a loved one.

Police Based Victim Services

- The Port Hardy/ Port Alice and Port McNeill detachments provided services to 357 new clients in total, leaving an average of 516 on going clients.
- Responded to 30 after hour call outs.
- Court orientation and accompaniment was provided 481 times.
- Connected 345 referrals to other resources.
- 14852 on-call volunteer hours were provided in the last fiscal year.



Women's Safe Shelter

- Provides emergency shelter for abused women and their children.
- This past year we have seen an increased need for the shelter.
- Women who access the shelter are generally connected to other resources such as our Women's Services team.
- Majority of women have complex needs.





Child & Youth Mental Health Counsellor

- Luc Saulnier became our CYMH Counsellor in September 2018, and promptly brought a new energy and spirit to our agency.
- In addition to seeing Port Hardy Clients, Luc travelled weekly to Port McNeill and Port Alice, seeing children and youth in a variety of settings, including elementary and secondary schools.
- A somewhat disturbing trend was the increasing number of children in 6-12 years of age range with anxiety.
- Luc resigned last August, returning to the east coast for family reasons. We are working hard to find his replacement.

Sexual Abuse Intervention Program

- We were fortunate to have Kayleigh Erasmus as our SAIP Counsellor last year, until the end of December. She is missed by all of us but we are grateful we get to see her once in a while, as she accepted a position with the MCFD Child & Youth Mental Health team here in Port Hardy.
- Unfortunately, we have had no success to date with recruiting for this position.



Work and Play

