

Lower Mainland Purpose Society

Annual Report

April 1, 2015 – March 31, 2016

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Message from the President of the Board of Directors

2015-2016

Greetings on behalf of the Board of Directors of the Lower Mainland Purpose Society for Youth and Families. The Board of Directors would like to recognize the dedication and hard work of our managers and staff. Without their tireless efforts a non-profit agency like ours could not fulfill our mandate to provide a continuity of services to the community.

The Purpose Society provides many essential services to the Greater Vancouver community including an independent high school, day care centers, counseling to youth and families, and a Christmas hamper program to name just a few. There is a continuity of services at Purpose Society that is unmatched by any other non-profit society. It is truly remarkable what our managers and staff are able to accomplish with such overwhelming need in the communities we service and that budgetary constraints we continue to face.

This past year has been eventful and challenging. Of particular note is the retirement of Phil Esau our school principal and one of our founding members. The Purpose Society and the community we serve will be forever in debt to Phil for his commitment to public service over the last 30 years and the significant contribution he has made to thousands of individual lives that have been touched by his humanity.

As a result of Phil's tireless efforts on behalf of our independent high school, and our executive director and managers, on October 4, 2016 the provincial government designated our school as a Special Education School. This designation will come with new challenges that we are eager to meet but also with increased funding that will allow us to continue the vision for our school that Phil and others have tirelessly strived for over the last three decades.

The past year has seen the much needed and overdue replacement of our computer network, computer stations, and software management systems. These upgrades will allow us to become more productive and more responsive to the needs of our clients.

There are a number of other accomplishments over the last year including program development, community outreach, and enhanced services. The Board is grateful for all those who have worked so hard to ensure that we continue to strive for excellence in all that we do.

In closing I wish to express my appreciation and gratitude to my fellow Board Members who continue to care deeply about the work of the Purpose Society and continue to volunteer their time and expertise to this worthwhile endeavor.

Jay Solomon
October 2016

Executive Director's Message

2015 - 2016

This year was very much about getting back into the regular swing of things following another successful reaccreditation, with a renewed focus on program development and expansion.

Under our Child Care Centres umbrella, we saw the opening of our latest new Centre, Qayqayt Children's Centre, in August 2015. This Centre is unique in a number of ways. It is our first group child care centre operating within an elementary school. As well, it is our first centre providing child care within a Neighbourhoods of Learning Centre model. Neighbourhoods of Learning is a provincial Ministry of Education initiative which allows for community use space to be incorporated into new school buildings. Next year, Ready Set Grow Daycare will be moving into the Neighbourhoods of Learning Centre space in the new Fraser River Middle School.

Last year the Stride Program expanded with the Stop HIV funding initiative. The program staff have developed this initiative into a very effective service. This year additional funding was acquired to include an immigration case manager to the team, adding a much needed component to the range of service provided.

Early in the new year a decision was made to hire a consultant to conduct a formal review of the Purpose School. This includes providing recommendations on how to keep the school on the cutting edge of progressive educational practices and curriculum development, especially in light of the provincial curriculum changes coming in the fall of 2016.

Finally, near the end of the fiscal year, the Society participated in a substantial provincial youth mental health and addiction call for proposal that involved the selection of five pilot sites, one in each health region in the province. We were one of three agencies shortlisted for the Fraser Region, but unfortunately did not make the final cut. However, we are hopeful that additional funds will be provided for this initiative and that we will still have a chance to develop sites in New Westminster and Burnaby.

In the upcoming year, the Purpose management and staff will continue to look for ways to strengthen and broaden the range of services provided by this agency.

In closing, I want to acknowledge and thank all staff for your commitment to the Purpose Society, for your skill and compassion in client work and for frequently going the extra mile to do the myriad of things that need doing on a daily basis.

Keep up the good work!

Dawn Embree
Executive Director, Lower Mainland Purpose Society

Childcare Programs Annual Report

April 1, 2015 to March 31, 2016

Overview

The Lower Mainland Purpose Society provides Child Care Programs to children from birth to 12 years, in a variety of settings, that meet family and community needs. The Society has a total of 7 centers providing 8 programs:

1. Cameron Child Care Centre - Burnaby
2. Kitchener Out of School Care - Kitchener Elementary, Burnaby
3. Ready Set Grow Daycare – New Westminister
4. Rosser Preschool – Rosser Elementary, Burnaby
5. Madison Children’s Centre - Burnaby
6. Yukon Crescent Children’s Centre/Yukon School Age Program – Burnaby
7. Qayqayt Children’s Centre – New Westminister

Qayqayt Children’s Centre is the 7th centre to operate under the Lower Mainland Purpose Society umbrella. The Centre is part of the Neighborhood of Learning Centre at Ecole Qayqayt Elementary School, in New Westminister. The Centre opened in August 2015 with a total capacity of 36 licensed spaces -12 toddlers (19 – 35months) and 24 children 3 years old to school age.

Five child care centers are located in Burnaby and two in New Westminister. Burnaby residents have priority to enroll their children at any of the centres located in Burnaby. Young parents have priority to enroll their children at Ready Set Grow Daycare. Siblings of children attending Ecole Qayqayt Elementary School have priority to enroll at Qayqayt Children’s Centre.

Highlights

New Centre – Qayqayt Children’s Centre

In 2014 Purpose Society was selected by the New Westminister Board of Education for School District #40 to be the operator of a new child care centre, offering 36 child care spaces within the Neighbourhood of Learning Centre at

Ecole Qyqyayt Elementary School. The centre was named Qayqayt Children's Centre.

The beginning of the fiscal year found the new centre still experiencing construction delays; the outdoor space, interior carpentry, painting and other finishing were not completed. Part of these jobs were to be completed by the developer, others by the School District. During the month of June most of those jobs were fully or partially completed. All appliances were delivered and installed in the centre. In July, most of the paper documentations required by the Fraser Health were submitted for evaluation by a Licensing Officer. Additional documentation was submitted to the City of New Westminster to obtain the 'Municipal Approval' and to the Fire Department, in preparation for the final Fire inspection.

In August 2015 all inspections have been completed and all requirements have been met for the centre to obtain a business license, as well as the license to operate a child care centre. The centre opened its doors in August 21, 2015. Four permanent staff were hired and the Site Manager accepted registrations for children to attend the programs in the centre.

The enrollment was very modest for the first months of operation as most families enrolled their child on a part-time basis. At the end of the 2015 - 2016 fiscal year the centre offered care for a total of 18 children; however, the overall enrollment for eight months of the fiscal year was at 37%. Although it may look low, the enrollment was at an acceptable level, considering that it takes in average 3 – 4 years to build full enrollment in any new centre. A very careful plan has been crafted to gradually add new children to the two programs to allow for a smooth integration into a relatively new group. The centre maintains a list of families interested in child care services at the new centre.

Ready Set Grow - Moving into Fraser River Middle School

In January 2014 we started the consultation process for moving Ready Set Grow Daycare into Fraser River Middle School, with an initial target for the move of September 2015. At the table sat the staff and the capital project consultant for the New Westminster Board of Education for School District #40, architects, a Licensing Officer, the Site Manager and the Society's Coordinator of Child Care Programs. The Licensing Officer and the operator's feedback were incorporated into the construction's plans and later on into the blueprints.

In March 2016 we were granted access to the new site for a tour. We invited the Licensing Officer responsible for the Centre to participate in the tour to measurements of the area and to provide feedback on her findings. The infant and the 3 – 5 Program classroom areas were smaller than the initial blueprints showed. The findings required a few changes to the initial plan for furnishing each individual classroom.

Following the tour, all documentation that could be prepared in advanced was submitted to the Fraser Health in preparation to obtaining a licence to operate at the new location; other documents were prepared for the City of New Westminster to obtain a municipal and Fire Department approval that will lead to obtaining a business license. A plan for a possible intermediate move of children to the main office on 40 Begbie Street took contour. All documentation for such move was prepared and submitted to the appropriate decision makers in May/June 2016.

Summer Program

During the summer months of 2015 (July and August) Yukon Crescent Children's Centre offered its fourth summer program. The program continued to give priority to children enrolled in the Society's two school age programs: Yukon Crescent School Age Program and Kitchener Out of School Care Program. The program also accepted external children, priority being given to residents of Burnaby. The program ran with a weekly average of 18 children (maximum capacity of 20). It was very successful and for two months children were provided with great experiences, participated in fun and engaging activities; they also attended many recreational activities and fieldtrips planned by the very dedicated program staff.

Preschool Activities in our Daycares

Daily preschool type activities have been introduced in our 3-5 programs and integrated into centres' curriculum since September 2011. These activities were continuously improved to incorporate feedback provided by parents or by the BCCFA consultants. The curriculum is based on children's development with a purpose to extend children's thinking and learning. Activities are structured in general, by themes or seasons.

Staff in each centre worked on building up activity resources. All materials are arranged by seasons and themes and are organized in boxes for easy access. All centres share the resources among themselves and children have equal access to a better variety of activities.

Servicing Children with Special Needs

All Purpose Society child care centres have a good reputation for welcoming children with special needs into all programs in the two municipalities they operate. Staff are equipped with a variety of training levels, including special needs certification. This ensures that the staff trained in special needs will be able to support other staff in the program with regards to background knowledge and strategies to use.

During the last fiscal year our centres services seven diagnosed children with special needs ranging from different autism levels to Down Syndrome and Brittle Bone Disease. Due to limited number of hours offered for one-on-one support for children requiring extra support (ranging from 8 to 20 hours per week), it is very difficult to find employees that will be willing to commit for working a very limited number of hours.

Friend 2 Friend Program

In January 2015, Purpose Society through Qayqayt Children's Centre and Friend 2 Friend Learning Society have started a partnership. Children attending the 3 – 5 program at Qayqayt Children's Centre participate into Integrated Play Groups at the Friend 2 Friend Play Centre in New Westminster, free of charge.

Friend 2 Friend Social Learning Society is a not-for-profit, federally registered charity. Their mission is to enhance the social, communication, emotional regulations and peer-play skills of the children who participate in their programs. The Society offers partnerships with local child care centres for their children to join the Integrated Play Groups® Program. As Qayqayt Child Care Centre focuses on the promotion of Social and Emotional skills in children, this partnership provides an opportunity for 3 – 5 years old children attending the Centre to participate in specialized Play Centre Programs.

A small stable group of typical children ages 3 – 5 enrolled at Qayqayt Children's Centre (expert players) meet regularly to play together under the guidance of highly trained professionals (Speech and Language Pathologists, Occupational Therapists, Psychologists and Special Educators). The children meet twice per week for one hour at the Friend 2 Friend Play Centre in New Westminster (walking distance from the centre). They interact with children with autism (novice players) during the play groups in a stay-of-the-art play environment designed to enhance the skills of all children participating into the program. As part of this partnership, advance training is constantly provided to the child care staff on how

to support the development of social, emotional, communication and play skills in the children they serve.

An important part of the educator's job in all Purpose Society's centres is to help children understand and accept diversity. Attending these play groups, our children learn about and experience inclusion of other children that are "different". The Integrated Play Groups® Programs offered at the Friend 2 Friend Play Centre are in alignment with this important part of our work in all centres. These programs are also in alignment with our Childcare Philosophy that includes the 'Pyramid Model' – focusing on the promotion of Social and Emotional skills in children.

Children gain valuable lifelong skills by participating in this program. Research suggests that children participating in Integrated Play Groups® Programs gain skills such as better social communication skills, self-help and life skills, better emotional regulation skills, a healthy self-esteem, leadership skills as well as a better understanding, acceptance and respect of diversity and inclusion.

Professional Development/Training

Our Society continued to strengthen the relationship with the BC Centre for Ability (BCCFA) as we continued the implementation of the Pyramid Model in our centres. A total of two five-hour workshops were organized in conjunction with the BCCFA. Certain sections of the training were a continuation of the sessions that staff attended in prior years; these workshops provided staff with deeper insight on each one of the following topics: enhancing outdoor environments, communication, social/emotional development, relationship building and communication, child care environment. Staff continued to attend workshops organized outside the agency on topics of their choice. The cost of the workshops is covered by the Society, for up to \$75.00 per person, on an annual basis.

Throughout the year, BCCFA Consultants continued to provide one-on-one support to our child care staff whenever needed. They also worked close with the Site Managers providing them with support and feedback on the effectiveness of the activities organized and supported staff implement desired changes to the program. Individualized training was provided to each centre, to address specific needs at a specific time.

Andrea James, former Project Coordinator for Social Emotional Skills Development Program with BC Centre for Ability, continued to work with Yukon Crescent Children's Centre staff on the implementation of The Pyramid Model.

New staff had the opportunity to get more familiar with the model while the more senior staff had the opportunity for further exploration of the model.

BCCFA Consultants continue to train and supervise staff to be able to train new employees, substitutes and/or practicum students that join our organization. The entire partnership will continue for another year, until the model is fully implemented.

Pyramid Model Overview

The Pyramid Model provides the context for supporting social emotional competence in young children. It is an evidence based prevention and intervention framework that also contributes to preventing challenging behaviours. It promotes children's healthy social and emotional development by providing concrete teaching strategies, supporting positive relationships, creating individualized interventions for children, and creating engaging environments.

The Pyramid consists of four levels:

Level 1: Foundation - this level requires an effective workforce as well as systems and policies that promote and sustain the use of evidence-based practices

Level 2: Universal Promotion - this level is comprised of two components:

- a) nurturing and responsive relationships (among adults and children to promote healthy social emotional development)
- b) high quality supportive environments (environment that promote positive outcomes for all children)

Level 3: Prevention this level requires targeted social emotional supports (systematic approaches to teaching social skills)

Level 4: Intervention this level refers to assessment based intervention that results in individualized behavior support plans

The focus of the Pyramid Model is to foster social emotional development. This requires a rich social background as the context of intervention and instruction. Therefore, the model is designed for "implementation within natural environments, interactions with the child's natural caregivers and peers, and

classroom settings that offer opportunities for interactions with socially competent peers” (Centre on the Social and Emotional Foundations for Early Learning).

Children displaying delays in the social and emotional development are at higher risk for abuse and neglect. They don't do well in preschool or child care settings and they do not perform well in school. These children are at a higher risk for learning or behavioural problems, as well as other youth related issues. The Pyramid Model is a way to change the course of a child's life.

The Pyramid after Five Years of Implementation

Five years after the Pyramid Model implementation started, we strongly believe that it has helped us by providing a comprehensive model to support all children, including children that require extra support. We focus on children's social emotional development, but of equal importance is providing children with nurturing and responsive relationships, supportive, high quality environments, providing social support and positive behaviour support.

Our Early Childhood Educators work closely with families, as both educators and family play an equally important role in supporting and helping children acquire skills. By working together we ensure that children are provided with consistent, targeted strategies in using a skill or in effectively dealing with challenging behaviour. All families are provided with information on how to promote their child's social development.

Families are involved in many ways. When children have persistent challenges, families and other persons involved with the child form a collaborative team to develop and implement comprehensive interventions and supports that are applied in all of the child's routines and activities.

Music Program

The Music Program, implemented starting with the fall of 2013 continues to be very successful and well appreciated by parents in all centres that have implemented it. Starting April 1, 2016 the program will be included into the monthly fees. Previously the program was offered to children at an additional cost to the monthly fees.

Once a week, a trained music teacher facilitates a thirty-minute focused music circle with the children. Through singing songs, chanting rhymes, playing music games, using xylophones and playing other instruments children learn the principles of music. The children also prepared and present several recitals

throughout the year (Christmas Concert, Mother's Day or Father's Day Recital, Summer or Fall Concert). They also prepare theme based recitals such as Hawaiian Concert, Canada Day - Multicultural Recital, Graduation Concert etc.

Through music activities children have opportunities to learn new words and use them in their conversations, they are able to describe instruments, older children learn about important composers and learn music jokes. Lessons are structured around various themes which allow children of all ages to learn about various seasons, countries and cultures, alphabet and numbers, nature and its living creatures, appropriate behavior and many others. Music gives them a great opportunity to have fun and learn effortlessly.

Challenges

A decision has been made to keep the fees at the same level as the previous fiscal year, since our fees are currently mid to higher end of fees charged by centres in both cities we operate. As operating costs continue to increase and to be able to maintain the quality of care offered to the public, an increase for the new fiscal year is imminent. Children continue to spend increasingly longer hours in the centres' care and additional staff must be scheduled to maintain the staff to child ratio as required by the Child Care Licensing Regulations.

There still is a shortage of experienced childcare educators, in both Burnaby and New Westminster. A number of workshops have been scheduled to assist staff with upgrading their skills and knowledge to better perform their duties and keep their knowledge up to date. The experienced staff are providing constant mentoring to those less experienced. Exemptions have been submitted to Licensing so that 'in-training' educators could open or close the centres as per Licensing Regulations.

The wait list for most of the centres is long (Cameron, Yukon, Madison have a total of 508 children on the waitlist), but it is still a challenge to find a parent that accepts a spot with very short notice (e.g. they may need to give one or two month notice to other centres, mothers still on maternity leave, etc.). This is the reason centres have vacant spots at times, especially part-time vacancies that need to be filled by families in need for exactly the available days.

During the 2015 - 2016 fiscal year the average enrollment in each centre was as follows:

- Cameron Child Care Centre – 98%
- Madison Children’s Centre – 97%
- Yukon Crescent Children’s Centre – 99%
- Ready Set Grow – 97%
- Rosser Preschool - 81.5%
- Kitchener School Age Program – 92%
- Yukon Crescent School Age Program – 100%

Kitchener Out of School Care and Rosser Preschool recorded a slight decrease in enrollment in comparison to the previous year. Rosser had a large number of children graduating in June and was unable to fill all the spots until January when the enrollment was back at its level. Kitchener has lost some children during the school year and was unable to fill the spots.

Ready Set Grow experienced a record 97% enrollment rate, which was the highest enrollment at all times. This could be attributed to increased awareness about the quality of the programs offered in the centre.

Yukon School Age Program

The School Age Program at Yukon Crescent Children’s Centre continued to service Brentwood Elementary and Sperling Elementary. For program operated at maximum capacity – 20 licensed spaces for the entire school year. Ninety percent (90%) of children attended on a full-time basis. A waitlist continued to be maintained to accommodate other children if spaces become available in the program. The waitlist contains in average between 55 - 70 children.

As the program had no vacancies for September 2015, the centre was not be able to offer any spots to children due to move from the 3 – 5 program into the school age program. Given the situation, most of the families removed their children from our centre as soon as they graduated from the program. Some families decided to remove the older child from the program to make a space for the younger one transitioning from the 3 – 5 program. The families further teamed up to find private care for the older siblings outside the centre. Due to lack of child care spaces in School Age programs many parents in Burnaby are using this method of a way to accommodate the younger child they feel is in more need for a space than the older ones. This is the reality families are facing due to lack of child care spaces for school age children.

Staffing

A Kitchener Out of School Care Program Coordinator has been hired, but she left within seven months for a better paid position, closer to her house. To date, no coordinator has been hired.

A number of ECE staff enrolled into a post basic program to upgrade their skills. As some of them already graduated they have filled vacant positions in our centres, positions requiring an Infant and Toddler license. Numerous casual employees were hired on permanent full-time vacant ECE or ECE Assistants positions. We are satisfied that we were able to hire internally for some of the vacancies, using the pool of casual employees that we trained over a relatively short period of time. These employees were already familiar with the expectations for an Early Childhood Educator/Assistant position in our centres, with the policies and procedures as well as the practices in all centres, which contributed to their smooth integration into the staff team.

During the 2015 – 2016 fiscal year we have experienced an extreme shortage of qualified child care workers. We had difficulties attracting and retaining qualified casual ECE workers. This made it very difficult at times to maintain staff to children ratio required by the Licensing Regulations; therefore, regular staff have worked longer hours, postponed vacation time or switched shifts to accommodate the needs of each individual program. This proves our staff is engaged and takes ownership in the programs they are working on. They take pride in their work and are together when celebrating accomplishments or in times of need.

Outputs

Families Served

The seven programs operated by the Society have a total of 276 licensed spaces that are offered simultaneously. During this fiscal year, the Lower Mainland Purpose Society's centres provided child care to a total of 353 families (329 last fiscal year), and 392 children (383 last fiscal) living in Burnaby, New Westminister, Tri Cities, Surrey and Vancouver. The childcare centres offers full-time and part-time services based on family needs and availability of space in each centre. Thirty two (32) families had two or more children enrolled in our

centres. Ready Set Grow Daycare provided child care services and support to eleven (11) young parents.

Seventy five percent (75%) of the families served by our Burnaby centres reside in Burnaby, 9% in New Westminister, 8% in Coquitlam and the remaining 8% residing in the surrounding cities. Eighty percent (80%) of the families enrolled in the three City of Burnaby owned child care centres reside in Burnaby as follows: Cameron – 59% (29% in the neighboring Coquitlam), Madison – 75% and Yukon – 93%). Seventy nine percent (79%) of the clients served by our New Westminister centre reside in New Westminister, 10% reside in Burnaby, 5% in Surrey and 6% reside in other cities. The families serviced work full time, part time, from home or attend school. Incomes range from requiring full subsidy for child care to no subsidy.

Outcome Measurements

Parent Survey Overview

The annual parent survey was conducted in February 2016. A questionnaire was distributed to parents at all centres. Parents were asked questions around seven main areas: programming, staff, communication, environment, outdoor play area, food, and society's policies.

The sections regarding programming and staff were rated good to excellent. Parents indicated programs are well planned and balanced with a good schedule and curriculum. They like that children are provided with many learning opportunities and they are experiencing a wide range of activities on a constant basis. Many comments were related to children's progress under the direction of professional, caring and knowledgeable staff.

Parents continue to indicate they feel confident that while at their workplace, children are safe in an appealing, learning environment that contributes to their positive development.

The centres provide a learning environment with a good balance between free play, outdoor play and activities in a safe, healthy and fun environment. Children are encouraged to develop and express their creativity. Many positive comments were made regarding the art and crafts activities where staff uses a wide variety of materials. Parents made many positive references to the music program that

in their opinion is fun, the music teachers are very professional and parents enjoy seeing their children performances during the concerts organized at each centre.

Parents provided a variety of positive comments regarding educators: they are approachable, professional, trustworthy, caring and friendly with children and families; they are working with families towards meeting children's individual needs. They like that children have specific routines that are schedules are posted, including a diaper-changing schedule. Educators spend individual time with children, there is lots of interaction and redirection when needed, staff is praised for children's achievements in terms of skills development and learning.

Staffs provide ongoing feedback to parents and are open to receive and act upon the feedback from parents. Parents feel the environment all centres provide is safe and parents feel comfortable transferring their child care to staff. Children requiring extra support are helped on a constant basis and parents can see the progress in various areas including knowledge enhancement, positive changes in children's behaviour as well as the acquisition of social skills.

Parents are satisfied with the quality of the preschool activities offered in the 3-5 program, as well with the curriculum for all age groups. Children are provided with educational activities every day; a parent stated "I see a great deal of knowledge my child learns at the centre and repeats it at home." Parents notice the progress children make while attending different programs in the centre, the staff taking into consideration the feedback provided by parents and they welcome the daily communication provided by staff regarding children's progress or extra support provided when needed. They like the variety of activities, the friendly, safe, inviting and inclusive environment.

Parents of children attending preschool are happy with the implementation of the "reading buddies" program. Parents of children attending the two school age programs made positive comments regarding the quality of activities during the school year, as well as during the spring break, Christmas break and the summer program.

The music program continues to be well received by all parents. They are happy that children have the opportunity to attend music classes and to participate in recitals. Parents made positive comments on centres being inclusive. One parents stated "all holidays and cultures are celebrated which is great way to teach kids the way of life in our diverse country."

Some parents from Ready Set Grow made comments about the centre needing a new look, indoor and outdoor and the need to have the doors locked at all times for safety reasons; others would like to see longer hours of operation. Some parents would like to see the preschool in a larger room with longer hours of operation. Some parents indicated they would like the centres to offer a lunch program.

Some parents from Madison and Ready Set Grow suggested replacing some of the old indoor and outdoor equipment. Other parents indicated they would like to see on the snack menus more organic items. They would also like staff to teach children about recycling.

In terms of communication between families and the centres, some parents would like to get more information via email regarding daily schedules, snack menu, health issues, community events health issues or expected parent participation on a weekly basis rather than monthly (via newsletter).

Parents continued to voice the need for more parking spaces at some centres. Many parents indicated they don't know who the Coordinator and/or they do not receive enough information about the agency that is responsible for operating the centre - Purpose Society.

Parent Survey Results

OUTCOMES	% OF PARENTS WHO AGREED
Program is well planned and suitable to all ages	98% Ready Set Grow 94% Madison 99% Yukon 100% Kitchener 99% Rosser 100% Cameron 100% Qayqayt

Staff members are professional, approachable and provide good care	98% 91% 99% 100% 100% 99% 100%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt
Staff have regular, informal discussions with parents	94% 93% 95% 96% 99% 95% 92%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt
The inside environment is safe, clean and attractive to children	90% 91% 100% 100% 100% 100% 100%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt
Food provided is balanced and appealing	95% 97% 96% 95% N/A 97% 96%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt
Outdoor play area is clean, safe and well equipped	92% 98% 99% 100% 93% 97% 85%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt
Parents are satisfied with the health and safety policies and practices of the centre	89% 91% 96% 90% 95% 85% 93%	Ready Set Grow Madison Yukon Kitchener Rosser Cameron Qayqayt

Foreseen Challenges/Needs for 2016/2017

The implementation of the Pyramid Model started in the summer of 2011 and continued with an array of training sessions throughout the entire year. BC Centre for Ability consultants continue to work close with our ECE staff in all centres ensuring that the Pyramid Teachings are effectively implemented. More training sessions will be planned for the following year, as well as training session for staff members identified to be the trainers for each one of the centres, usually senior staff members. Senior staff are responsible for training new employees on the Pyramid Model practices.

The BCCFA consultants will continue to oversee the implementation of the model. They will continue to provide support for the staff working with children with special needs enrolled in our programs. The consultants will also provide support for the 3-5 programs to further develop preschool type programming (including changes in physical environment and material use).

Retaining current staff is a major priority. Staff will continue to be provided with opportunities for professional development and will be provided with support when moving up into a different position within the centre or within the agency (moving to another centre). Staff will be provided with continuous training, mentorship and support whenever needed. Staff will continue to have the opportunity to visit other centres to observe newly implemented practices (following the Pyramid), or to help staff implementing new practices.

A pool of substitutes will continue to be maintained, as that proved to be a major source of new employees. We will continue to expand and maintain current partnerships with major colleges in the Lower Mainland, and closely work with the Practicum Coordinators to accommodate practicum students looking for a centre to complete their practicum. Some students are retained as substitutes or are hired. We currently have partnerships with all major colleges: Douglas College, Capilano College, Vancouver Community College, Vancouver Career College, Sprott Shaw College and MTI College as well as Burnaby School District.

During the next fiscal year the Society will make all the necessary preparation to ensure a smooth relocation of the Ready Set Grow Daycare within the premises of the Fraser River Middle School.

We will work towards enrolling more children at Qayqayt Children's Centre.

Vision

The implementation of the Pyramid Model will continue under the direction and with the support from the BC Centre for Ability Consultants.

More preschool activities will continue to be incorporated into all of the 3-5 programs in all centre. With help from the BCCFA Project Coordinator for Social Emotional Skills Development Program, a variety of activities will be added to improve curriculum and support children for a smoother transition to Kindergarten.

Various forms of partnerships will be explored. We will continue to implement new programs that we believe contribute to enhancing children's development and learning.

We will continue to encourage parents to form a PAC at each centre.

Family Programs Annual Report April 1, 2015 to March 31, 2016

Overview

The Lower Mainland Purpose Society provides a variety of family programs to the residents of New Westminster, Burnaby and Tri-Cities. These programs include parenting support, education, information and access to community services and family counselling. These services are voluntary and are provided in a variety of settings including on-site, client homes and community settings, in order to address the diverse needs of the families.

The program employs a strength-based client centered approach. The objective of the program is to increase coping skills through increased knowledge and ability to use acceptable parenting skills. The program offers individual sessions with the family and also offers parenting groups throughout the year. Program staff work collaboratively with the Ministry of Children and Family Development

(MCFD), Child and Youth Mental Health (CYMH) and other service providers in the community.

Family Program consists of following programs and parenting groups:

1. Family Futures:
 - a. Family Development Work
 - b. Outreach Therapy - FDR
 - c. Short Term Family Therapy
2. Young Parent Support Program
3. Links Family Therapy – New Westminster
4. Links Tri-Cities – Family Therapy
5. Supervised Access Visitation Program
6. CAPC Programs:
 - a. Family Circle (FC)
 - b. Pitter Patter (PP)
 - c. Teeter Tots (TT)
7. English Made Easy (EME)
8. Fun Learning and You (FLY) – Early learning and readiness program – one run from Purpose HQ at Begbie St, another run at Qayqayt School
9. Other Groups: Parenting Children with Challenging Behaviours
10. Upcoming Groups for 2016-2017:
 - Parenting Children w/ Challenging Behaviours
 - Anger Management for Women
 - Physical Literacy and Nature Exploration

Program Highlights

Staff members in the Family Programs continue to provide high quality service to children and their families in the Lower Mainland area. Staff members have also continued to further develop their skills in order to stay on the leading edge of information and provide current, strength-based interventions and programs to the children and their families. Family Programs team continued to work collaboratively with the funders - MCFD social workers, CYMH Clinicians and other community partners. The Family programs team participated in various professional development opportunities and also in in-house training.

The Family Programs Director participates in the New Westminster Early Childhood Development Committee. This allows the Program Director to remain connected to the New Westminster inter-agency committee, Anti-Poverty and the Domestic Violence Committee.

The program staff promoted the agency and its programs by attending and participating in various local events. The team participated in agency events such as: Purpose Hamper Day, Christmas brunch, Staff Appreciation Day, the Hyack Parade and Christmas Parade.

Family Programs Coordinator, Nan Gray, applied for and received funding from DECODA Raise a Reader to provide a new program through May-June of 2017 to families with young children ages 3-6 years.

Family Programs added some new groups this year to meet the needs of the community:

1. A fourth English Made Easy Group at Centennial Community Center to run simultaneously with English Made Easy programming from Jan-Mar 2017.
2. A new Physical Literacy and Nature program for families with children ages 3-6. Eight (8) Tuesdays through May-June 2017.
3. A new parents Parenting Group for pregnant mom and families with children ages newborn-2.5 years for 10 weeks at Qayqayt School

Staffing updates to Nov 22, 2016:

From Nov 2015-Nov 2016 there has been significant turnover on the Family Futures Team:

Program Director:	Robin Cicansky – November 2015 – April 2016 DJ Villacrusis – Hired Sept 6, 2016
Family Therapist:	Barbara Belfie - Hired March 2016

Hillary Gallinger – Hired May 2016
 Ramina Arora left – October 28, 2015
 Marlaina Jacques - October 2015 - April 2016
 Genevieve Kalnins - November 2015 - July 2016
 Loretta Zahar – September 8, 2015
 Kaye Frost-Hunt – March 31, 2016

Youth & Family Worker: Amber McBurnie – Hired July 4, 2016
 Genevieve Basit – Hired Nov 14, 2016

Family Develop Worker: Gurmit Sandhu left on maternity leave – Oct 4, 2016
 Moheb Attaalla – Hired Oct 24, 2016

Group Co-Facilitator: Josie LeBlanc left on Mar 3, 2016
 Bilquis Hirani – Hired Jan 4, 2016
 Annzenna Tweedie – Hired Feb 29, 2016

Program Outputs:

See the table below for number of service units and number of families served by each program. A Service Unit is defined as “an hour of service provision to an identified client, or group of clients, and includes such activities as face-to-face contact, client specific report writing, client specific telephone calls, case management meetings, case consultation and case supervision, training pre-approved by the MCFD, and community meetings and travel directly related to contracted services”.

Outputs	Service Units	# of Families Served
Links – New Westminster	1,332.75	41
Family Development Work	1,445.75	32
Supervised Access	612	10
Young Parent Program	1,009.75	7
Links - TriCities	721.25	14
STT	952.50	43
FDR	110.50	1

Links -Tri-Cities, Young Parent Support Program and Supervised Access met the required service unit contract requirements set by the Ministry of Children and Family Development.

The service units for Links New Westminister Family Therapy program were slightly below the contract requirement due to the lower rate of referrals made by the clinicians at the Child and Youth Mental Health.

The service units for Family Futures were also below the contract requirement. This was due to a lower rate of referrals made by Social Workers for several months. The reduced number of referrals seems to have been due to a number of structural/practice changes which occurred within MCFD and which had an impact on the government Social Worker's work capacity.

The majority of Family Program referrals came from New Westminister MCFD (41 referrals) and from Burnaby MCFD (45 referrals).

Family Futures Report – Jan 1– Nov 22, 2016

Family Futures received 107 referrals for the following services:

• Family Development Work	27
• Short Term Therapy	45
• Links Family Therapy NW	17
• Link Family Therapy Tri-Cities	10
• Supervised Access	8
Total:	107

Family Futures Programs referrals came from the following resources/catchment areas:

• Child and Youth Mental Health NW	14
• Child and Youth Mental Health T/C	10
• MCFDNew Westminister	27
• Burnaby	45
• Coquitlam	2
• Surrey	1
• Community Referrals	4
• Self-Referrals	2
• School District #40	0
• In house (Purpose)	2

Total: 107

Family Group Circles/Programs:

Group Name	Worker(s)	Group Size
Family Circle 3-12 wk blocks/yr	Elizabeth Cottam Bilquis Hirani	15 adults/15 children
Pitter Patter 3-12 wk blocks/yr	Elizabeth Cottam Bilquis Hirani	13 adults/13 children
Teeter Tots 3-12 wk blocks/yr	Elizabeth Cottam Bilquis Hirani	10 adults/10 children
English Made Easy 3-12 wk blocks/yr	Elizabeth Cottam Bilquis Hirani	12 adults/12 children
Fun, Learning and You Begbie St, NW	Elizabeth Cottam Annzena Tweedie	12 adults/12 children
Fun, Learning and You Qayqayt School, NW	Elizabeth Cottam Annzena Tweedie	12 adults/12 children
Family Group Summer Program	Elizabeth Cottam Bilquis Hirani	Invitation to all CAPC group participants – up 50 families weekly
Parenting Children with Complex Behaviours	Nan Gray Gina Scarpino C&YMH, MCFD	Up to 12 parents

Family Groups Report: April 1-Nov 22, 2016

From April 1, 2016 to Nov 22, 2016, Family Groups have provided support and education group services to parents and their children under 6 years of age. The following programs provide statistics from the 1st and 3rd Quarters of this fiscal year and one large 2nd Quarter Family Circle group that runs every July.

CAP-C Groups – Community Action Plan for Children – Health Canada:

1. Family Circle: Parents and Children 3-6 years of age: (36 weeks)
 - 1st Quarter: 64 adults and children for a total of 266 visits to June 30, 2016
 - 3rd Quarter: 50 adults and children for a total of 168 visits to Nov 22, 2016
 - Total Families:30

2. Pitter Patter: Parents and Children 0-30 months of age: (24 weeks)
 - 1st Quarter: 60 adults and children for a total of 176 visits to June 30, 2016
 - 3rd Quarter: 50 adults and children for a total of 150 visits to Nov 22, 2016

Total Families: 26

3. Teeter Tots: Parents and Children 2-3.5 years of age: (24 weeks)
1st Quarter: 40 adults and children for a total of 139 visits to June 30, 2016
3rd Quarter: 30 adults and children for a total of 110 visits to Nov 22, 2016
Total Families: 20
4. Family Group Summer Park Program for families with children 0-9 years of age
4 weeks of summer programming:
50 adults and children attended weekly in July 2016
Success By 6 - Funded by United Way of the Lower Mainland:
5. English Made Easy: (24 weeks of sessions)
1st Quarter: 37 adults and children for a total of 138 visits to June 30, 2016
3rd Quarter: 45 adults and children for a total of 165 visits to Nov 22, 2016
Total Families: 24
Early Childhood Development Table – NW
6. Fun, Learning and YOU - Begbie St: (30 weeks)
1st Quarter: 20 adults and children for a total of 63 visits to June 30, 2016
2nd Quarter: 26 adults and children for a total of 113 visits to Nov 22, 2016
Total Families:16
Early Learning Center- Qayqayt School- NW
7. Fun, Learning and YOU – Qayqayt School: (30 weeks)
1st Quarter: 30 adults and children for a total of 84 visits to June 30, 2016
2nd Quarter: 34 adults and children for a total of 107 visits to Nov 22, 2016
Total Families: 20
8. Parenting Children with Complex Behaviours: 10 weeks
(Sept 27-Nov 29, 2016) – MCFD
11 adults attending for a total of 60 visits to date – course finishes Nov 29, 2016

Findings:

We still have 3 weeks of programming left in the 3rd Quarter for CAPC and Success by 6 programs and we expect to surpass 2015 participation numbers to the end of the 4th Q fiscal.

Purpose Family Group Support Services have engaged 126 families to date.

Upcoming Groups:

4th Quarter 2016-2017: upcoming from Jan 1-March 31, 2017:

- Family groups will be adding a 2nd English Made Easy Program in Sapperton to run simultaneously with English Made Easy at Purpose Society.

-

1st Quarter 2017-2018: upcoming from May 1-June 19, 2017:

- A new Physical Literacy and Nature program will begin for 8 weeks from May-June 2017. This program will engaged up to 10 children and their parents every week.

Outcomes Measurement and Client Satisfaction 2015-2016

Clients rated their perception of the presenting problem at the beginning of service, the midpoint, and end of service on a 10 point rating scale. An increase of at least one point for the beginning to end of service indicated an increase in positive parenting or coping skills in the family. The clients also identified the presenting problem that brought them into the service and how the problem improved at the end of the service.

1. 100% of the families reported the original problem that brought them into the service has improved at Mid-Point Stage
2. 83% of the families reported that their goals have been met so far (Mid-Point)
3. 100% of the families reported the original problem that brought them into the service has improved at End Stage
4. 100% of families reported the counsellor/FDW provided them the type of service they desired?
5. 100% of the families reported using the skills they learned during their sessions.

The following table shows the percentage of clients rating a change in their parenting or coping skills.

	Initial Rating 1-4: "Overwhelmed" or "unable to cope"	Midpoint Rating 5-6: "Coping sometimes"	Final Rating 7-10: "Coping most of the time" or "very well"
At the time of the referral	35%	25%	40%
Mid point	6%	25%	69%
End of the Service	5%	5%	90%

Client satisfaction was also measured using client satisfaction evaluation forms. The table below shows the percentage of client satisfaction.

On a 10 point rating scale where 8+9+10 equal Excellent:

1. 100% of the families reported that original problem that brought them into the service has improved at Mid-Point Stage
2. 83% of the families reported that their goals have been meet so far (Mid-Point)
3. 100% of the families reported the original problem that brought them into the service has improved at End Stage
4. 100% of families reported the counsellor/FDW provided them the type of service they desired?
5. 100% of the families reported using the skills they learned during their sessions.

The following table shows the percentage of clients rating a change in their Parenting coping skills.

	Initial Rating 1-4: "Overwhelmed" or "unable to cope"	Midpoint Rating 5-6: "Coping sometimes"	Final Rating 7-10: "Coping most of the time" or "very well"
At the time of the referral	35%	25%	40%
Mid point	6%	25%	69%
End of the Service	5%	5%	90%

Client satisfaction was also measured using client satisfaction evaluation forms. The table below shows the percentage of client satisfaction.

The following table shows the percentage of clients rating a change in their parenting or coping skills.

	10	9	8	7	6
Information was understandable	43%	29%	29%		
Information was useful	57%	14%	29%		
Useful handouts were provided	43%	29%	14%		14%
The worker was knowledgeable about the topics that are important to me	71%	14%		14%	
There was enough time for questions and discussions	86%	14%			

- **91 %** of the families reported that the original problem that brought them into the service had improved at the end of the service.
- **96 %** of the families reported using the skills they learned during their sessions.

The following table shows the percentage of clients rating a change in their parenting or coping skills.

	“Overwhelmed or unable to cope”	“Coping sometimes”	“Coping most of the time or very well”
At time of referral	46%	42%	13%
Mid point	10%	30%	60%
End of the Service	0%	13%	88%

Vision

Family Programs will continue to provide quality services to meet the needs of children, youth and families within both New Westminster and Burnaby BC. We will continue to look for funding opportunities to expand the existing programs or adding more programs to fill any gaps in services. Family programs staff will continue to be encouraged to pursue professional development training and education. The program will also continue to improve and collect the outcomes data. Family Futures notified community partners of a fee-for-service program based on a sliding scale, which allows the program to accept referrals directly from the community.

In the coming year 2016-2017, Family Programs will be able to offer services:

Anger Management

PCCB – Parenting Children with Complex Behaviours

Physical Literacy and Nature Exploration

Purpose Secondary School Annual Report April 1, 2015 to March 31, 2016

Overview

Purpose School continues to be a good place to learn. The greater majority of Purpose students continue to come to the school via word of mouth from friends and family. Over the past 33 years Purpose Secondary School has built a positive reputation across the Lower Mainland. The school has now been in existence long enough to have the children of some of our earliest students.

In 2015-2016, our student numbers remain similar to 2014-2015 total, continuing to be significantly higher than those reported in 2012-2013. As in years past, in addition to regular enrollment funding, Special Education grants from the Ministry of Education and grants from the Ministry for Child and Family Development add to school revenue. In addition to government funding, community groups and local businesses have supported Purpose Secondary School through donations and fund-raising opportunities. Community awareness and support is essential to Purpose maintaining its positive profile in the community.

It continues to be clear that government funding alone will not keep the school financially viable. Last year the Purpose Board of Directors struck a fund-raising committee to assist in meeting the school's budgetary requirements. To this end, private donations resulted in the school being able to award over \$2000 worth of scholarships to our graduating students.

Highlights

In the fall of 2015, grade eight was added to the Purpose School Program. This move will help to build a solid student core of committed students.

During 2015-2016, teachers began to explore and use the Grade 8 to 9 redesigned curriculum. The transformation in curriculum will help teachers create learning environments that are both engaging and personalized for students. The timeline for implementation of the redesigned curriculum is three years. The focus of the 2016-2017 school year will be on Grade 10 to 12 re-designed curriculum.

In early June an overnight trip to Saturna Island was planned for the graduating class.

The students and supervising staff spent a wonderful day kayaking and enjoying the scenery along the shoreline of the island. The 2015-2016 school year ended with a graduation dinner at the beautiful Diamond Club venue at Simon Fraser University. It was a highly moving evening as graduates, their parents and teachers reflected over each youth's growth both personally and academically.

In anticipation of the retirement of Phill Essau, Hugh R. Hooper from Hooper Educational Services was hired to provide recommendations for the school as we move forward. Of note was his recommendation related to the development of special programs in the areas of Adventure Based Learning, Music, Career Development and Visual Arts Programs. These programs will not only serve to enrich what Purpose has to offer to its students but will also make the school more attractive to students who are considering what school to register in. A pilot program will begin in the next school year when the four new programs will be both developed and implemented in two of the four terms.

Personnel

Related to the School Review, the teaching complement was changed within the school resulting in the departure of two teachers, James Forliti, the Social Studies/English teacher and Dave Drummond, the Math teacher. We thank both James and Dave for their years of providing instruction to the youth within the school and wish them the best. In addition, Ashley Tombu, the child and youth worker for the PREP program left at the end of June. We wish Ashley the best in her future endeavors.

Most surprising, Phill Essau, one of the founders of Purpose announced his retirement effective at the end of August after 33 years as Principal. We thank

Phill for his vision, leadership and incredible commitment to the students, their families and to Purpose School. His legacy lives on in the excellent reputation the school has for meeting the needs of youth. Phill has touched the lives of many students, their families and all the staff over the years he has been at the helm of the school.

Participation

The 2015-16 school year brought us 127 (FTE 87) students from all over the Lower Mainland.

Our strong relationship with the Surrey Adolescent Day Treatment Program of Surrey Memorial has been maintained. The trend towards the school supporting students who emotionally fragile or mental health challenges especially anxiety continues to increase.

Vision

There continues to be a number of students who are struggling to meet basic needs such as food, safe shelter and clothing. The school remains firmly committed to helping these students have their basic needs met.

As a supportive and caring school, we will continue to support our students through access to an affordable School Lunch Program, support in accessing affordable and safe housing, and even provide casual labour opportunities to students who need to by shoes and clothing.

Where the school is unable to meet the needs of our students, we will continue to utilize the vast host of services available through Purpose Society and local communities.

Stride with Purpose Annual Report

April 1, 2015 to March 31, 2016

Overview/Highlights

Stride with Purpose operates under Fraser Health's STOP HIV initiative to provide support and care to individuals living with HIV and/or HCV. We strive to connect people to treatment options, and encourage adherence to medication regimens. As such, we take a holistic approach in promoting the health and wellness of those who we serve by offering a continuum of supports and services. On average, we had a 15% increase in individuals accessing Stride with Purpose's HIV/HCV services compared to the previous year.

Stride is also responsible for providing harm reduction services within the North Fraser Health region, in an attempt to reduce and mitigate the negative outcomes associated with high-risk drug use and sexual activity. We continue to see tremendous successes in this area, with an annual increase of 67% in client interactions accessing harm reduction services.

This year our team welcomed Motoi Matsukura to the newly created position of Immigration Case Manager. This unique position, unlike any other in the region, aims to assist new-comers to Canada who are living with HIV/AIDS, many of whom only learn their status after arriving. Motoi has proven himself an invaluable resource, assisting individuals with tremendously complex needs relating to health, immigration, and settlement.

Another exciting highlight for Stride with Purpose were the preparations to launch the Purpose adult clinic, which opened in May 2016. Operating one day per week and staffed by two Nurse Practitioners from Fraser Health, this clinic is designed to provide primary health services for any individuals who might otherwise face barriers to care. As such, services are provided free-of-charge to all persons, regardless of MSP coverage.

Personnel

Between April 2014 and March 2015 Stride with Purpose consisted of six employees:

STOP HIV Team Leader (full time) – oversees everyday operations of the program under a close supervision of the Program Director.

STOP HIV Liaison – Case Manager (full time) – provides supportive services to adults and/or youth living with HIV/AIDS, HCV, and those who are at a high risk of infection.

STOP HIV Liaison – Immigration Case Manager – provides case management services to adults and/or youth living with HIV/AIDS, who are newcomers to Canada.

STOP HIV Liaison – Communications (full time) – provides supportive services to adults and/or youth living with HIV/AIDS, HCV, and those at risk of infection. The Communications Liaison continuously promotes the program through various means. They are also responsible for building the program’s educational curriculum.

STOP HIV Outreach Worker (full time) – with the help of the Team Leader operates the harm reduction van and provides supportive services to individuals who engage in risky activities.

STOP HIV Support Worker (part time) – provides supportive services to clients, oversees the drop-in component of the program.

Output/Outcomes

Harm Reduction

Similar to last period, we have continued to improve on our distribution of harm reduction materials, achieving record figures in service provision. Client interactions, needles distributed, needles returned, and our overall exchange rate have all improved substantially over the previous reporting period.

	Current Reporting Period	Previous Reporting Period	Change
Client Interactions	5941	3545	+67%
Needles Distributed	188464	121005	+55%
Needles Returned	101800	54838	+85%
Exchange Rate	54%	45.3%	+8.7

Case Management Client Interactions, Transportation, and Referrals

On average, the Stride Team saw 61 unique individuals monthly, a 15% increase from the previous fiscal year. Staff provided these individuals with a total of 370 referrals relating to system navigation, housing, primary care etc.

Clients by status (monthly average):

HIV:	16
HCV:	45
Dual Diagnosis:	3

Under the STOP HIV initiative we have started to accommodate transportation for most vulnerable clients who are in desperate need of assistance to get to their medical appointments. Those individuals are usually at a very high risk of not following up with their treatment and prone to significant health deterioration associated with both HIV and HCV infections. In this reporting period we had a total of 29 transportation instances.

Education, Training and Venue-based Outreach Events

Stride with Purpose has developed a comprehensive educational curriculum on HIV/AIDS, HCV, STIs and Harm Reduction for different age groups. The team provides workshops in recovery centres, the Burnaby Youth Custody Centre, and at various schools across the region. A total of 885 individuals accessed our educational activities and workshops throughout the year, an increase of 13% over the previous period.

Drop-in, Food Bank and Meals

Stride with Purpose has opened its doors to clients for drop-ins on three days of the week.

An average of 61 individuals comes to access our program on weekly basis. They access our Case Manager, resource room, shower and laundry services, as well as the weekly food bank and meals.

Food Bank & Lunch Program Figures:

Food Bags:	44 per week (average)
Meals:	1581 total

Vision

Stride will continue to grow and work under the STOP HIV initiative. We have gained a momentum in the delivery of services under Fraser Health's STOP HIV funding and will strive to improve the accessibility of services to vulnerable population within the region.

Some of our goals include:

- Increasing access to primary health care for marginalized persons.
- Liaising with the local nursing team to increase the number of blood tests being done in Fraser Health
- Meeting the ever-increasing demand for harm reduction services within the Fraser North region
- Helping lost-to-care clients to get back on their medication and improve their deteriorating health
- Accessing new groups of high risk individuals such as new immigrants and refugees.

Local Immigration Partnership (LIP) Program Annual Report April 2015 – March 2016

Local Immigration Partnership (LIP) is a federal initiative funded through Immigration, Refugee, and Citizenship Canada, previously known as Citizenship and Immigration Canada.

Purpose Society is the host agency for LIP which coordinates and oversees the *Welcoming and Inclusive New West (WINS) Council* which has been in existence since 2007. This is a broad based partnership coalition of 24 community agencies and interested community members who support newcomer immigrants and refugees living in New Westminster.

The overall vision is to create a diverse, inclusive and caring community where all feel welcome and valued. The goal is to

- Raise awareness of newcomers' needs and engage a wide range of local organizations and individuals in fostering a welcoming community
- Support community-level research and strategic planning
- Improve accessibility and coordination of services that facilitate immigrant settlement

Agencies involved in the partnership include the City of New Westminster, the School District, an Aboriginal Agency, settlement agencies, non-profits and interested community members.

Some specific LIP activities over this period included:

- Facilitating monthly LIP meetings and Working Groups around immigrant employment, sense of belonging, community receptivity, communications and funding.
- Developing a New Westminster Community Settlement Plan consisting of
 - A **Strategic Action Plan** which identifies barriers to settlement, and the goals, objectives and activities which could address these barriers.
 - A **Collaborative Agreement** that identifies common ground to help local agencies and organizations work together more effectively to enhance opportunities for newcomers. (Coordinating and streamlining services is key to a successful Community Settlement Plan, and LIP is the means by which this can happen.)
 - An **Action Plan of Activities** based on the priorities and goals of the Strategic Action Plan.
- Focus Groups with newcomers to inform the LIP Council of current needs, key issues and challenges, and get newcomers involved in the community.
- An updated *Inventory of Settlement-Related Services* to help agencies and organizations become aware of all local resources that could support their clients.
- Ongoing discussion around a Welcome Centre.
 - There is a desperate need for a one-stop shop in New Westminster where services and information can be housed in a centralized location to help newcomers discover the many supports available. The LIP Council has been involved in the research and planning of a Welcome and Integration Centre to possibly be housed in New Westminster's new high school.
- A focus on Syrian refugees: New Westminster was informed it would potentially be home for 150 refugees from Syria. Over the period of this report three subcommittee meetings were facilitated and chaired by LIP to put in place a plan and framework for the community and to identify gaps

which would need to be addressed in the immediate future. Meetings were well attended by organizations such as faith-based, homelessness, food bank agencies, and interested community members.

- LIP supported a town-hall meeting on Welcoming Refugees to New West, chaired by New Westminster's MLA and MP and attended by over 200 members of the community
- LIP was involved in a number of events such as the City of New Westminster's Newcomer Connect Day, homelessness forums and the poverty reduction strategy.

Successes!

- LIP has facilitated linkages amongst settlement-related, mainstream and partner organizations that have helped engage newcomers and bring them into the broader community.
- The ongoing update of settlement-related services has helped keep resource and program information current, and kept the community aware of new or emerging programs, gaps and needs.
- A Focus Group in February became emotional for some as they spoke about their struggles to adapt to a new country. Issues included incorrect understanding of what life in Canada would be like, being unemployed, unable to find suitable housing, a feeling of not belonging, and missing family at home.
- One of the participants who had shared a particularly heartbreaking story, said on her way out, 'I am so happy to have this meeting to speak about my life in Canada and I am so happy you make me feel important as a refugee.'



Volunteer Program Annual Report January 2015 – December 2015

Purpose Society volunteers and practicum students donated 6,329 hours in the Purpose School, Reception, Family Programs, Youth Clinic, Health Van, Stride Program and the Childcare Centres.

It is heart-warming when you see a volunteer crafting with individuals from all walks of life, talking and laughing with each other. Both volunteer and client have a smile on their faces when they show you what they made.

A highlight for one volunteer tutor was when a student understood what was being taught.

This year Purpose held a photo contest for staff and friends. A calendar was produced using the winning photos. All the volunteers received a desk calendar.

For the second year, the Work Experience 12A- Volunteerism course was offered in the Purpose School. The Volunteer Program Coordinator facilitated an information session regarding volunteering. The students volunteered in our Family Programs and Childcare Centres. They also volunteered at community agencies such as the Union Gospel Mission.

As with all our volunteers, the students completed an interview, application, three references, a criminal record check and, the Childcare Centre requirement to provide an immunization record and doctor's note. This was a great experience for the students as it prepares them for the workforce.

The students volunteered in the Family Programs for three months and two of the students stayed longer than the required time as they enjoyed the experience. Reference letters were provided to the students as they were an asset to the program. One of the students was hired for the Summer Reading Program as she was dependable and interacted well with the children and caregivers.

This is the second year the Childcare Centres limited the amount of practicum student hours in each center due to the time and support commitment and this resulted in a significant decrease in the number of hours.

Volunteer Surveys were sent out to 13 current volunteers, 12 were returned completed. 13 surveys were sent to volunteers who volunteered in 2015 and 3 were returned completed.

100% of the volunteers indicated they felt welcomed, 80% of the volunteers felt that they made a difference and 100% felt that they have been given enough direction and support from the staff while volunteering.

Some suggestions to enhance the volunteer experience were: to give the volunteer more to do, coffee cards, functions or gathering where volunteers can mingle, free parking and clearer guidelines for clients. Unfortunately, at this time Purpose is not in a position to pay for parking. There has been a discussion with Program Coordinators regarding the need for all clients to follow the same rules.

Most volunteers work, attend school and volunteer making it very difficult to find a date that would work for all the volunteers to attend at the same time. Volunteers are invited and encouraged to attend the Purpose Christmas Brunch.

To show volunteer appreciation we organized a small gathering in each program for volunteers which included cake, a coffee card and thank you card signed by staff and clients.

The 2015 Hamper Program ran smoothly with staff working alongside volunteers. 26 volunteers contributed 148 hours to help move, organize and deliver 129 hampers.

Comparison of Volunteer/Practicum Students Hours 2008 to 2015 for each Program

PROGRAM	2008	2009	2010	2011	2012	2013	2014	2015
Reception	224.00	225.25	64.00	167.00	158.25	43.00	259.25	348.00
School	1,200.75	1,423.25	601.75	465.75	382.75	382.00	471.25	1,050.50
Edmonds Youth Res.	720.00	817.00	458.00	Closed	Closed	Closed	Closed	
Burnaby Youth Hub Reception			106.25	130.00	56.00	8.50	7.50	
Burnaby Youth Hub Drop-In			83.00	429.00	414.00	88.00		
Youth Source	536.50	605.25	399.50	369.25	526.25	354.25	111.00	16.75
Youth Buddy Links	159.50			Closed	Closed	Closed	Closed	
Stride Program	766.25	770.25	1,043.25	1,787.50	1,188.75	520.50	851.75	945.75
Transmit Knowledge	11.00			Closed	Closed	Closed	Closed	
The Cedars	117.75	4.00		Closed	Closed	Closed	Closed	
Family Circle/EME /Pitter Patter	91.50	73.25	236.00	310.00	282.25	270.25	291.25	180.75
Family Futures	10.00							
Newcomer Program		123.00	366.00	163.00	14.50	14.50	Closed	
New Westminster Community Gateway			357.00	428.50	330.50	108.50	Closed	
Daycares	688.75	1,161.25						
Madison			936.00	937.50	1381.50	1,770.00	1706.50	807.50
Rosser			82.00	51.00	234.75	25.25	92.75	405.00
Ready Set Grow			869.50	966.50	867.50	1,311.50	1,171.50	644.25
Yukon			929.00	1,098.75	2172.00	2,124.50	1,832.75	1016.75
Yukon School Age						497.50		
Cameron			1,046.75	3,474.75	2802.50	5,831.25	2,961.00	664.00
Qayqayt								35.75
25 th Anniversary	225.00							
30 th Anniversary						52.50		
Christmas Hampers	199.00	226.50	215.75	135.00	92.50	89.25	213.00	148.75
Short-term Projects	179.00	116.75		209.00	141.00		137.75	65.75
BYSCC			119.00	21.00	134.50	144.00	125.00	
Totals	5,129.00	5,545.75	7,912.75	11,143.75	11,179.50	13,635.25	10,232.25	6,329.50

LMPS Funding Sources 2015 – 2016

Daycare Fees+Subsidies	2,202,383.80	40.03%
Total MCFD	1,634,520.46	29.71%
Min of Education	699396.00	12.70%
Other	131,502.70	2.39%
Donations	70,413.41	1.28%
School District 41	190,000.00	3.45%
United Way	31,110.00	.57%
Gaming	105,500.00	1.92%
Fraser Health	302,896.52	5.51%
Federal	134,276.00	2.44%
TOTAL	5,501,998.89	100.00%

LMPS Funding Sources 2015-2016

