



INTERIOR
COMMUNITY
SERVICES

...ENRICHING LIVES, STRENGTHENING COMMUNITIES

2018–2019 Annual Report



Message from the CEO and Board Chair

Inspiring the organization to take responsibility for creating a better future...

Each year we use this introductory message in our annual report as an opportunity to highlight organizational accomplishments and changes, and acknowledge challenges that are impacting our agency and the social service sector in the province.

In case you were not aware, the social service sector is in a staffing crisis locally and provincially. Recruitment and retention is on agendas everywhere. With this in mind, in 2018 we evaluated hiring practices and studied the generational differences in what factors attract and retain people to this type of work. We also went inside the organization and prioritized learning more about the internal culture and working environment and **what motivates staff to stay with ICS**. A staff survey addressed topics such as: working conditions, team functioning, supervision, connection to the work, communication, and training. From the learning and feedback, we are better able to understand some of the why people work and stay at ICS. Many things were identified as positive which we will continue, and three key themes emerged as needing significant attention so improvement plans have been put in place. We are hopeful that these changes will support retention efforts in the future.

We said good bye to a few long served early childhood programs, Make Children First and the Kamloops Early Language and Literacy Initiative, and welcomed a new Family Navigator Position. We were successful in a BC Wildfire Grant to offer free counselling services to individuals and families impacted by wildfires in the Gold Trail and Kamloops areas and the Youth Portfolio added a ReConnect position to work with specific high risk youth.

We continue to be proud of our accomplishments this year and the positive difference our staff and volunteers make in the lives of children, youth, families and seniors in our community. On behalf of the Board of Directors and staff we THANK YOU for your continued commitment to Interior Community Services. “Enriching Lives Strengthening Communities.”

Tracy Hoot,
Board Chair



Kelly Kelland, CEO



Mission

Enriching Lives, Strengthening Communities

Vision

People of all abilities live to their potential with dignity, choice and opportunity.


Values

At ICS we work with *INTEGRITY* and *RESPECT* and our practice is *INTENTIONAL, INCLUSIVE* and *COLLABORATIVE*


Value Statements



Integrity: We are accountable to each other and our community



Respect: The foundation on which all our relationships are formed



Intentional: We practice with the philosophy of choice, strength, purpose and quality



Inclusive: Everybody matters




Collaborative: We work as one with community

Our Strategic Priorities


In 2018 Interior Community Services developed new strategic priorities that reflect the changing political, economic and environmental factors that influence the sector, the organization and our community. The new plan was created with input from all staff and solidified by the leadership team and the Board of Directors. It will be the guiding template to move towards the overarching Mission and Vision of the organization.




A Culture of engagement and empowerment



Efficient Operations – Enhanced operational and capital effectiveness and diversification



Service Excellence – Focus on quality and practice for the people we serve



Be responsive and innovative with community development and planning

Strategic Plan on a Page



Vision

People of all abilities live to their potential with dignity, choice, and opportunity

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Strategic Priorities and Goals

A Culture of engagement and empowerment

1. **Recruitment and hiring practice is efficient and collaborative**
2. **Enhance communication networks**
3. **Cultivate a healthy work environment and culture**

Efficient Operations –
Enhanced operational and capital effectiveness and diversification

1. Improved business functions & processes
2. Universal accountability and quality assurance are maintained
3. Capital projects and asset management align with ICS mission and values
4. Explore and/or increase grant and alternate funding sources

Service Excellence – Focus on quality and practice for the people we serve

1. Effective program and performance evaluation and feedback loops
2. Practice stays relevant and evidence based

Responsive and innovative with community development and planning

1. Explore new partnerships and opportunities
2. Enhance visibility/knowledge of ICS in the community
3. Assess internal program growth needs
4. Organization-wide program planning to prioritize needs

Testimonials



A long term attendee approached staff and requested a personal conversation. This youth has been attending about 3 years and was one of the first youth to come through our doors. The youth confidently told the staff member that they are transgender and wanted to be addressed by their preferred name and gender pronoun. Staff thanked the youth for their courage in sharing the information and encouraged them to sign in with their preferred name. Staff also made sure the youth knew we are a resource for future conversations.

That youth continued to attend programming as they transitioned their appearance and persona to reflect how they felt comfortable. They became more outgoing, comfortable with emotional expression, and just appeared happy.

The youth approached staff approximately one year later. They informed the staff member that they were moving away but wanted to personally pass on their thanks. They were grateful to our staff for creating an environment where “I felt safe and could be myself”

That memorable event highlights the importance of maintaining an environment where youth of any race, sexual orientation, religion and diagnosis can come together as a group and learn the importance of community and respect, while developing life skills.

Merritt Youth Centre

A 13 yr old girl accessing services with her mother in the ICS Family Enrichment Program was tasked with a Gratitude Project at school and wrote this about her ICS Counsellor. “I chose my Counselor because she has helped me with hard times in my life. She is the kind of person that when you meet her you feel like you have known her forever, and you feel comfortable just seeing her. She has helped me to find the tools to cope with what is going on in my life. She listens to what you are saying and really cares about what you have to say. She also has in a way shown me a different way of seeing things. So I am grateful to her for being there for me. Coming to support me when you could be doing something else instead you stick with me. Thank you!!

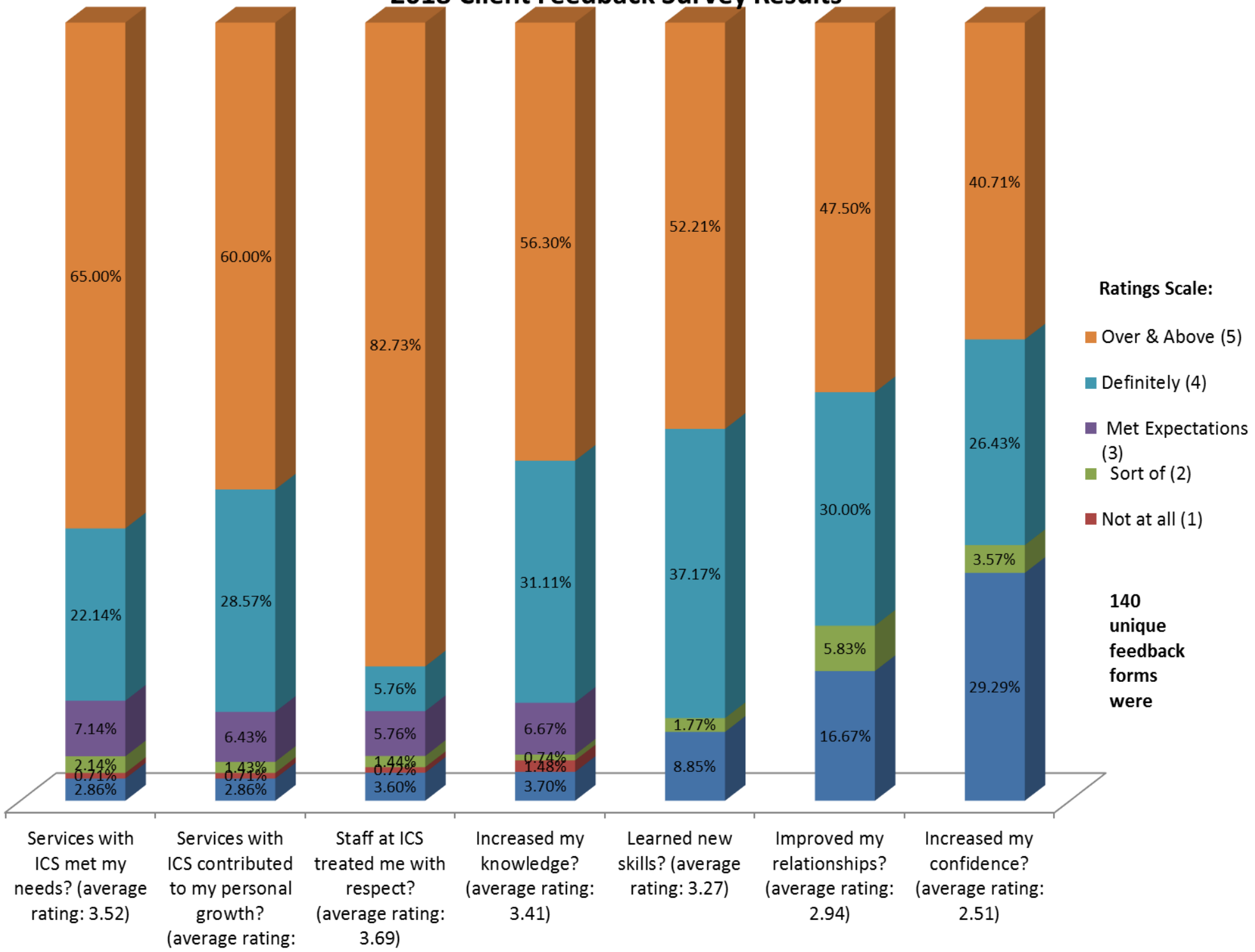
Family Enrichment Program

“This past week most of my meals have been from the program cookbook. I’ve lost 5 lbs, have more energy and slept better. It’s really helped me to belong to the group. I’ve met some nice people and learned new recipes. I feel part of something, it’s also been a real eye opener to have such tasty meals. This course has been so beneficial for my blood sugar and salt issues.”

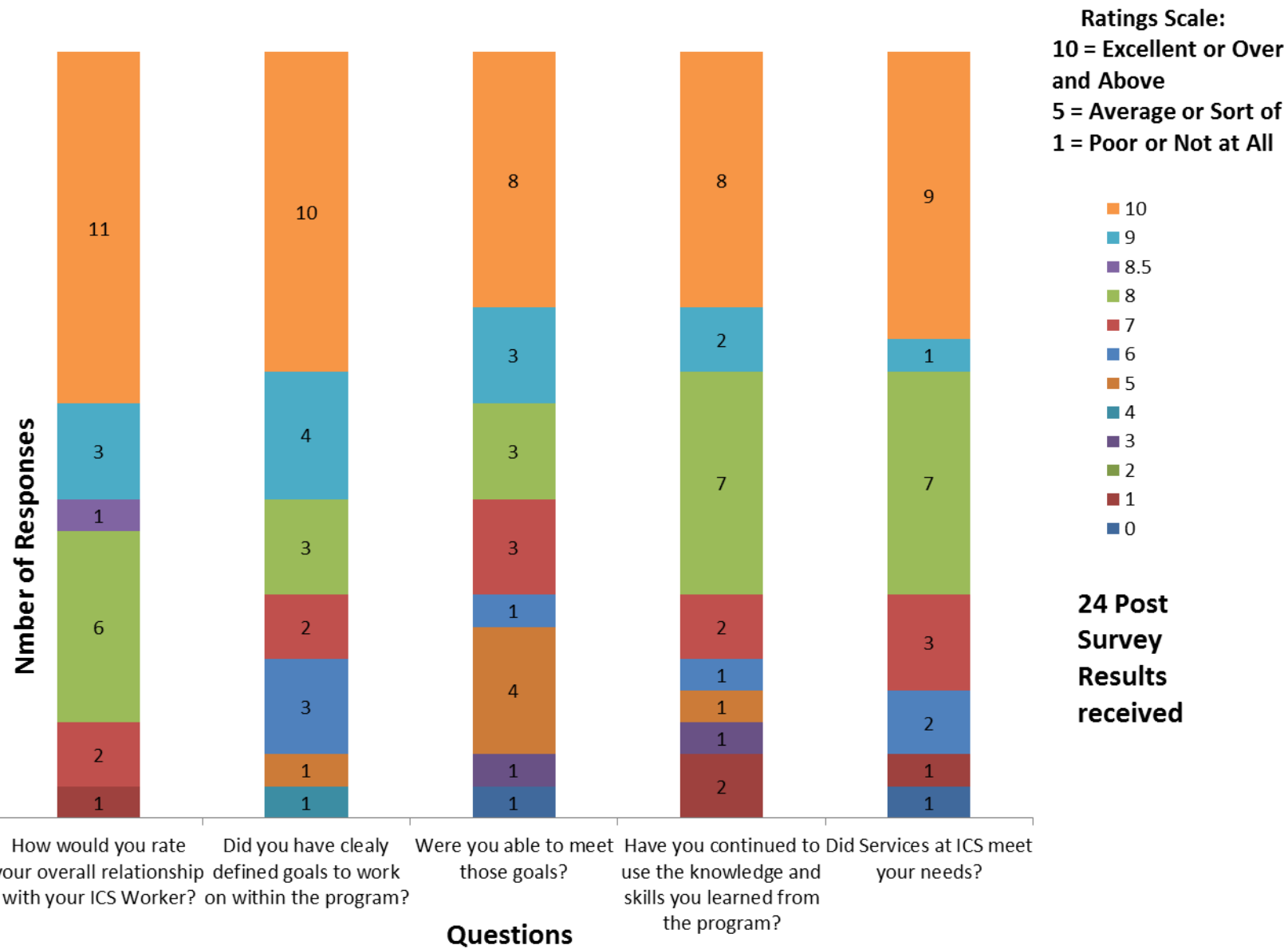
“This program has been so beneficial in allowing me to have a better quality of food, fruit and veggie, options. This has been such a help in maintaining my health (kidney function low) at its best possible”.

Mt. Paul Community Food Centre

2018 Client Feedback Survey Results



2019 Post Service Feedback Results (6 to 18 months post service)



Staff Engagement and Satisfaction

In the spirit of continuous quality improvement and stakeholder/staff satisfaction, there were two staff surveys initiated in 2018/2019. The Finance and Administration team undertook a customer feedback survey with questions focused on service satisfaction and an opportunity for respondents to provide recommendations for improving ICS finance & admin services. The Leadership Team created a “Stay Survey” focused on measuring internal culture with questions about engagement in the work, connections to ICS core values and satisfaction levels in multiple areas. Both surveys were open to approximately 180 ICS management and staff for a 4-week period. The Finance and Admin Survey had 38 respondents and the Stay Survey had 94 respondents. We will use these results as benchmarks for future surveys and continue to engage staff and use established feedback loops to continuously monitor and evaluate our internal systems and culture.

Finance and Administration Survey Results

Overall, respondents rated the overall level of satisfaction with the Finance department at 76.3% either meets or exceed expectations. Many of the supporting comments spoke positively about the availability and willingness to assist by both the Finance and Administration teams, however the approachability and efficiency of the Finance staff were ranked lower. Clear, concise communication was also an area noted for improvement.

To address the observations requiring improvement, clear and measurable expectations around client service expectations, focusing on efficiency, approachability and improved communication were established and consistently communicated to and monitored for all Finance staff. Feedback from both formal and informal inquiries of stakeholders notes positive and notable improvements in all areas.

Staff Engagement/Stay Survey Results

Of the 94 respondents to the survey 34% have worked at ICS 10 or more years and 54% have worked 1 – 9 years. In the areas of agency communication, office and team dynamics, quality of supervision, connection to the ICS Vision, Mission, Values and opportunities to provide input, responses averaged 82% with agree or strongly agree to the questions asked. 95% of respondents agree or strongly agree they are engaged in their job.

There were 3 themes that emerged with lower satisfaction levels.

1. Access to professional development and staff training - 58% agreed or strongly agreed they have opportunity to get or attend training
2. Consistency of leadership and supervision - 63% agreed or strongly agreed there is equitable and consistent leadership at all levels
3. Technology – 55% agreed or strongly agreed they have the tools and technology available to support them in their job

Based on these results, an action plan was developed breaking down each theme area into short and long term goals. The action plan is monitored and updated for progress at Program Coordinators meetings quarterly.

2018–2019 Highlights – New to ICS

3 New Programs

Family Navigator – Providing referral and navigation support for families with children 0 to 6 years old. This new position works closely with vulnerable families to address their social determinants of health in a holistic and culturally safe way. The Navigator supports a care pathway to the medical and social support systems and networks in the community.

High Risk Youth ReConnect Worker – Working with the most vulnerable and high-risk youth in Kamloops under 19 years old referred by the Ministry of Children and Family Development. The youth in the program are typically dealing with homelessness, addiction and mental health challenges.

Family Counsellor Ashcroft & Kamloops – Counselling for individuals and families impacted by the 2017 wildfires in the Gold Trail area. This position is for 2 years and paid for by the Red Cross through BC Wildfires funding. The program provides outreach and office based counselling.

New 16 Passenger Bus for 0 & 0

Options & Opportunities purchased an accessible 16 passenger bus that has increased inclusion opportunities for a greater number of folks supported by ICS to access the larger community and recreation areas in the region. More people have been able to experience what is involved in the Blue Bird Project; enabling the individuals we support to have the sense of value and pride in being part of an important project such as this. Participants enjoyed picnics at local parks and lakesides as well as several fishing trips to local lakes, giving more people a chance at catching the 'big one'! Merritt has used the bus to transport a large group of participants to the Vancouver Aquarium and to Helmcken Falls in Wells Gray Park.



Child & Family

Prevention

Baby's Head Start
Early Connections
Families First
Family Navigator
First Steps
Healthy Beginnings
Support to Family Care Network

Intervention

Adoption Permanency Program
Family Service Program
In-Office Family
Counselling
Parenting Attachment &
Individual Development
Supervised and Supportive
Visitation



Programs and Services

Youth Programs

Literacy Outreach
ReConnect & Coaching
Safe Spaces
Youth Street Outreach
Youth Justice

Housing

Acadia Supportive Youth Housing
Kamloops Youth Shelter
Residential Youth Mentorship
Residential Staffed Resources



Community Living

Programs

Community Inclusion
Home Support
Options and Opportunities
Skill Development

Residential Programs

Crestline
Centennial House
Desmond House
River House
Terry's Place



Programs

Food Skills
Community Meals
Sensational Soups
Second Helping (youth)
Community Gardens
Children's Programs
Seniors Programs

Seniors

Better at Home
Meals on Wheels
Farmers Market Nutritional



Housing

Affordable Housing

Acadia Apartments
Spencer Court
Stokstad Place
Seymour Apartments
Brock Duplexes
Glenfair - Seniors Housing
Illahee -Seniors Housing
in Chase



ICS Merritt

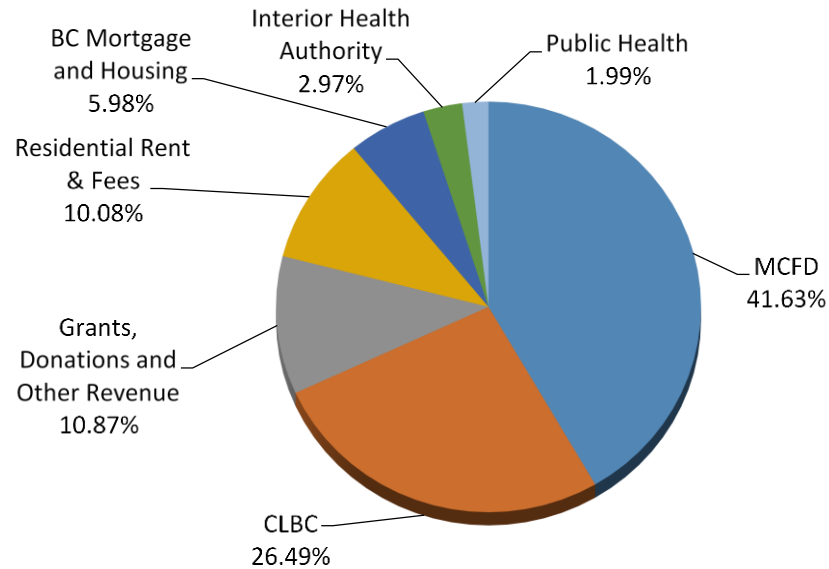
Programs

Behavioural Consultant
Children & Youth with
Special Needs
Community Inclusion
Family Preservation
Family Service Program
Supervised and Supportive
Visitation
Healthy Beginnings
Home Support
Safe Spaces
Teen Centre
Youth Justice

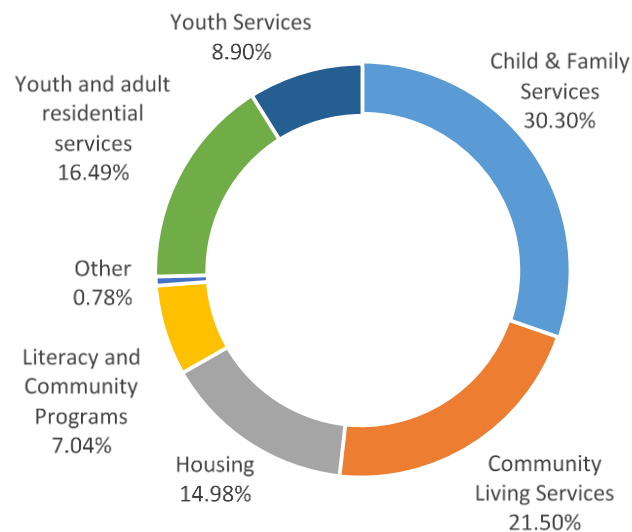


Financial

Revenue by Source



Revenue by Service Delivery Area



Statement of Operations

	2018 \$	2017 \$	2016 \$
Revenue	<u>12,453,042</u>	<u>11,743,656</u>	<u>11,427,271</u>
Direct Program	9,193,826	8,645,123	8,756,396
Facilities	1,942,497	1,402,897	1,807,493
General & Admin	995,543	876,116	795,706
Total Expenses	<u>12,131,866</u>	<u>10,924,136</u>	<u>1,359,595</u>
Surplus* (Deficit)	<u>321,176</u>	<u>819,520</u>	<u>67,676</u>

*2017 realized a large surplus due to the sale of a major capital asset. Proceeds have been partially re-invested into capital projects in 2018.

Leadership, Funders & Donors

Leadership

Board of Directors

- Tracy Hoot, President
 - Ray Jolicoeur, Vice President
 - Sushma Plested, Secretary
 - Kristine Allegretto, Treasurer
 - Bob Smilie, Director
 - George Campbell, Director
 - Everett Hoisington, Director
 - Ron Maguire, Director
 - Kaitlyn Cumming, Director
-

Senior Management

- Kelly Kelland, Chief Executive Officer
- Valerie Janz, Chief Operating Officer
- Trisha Elliott, Chief Financial Officer
- Nicole Arnould, Director of Youth and Clinical Services
- Idris Marican, Director of Child and Family Services
- Taryn Campbell, Director
- Lesley Harpauer, Director of Adult Residential Services (Acting)
- Kayla Cardinal, Director, Merritt
- John Trotta, Director of Housing
- Shannon Nash, Manager of Housing
- Sarah Bijl, Human Resources Manager
- Dawn Christie, Manager, Mt Paul Community Food Centre
- Andrina Benazic, Manager of Finance

Funders & Donors

Many thanks to our funders, donors, and sponsors who make our work in community possible.

Government

- Ministry of Children and Family Development
 - Community Living BC
 - Interior Health
 - BC Housing and Management Commission
 - Public Health Agency of Canada (CAPC, CPNP)
 - Housing Partnership Strategy (HPS)
 - Employment and Social Development Canada
 - City of Kamloops
 - Red Cross – BC Wild Fire Funding
-

Corporate & Community

- United Way Thompson Nicola Cariboo
- United Way of the Lower Mainland
- School District # 73 & # 58
- Canadian Imperial Bank of Commerce
- Community Food Centres Canada
- BC Association of Farmers Markets
- Toronto Dominion Bank
- Royal Bank
- Presidents Choice Children's Charity
- BC Interior Foundation
- Kamloops Kiwanis Club
- Women's Leadership Council
- Domtar
- Costco

Partners, Associations & Credentials

Service Delivery Partners

- ASK Wellness
- BC Housing
- Boys and Girls Club of Kamloops
- Canadian Mental Health Association
- Child and Youth Mental Health
- Child Care Resource and Referral
- Children's Therapy and Family Resource Society
- Community Connections
- Elizabeth Fry Society
- Family Tree Family Centre
- Insight Support Services
- Public Health
- Kamloops Aboriginal Friendship Society
- Kamloops Community YMCA/YWCA
- Kamloops Food Bank
- Kamloops Food Policy Council
- Kamloops Immigrant Services
- Lil Michif Otipiemisiwak
- Ministry of Children and Family Development
- Phoenix Centre
- School District # 73 and # 58
- Secwepemc Child and Family Services
- Vista Community Services
- Volunteer Kamloops

Accreditation

Interior Community Services was successful in achieving another 3 year accreditation until October 2021 through the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation means the community can be assured ICS offers quality services and the programs offered meet or exceed international guidelines focused on service excellence.



Professional Associations

- B.C. CEO Network
- B.C. Federation of Foster Parents Association
- B.C. Non Profit Housing Assoc.
- Commission on Accreditation of Rehabilitation Facilities
- Community Food Centers Canada
- Community Social Service Employer's Association
- Federation of Aboriginal Foster Parents
- Federation of Community Social Services of BC
- Kamloops Chamber of Commerce
- North Shore Business Improvement Association

Program Impact Statements 2018

Child and Family Service Programs

Community Living Programs

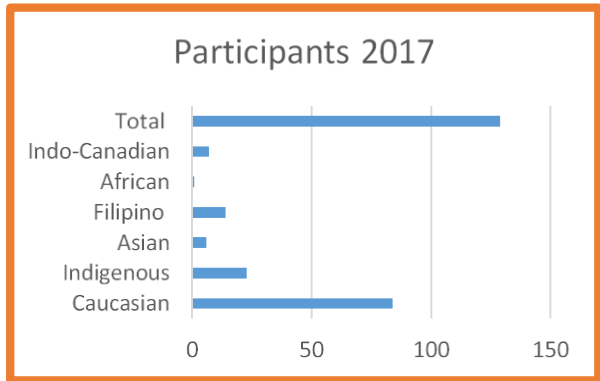
Merritt Programs

Youth Programs

Mt. Paul Community Food Centre

Baby's Head Start

A community resource that assists women to have the healthiest pregnancy and birth outcome possible.



Services Offered 2018

Lunch and Learn 47 Sessions

Other groups 92 Sessions

(Pre-Natal, Infant Massage, Mum and Baby song time, Building Connections)

Grocery Gift Cards \$15,000+

(\$10 per week per participant)

Free prenatal vitamins given to all pregnant women and Vitamin D for babies

Breastfeeding

96% Initiate Breastfeeding

62% Continue at 3 months

48% Continued for 6 months or more

Baby Birth Weight

84% of births were within healthy birth weight

91% of participants carried to term

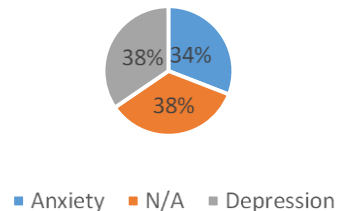
Community Partners

Interior Health, Family Tree Resource Centre, BC Farmers Market, CPNP

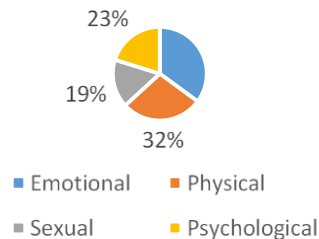
Participant Feedback

Constant support with anything I needed", "Connect me with places that help", Learning about the different topics including healthy eating", "I like being with other mums and pregnant women", Absolutely nothing could have been done differently", "A lot of things, especially breastfeeding", "Lunch and Learn (weekly drop in) great to network, learn and eat a good meal and take care of myself", "Met some new people from the community, accessed resources for my family, helped with healthy developmental for my family".

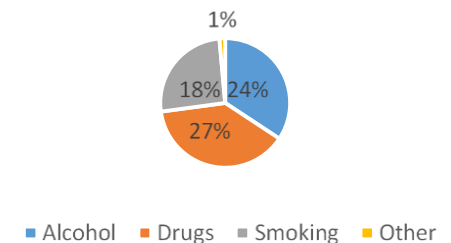
Mental Health



Abuse



Substance Use



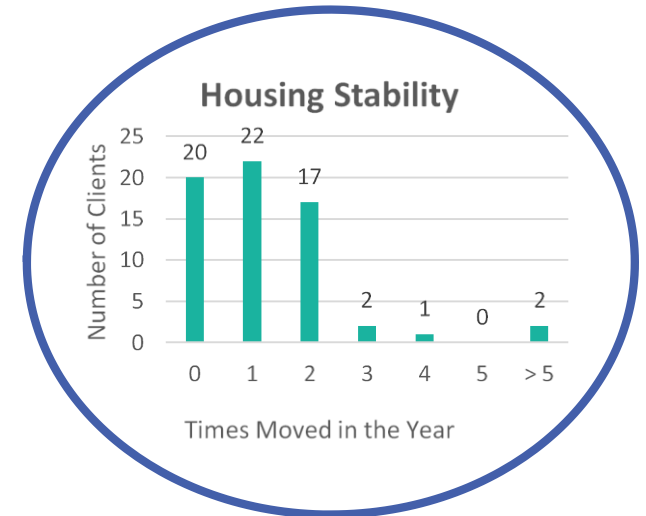
Early Connections – P.A. I. D. – Supervised & Supportive Visitation

Building strong families through education, coaching and support



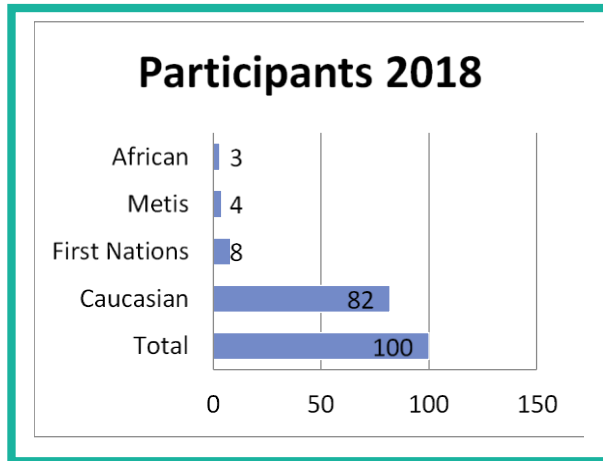
Goals

- 94 Parenting
- 25 Safety
- 64 Community Resources
- 29 Emotional Well Being
- 01 Education
- 01 Housing



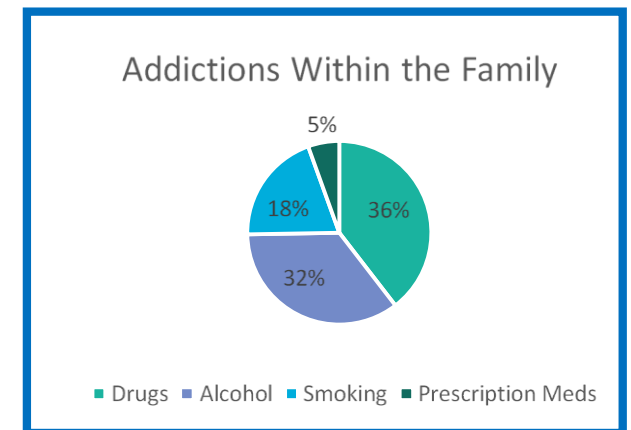
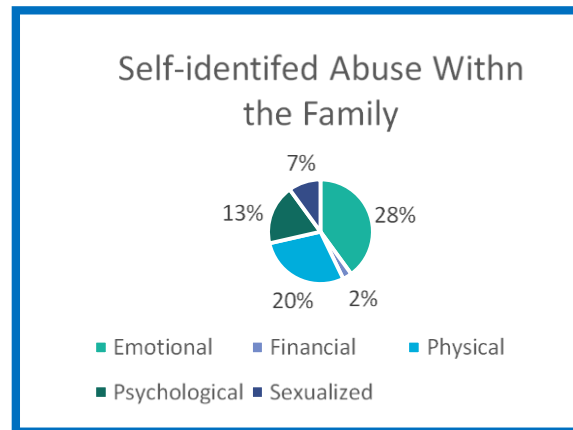
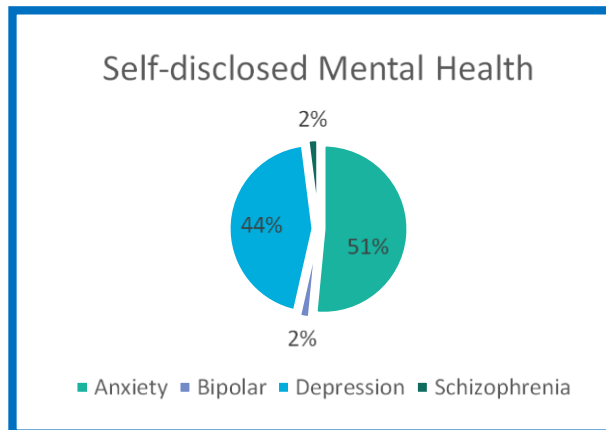
Goal Progress (SSV)

- 44% Service no longer required
- 6% Moved
- 31% Completed Program



Goal Progress (EC & PAID)

- 33% Some Progress
- 37% Significant Progress
- 30% Goal Achieved

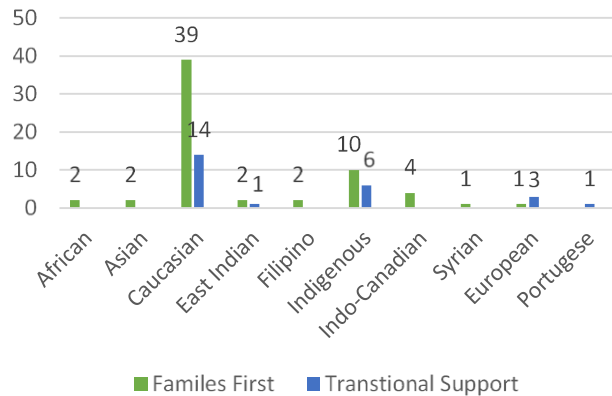


Families First and Transitional Support to Children 2018

Strengthening biological and adoptive families through enhancing connections and home visiting support



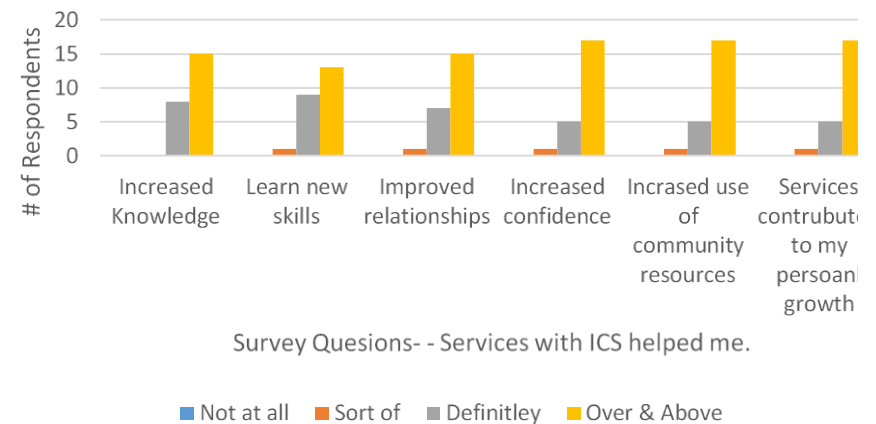
Cultural Background



Groups Offered
Parent Child Mother Goose
Roots of Empathy
Building Connections
Infant Massage

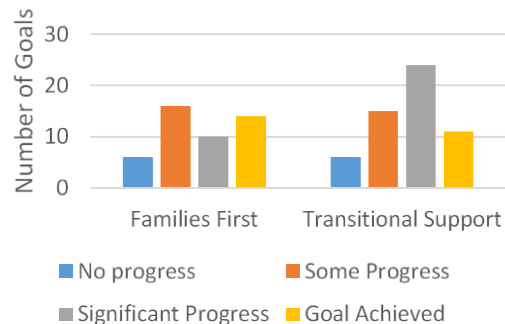


Participant Feedback

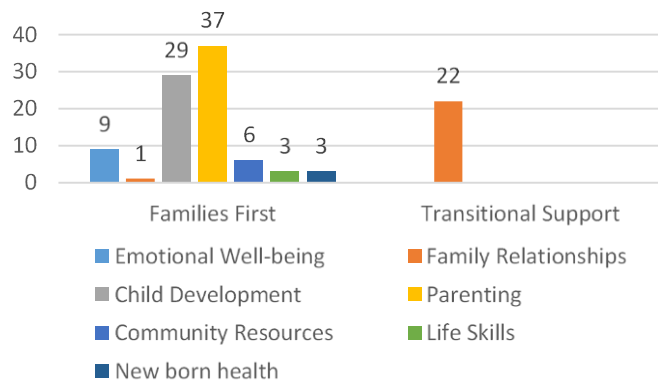


Survey Questions - Services with ICS helped me.

Goal Progress



Program Participant Goals



Program Focus Areas

- ✓ Pre and Post Natal information
- ✓ Bonding and Attachment
- ✓ Parent/child relationship
- ✓ Child Development
- ✓ Nutrition
- ✓ Safety in the home

Goals

- 116 Emotional Well-being
- 30 Family Relationships
- 7 Behavioural Development
- 15 Communication Skills

Goal Progress

- 26% Some Progress
- 41% Significant Progress
- 31% Goal Achieved

Practice Trends

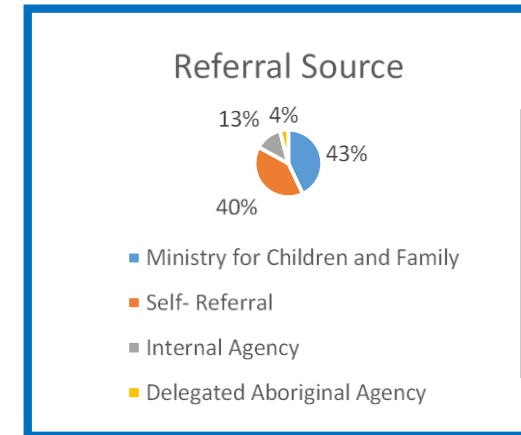
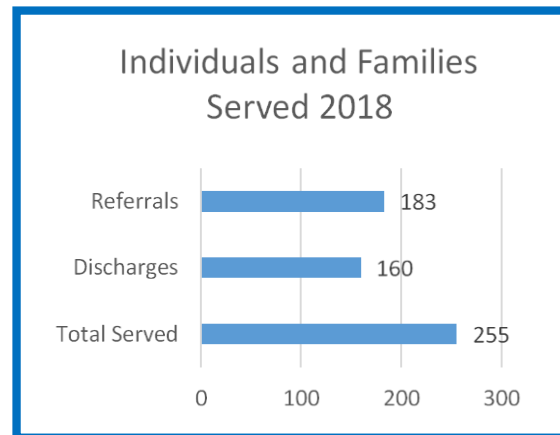
- 81 Moved between 1 – 5 times
- 80 Violence in the home

Types of Violence Reported

- 87 Emotional
- 66 Physical
- 43 Psychological
- 20 Financial
- 21 Sexualized

Family Enrichment Program 2018

In-office Family Counselling



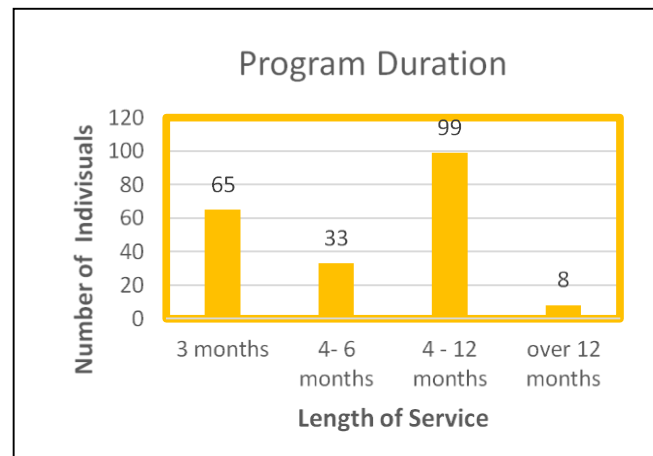
Average
Wait
Time

7.3 wks

Feedback



"Very grateful for sessions – compassionate and empathetic staff."
 "The ability to tell my story in a safe place."
 "We really liked it... it helped so much!"
 "The way I was going wasn't working and she helped me try something different."



Families Self-Report

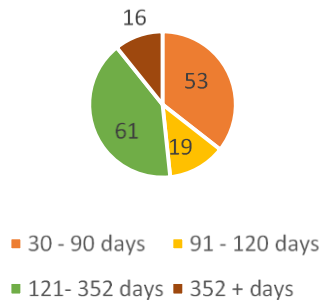
- 31% Alcohol addiction
- 25% Drug addiction
- 2% Prescription drug addiction
- 60% Anxiety
- 54% Depression

Family Service Program

Supporting families in crisis with the goal of keeping them together



Length of Service



244 Families Served
149 Discharged
103 Completed Program



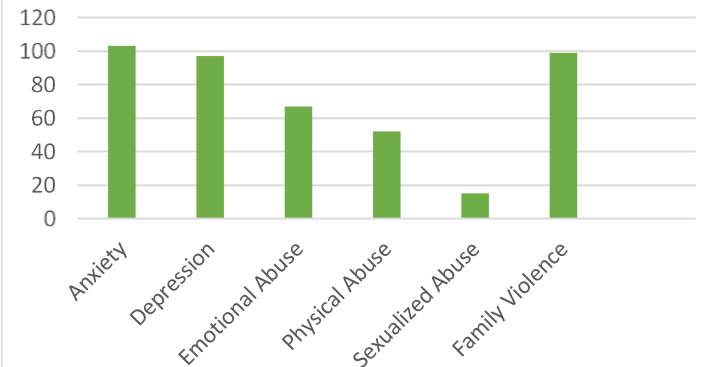
Goals

24 Behavioural Development
62 Parenting
46 Family Relationships
46 Community Resources
39 Communication skills

Goal Progress

66 Some
45 Significant
30 Goal Achieved

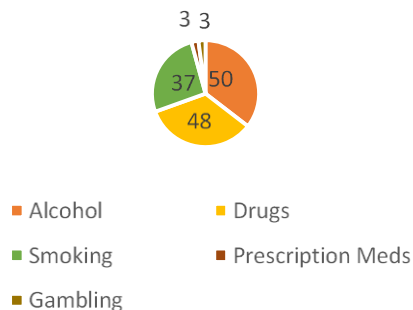
Self-Identified Family Concerns



Trends

- ↑ Duration of service
- ↑ Complexity of family needs
- ↑ Longer Wait times for Service

Addiction in the Family



Groups

Caring Dads	34 weeks	18 men
Mind over Madder	48 weeks	78 participants
Roots of Empathy	54 weeks	34 children
Worry Dragons	12 weeks	28 families

Feedback

- The family communication is better
- I have a better relationship with my kids
- The worker listened to me , no judgement
- I feel less anxious about my life

First Steps 2018

Providing education, supports, and childcare for young mothers and their children



Programming

Academic courses

- Graduation requirements
- Group and 1 to 1 support

Parenting supports

- Child development- ASQ
- Mentoring
- Attachment –Parent Child Mother Goose

Community referrals

- Housing
- Mental Health
- Addictions
- Legal & Financial

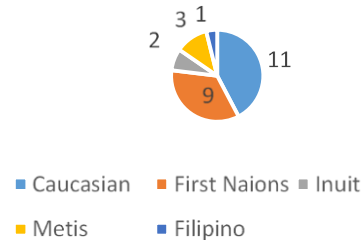
Health and wellness

- Public Health
- Nutrition
- Fitness

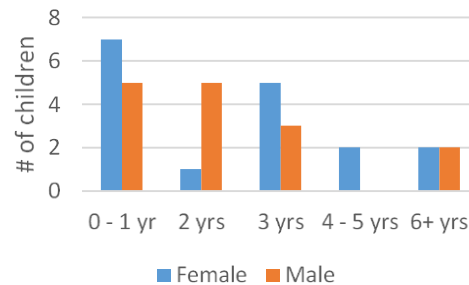
Life Skills

- Communication skills
- Finances
- Cooking/menu planning
- Gardening
- Career planning
- Self-Awareness
- 1 to 1 supports

Cultural Background



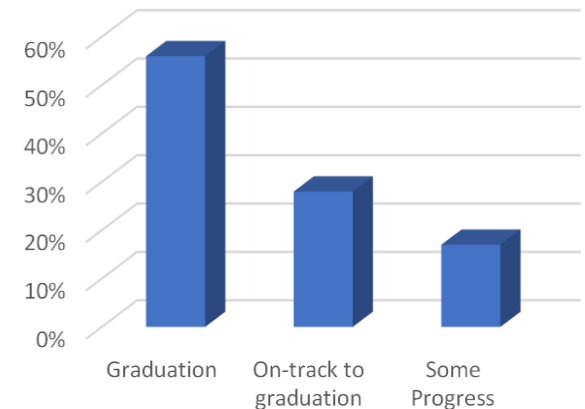
First Steps Children Receiving Services



Identified Barriers to Success

- 100%** Low income
- 50%** Addictions
- 71%** Mental health
- 43%** Physical violence within the home
- 64%** Abuse (emotional, financial, and/or sexual)

Academic progress



30 Year Program Results

(90 respondents from 1988 – 2018)

- 83%** Currently employed
- 42%** Working full time
- 42%** Graduated from post-secondary
- 95%** Believe their lives improved as a result of First Steps
- 76%** Were satisfied to extremely satisfied with current quality of life
- 87%** Felt First Steps improved their parenting

Prepared by Dr. Heather Price Canadian Research Chair, Thompson rivers University

British Columbia - Highlights from the 2017-2018 Performance Measurement Tool: CAPC

CAPC History and Funding

The Community Action Program for Children was launched in 1993 as part of Canada's commitment to the UN Convention on the Rights of the Child (1989).

Nationally, \$54.2M in funding is provided each year to community-based groups, agencies and coalitions across the country to deliver early intervention programs that promote the health and social development of vulnerable children (mainly 0-6 years) and their families.

There are 23 CAPC funding recipients in British Columbia.

10 Public Health Topic Addressed	% Funding Recipients
Nutrition education / healthy eating	100%
Physical activity / active lifestyle	100%
Bereavement and grief support	100%
Food security and assistance	100%
Cardio pulmonary resuscitation /CPR	100%
School readiness/ literacy/ language dev	100%
Anxiety	100%
Post-partum depression	96%
Immunization and vaccination	96%
Social isolation	96%
Food safety (e.g. safe food handling)	96%

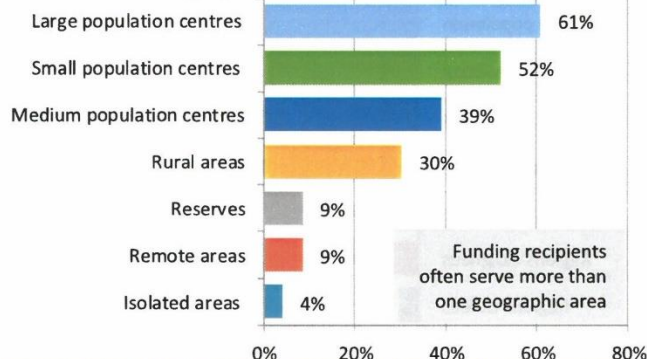
Partnerships in the Community

- 100% of CAPC funding recipients in British Columbia reported partnerships; of them, all reported having more than 3 types of partners

Most Common types of Partners

- Health organization (e.g. community health centre, clinic, public health unit)
- Community organizations
- Educational institutions (e.g. school, university)

Geographic Areas of Service Delivery



CAPC Programming in British Columbia

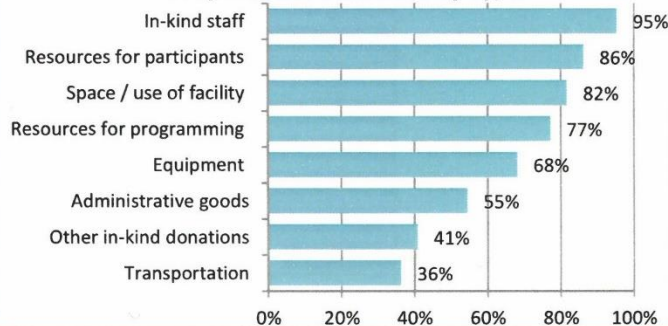
Group sessions were the most common program delivery method (100%). Sessions for parents/caregivers and children (96%), community events (91%), and sessions for parents/caregivers only and early education programs for children were most popular (87% respectively).

96% of CAPC funding recipients used **individual sessions**. One-on-one support (91%) and outreach activities (77%) were the most frequently reported types of individual sessions.

The most frequently reported **support services** were access or referral to health professionals (e.g., justice / legal, education, employment, income) (100%), other professionals (96%) and advocacy/support (96%).

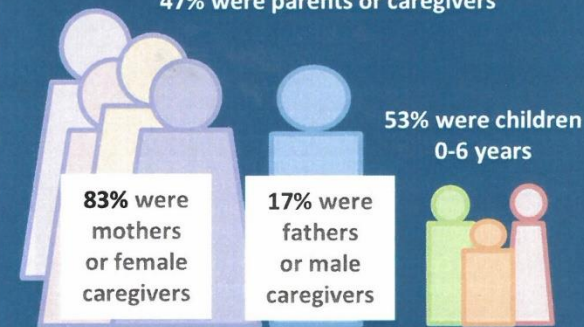
Community centres (78%), family resource centres (87%) and outdoor space (87%) were the most frequently reported **locations of program delivery**.

Proportion of Donations by Type



49,308 participants

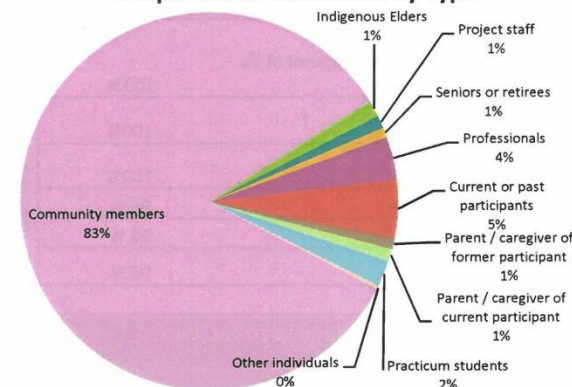
47% were parents or caregivers



Volunteers

- All of the 23 funding recipients in British Columbia benefitted from volunteers.
- 3,138 volunteers provided 30,952 hours of support, the equivalent of 4,127 days.

Proportion of Volunteers by Type



Donations

- 96% of CAPC funding recipients in BC received donations; of them, in-kind staff (staff paid by another organization) (95%), resources for participants (86%) and space to host the program (82%) were the most frequently reported donations.





SUPPORT TO FAMILY CARE NETWORK 2018

Providing education, training and support to Foster Parents in the Interior Region
(Thompson, Cariboo, Revelstoke, Golden, East & West Kootenay Areas)

2019 PROVINCIAL STATISTICS



2,497 FOSTER HOMES



369

ARE INDIGENOUS HOMES



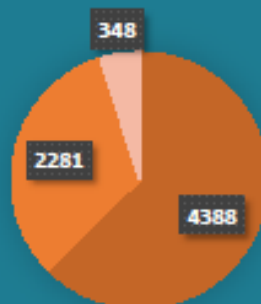
6,292 CHILDREN IN CARE

65%

ARE INDIGENOUS
CHILD IN CARE

2018 PROGRAM CONTACTS & STATISTICS

In person, phone, email and text



Foster Parents
Other
Community
Professionals
YICN/CIC

664 Foster Parents
420 Foster Homes
In the STFC service area

YOUTH IN CARE NETWORK 2018

KAMLOOPS LOCAL



99 Youth attended various events
and local leaders meetings

50 Unique youth attend events

BC STATS IN 2017 INDICATED...



60% of foster parents
are 50 + years old

14% of foster parents
are 65+ years old

2018 FOSTER PARENT TRAININGS



Attachment
SCAN Clinic
CPAP
safeTALK
Safe Babies

Car Seat Certification
Business Side of Fostering
Privacy & Information Awareness
Drug and Mental Health Awareness
Cultural Training
Adolescents and Sexuality
53 Hour Foster Parent Education



Adult Living Programs- Centennial, Desmond and River House 2018

Assisted living and life skills in caring home environments

Goals

22 Health and physical well-being

13 Life skills

3 Behavioral development

6 Community Inclusion

3 Family relationships

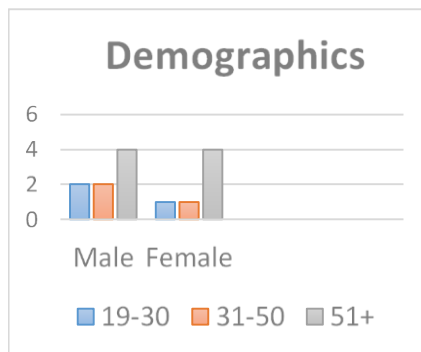
Goal Progress

27 Some progress

22 Significant progress

Resident Community & Volunteer Involvement

Seniors Centre
Therapeutic riding
Phoenix Centre
New Horizons
Li Michif Otipemisiwak
Options & Opportunities
Youth in Care Network
People in Motion
Thompson Community Resources
Inclusion Kamloop:
Salvation Army
Wildlife Park
Gemstone



Practice Principles

Recreation and exercise
Community inclusion
Personal hygiene
Household tasks
Health and Wellness
Safety

Desmond House

Fostering Independence

24/7 staffing

1,095 meals provided

Medication administration

Safe and nurturing home

River House

Supported specialized living

24/7 staffing

1,095 meals provided

Individualized behavior plans,
Support life skills, independence,
and employment and community
inclusion



Centennial House

Semi-independent living

8 hrs/day staffing

365 meals provided

Offers evening and weekend
activities, fosters healthy
relationships, medication mgnt.
and independence

Community Inclusion and Skill Development

Services are provided for adults 19 yrs and referred through Community Living BC

Community Inclusion 2018

13,042 hrs of service
150 group hours
48 Small group hours
7 full time equivalent staff

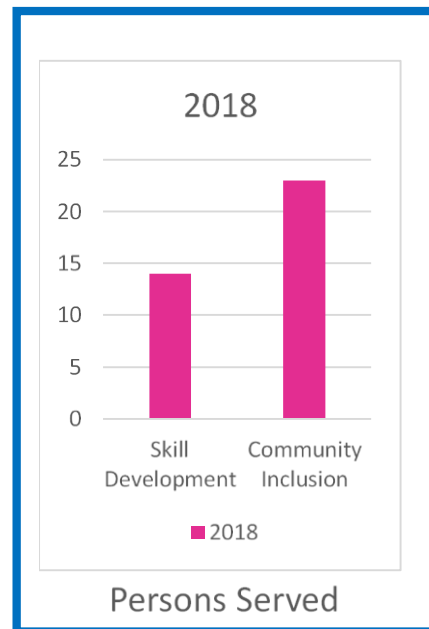


Goals

11 Community Inclusion
26 Life Skills
16 Emotional Well-being
11 Behavioral Development

Skill Development 2018

3,640 hrs of service
250 freezer meals made
200 fresh meals made
2 full time equivalent staff



Goal Progress

27% Some Progress
31% Significant Progress
24% Goal Achieved

Activities we do: fishing, swimming, bowling, book club, daytrips to lakes, art drop in, bingo and movie days, Circle of friends peer group in Barriere (on Fridays)

Options & Opportunities 2018

Group community inclusion for people of all abilities

Community Connections/Partnerships

- ✓ TRU – ESTR Program
- ✓ Kamloops Farmer's Market
- ✓ Parent Child Mother Goose
- ✓ Sunshine Bowling League
- ✓ Desert Gardens Senior's Society
- ✓ Vista Seniors Day Program
- ✓ Community Companions
- ✓ The Kamloops Player's Society
- ✓ Kamloops Arts Council
- ✓ Christmas Amalgamated

Partnership Activities

For the love of acting – drama drop-in
 Pub afternoons
 Monthly air band
 Craft club
 Variety Club
 Games afternoons
 Weekly pool tournament
 Monthly celebrations/parties
 Tea parties
 Annual Talent Showcase

Art Drop-in

Weekly art experience open to all

New painting techniques
 Multi-medium projects
 Self-portraits
 Landscapes

Bluebird Project

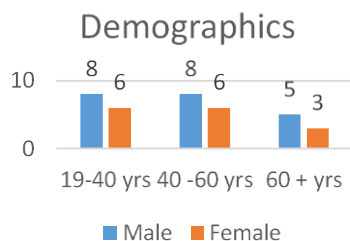
Partnership with TRU and
 Naturalist Club to

Create and maintain **16** nesting
 boxes
 Recording and reporting bird
 activity

Pay it Forward

In 2017 pay it forward collected **\$1057** through bottle collection. This money was used to support Chili and Coat day, a family through Christmas Amalgamated and supported other needs in the community.

Pay It Forward Gift



Goals

14 Communication Skills
18 Health and well-being
16 Life Skills
6 Community Inclusion
1 Identity & Culture

Goal Progress

37 Some progress
4 Significant progress
2 Goal achieved

Drama Club

O & O Community Players
 For the Love of Acting – Drama
 Drop In
 Annual talent show at Stagehouse
 Theatre
 Music Videos
 Short plays

2018 Completion Report for Caring Dads

16 Participants Referred
7 Completed Program

Goal Progress (SSV) Based on 8 Participants (2018)

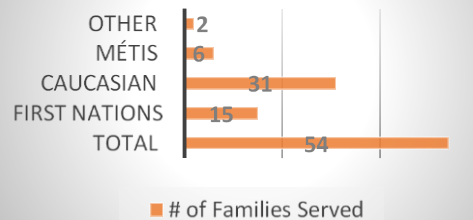
6 Completed Program
2 Remain in Program

Merritt Family Services – 2018

Family Support – Family Preservation – Supervised and Supportive Visitation

Meeting individuals where they are at & providing services to families

Participants 2018

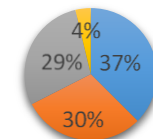


What We Do

*Advocacy ~ Support ~
Education ~ Supervision ~
Group Facilitation ~ Connecting
to Resources*



Addictions within the Family



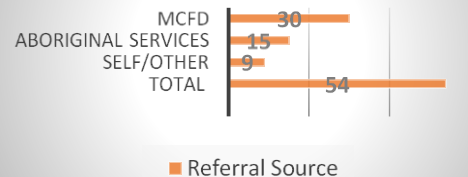
Smoking

Drugs

Alcohol

Prescription Medication

Referrals in 2018



Goals (93)

37 Parenting
20 Emotional Well-Being
13 Family Relationships
6 Communication Skills
6 Violence
4 Community Resources
7 Other

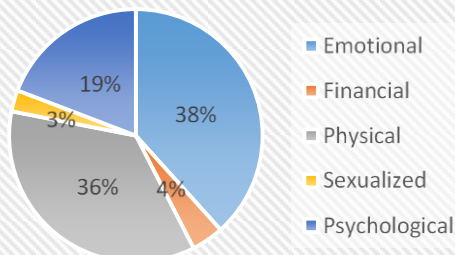
FEEDBACK:

"I learn something new every time I come here"

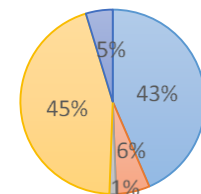
"Caring Dads has changed my life"

"I have learned invaluable parenting skills"

Self Disclosed Abuse



Self Identified Mental Health



Anxiety

Bipolar

Post Partum Depression

Depression

Schizophrenia

Goal Progress: Family Service & Family Preservation

39% Some Progress
13% Significant Progress
17% Goal Achieved

Merritt Community Inclusion 2018

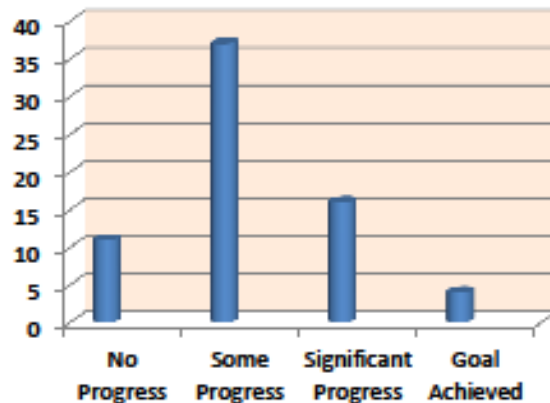
Enhancing quality of life for adults with developmental diverse-abilities by building strong and meaningful community connections

Program Growth

January 2018 December 2018
Bi-weekly Participant hours
339 hrs 387 hrs

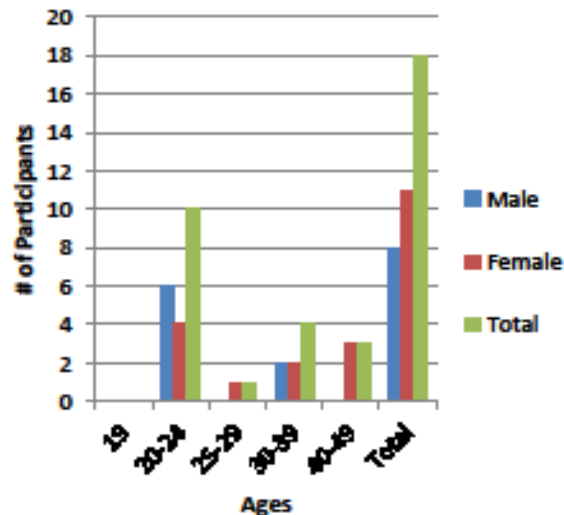
Participant Goals

- 1) Community Inclusion
- 2) Emotional Well-Being
- 3) Employment
- 4) Health & Physical Well-Being
- 5) Personal Development & Life skills



Participants in 2018

Total Participants Served = 18



Program & Activity Highlights

- o Accessible Van
- o Automatic Door
- o New Flooring
- o Accessible Lift
- o Wednesday morning Tim Horton Coffee group & Library
- o Special Olympics
- o BC Wild Life Park
- o Food Fridays
- o Volunteerism
- o Life Skills
- o Merritt Country Christmas Parade

Participants / Caregivers say...

"Really appreciate all your staff do to support me" ~~~~~ "Thank you for all your extra support" ~~~~~ "(Participant) uses more words now" ~~~~~ "(Participant) smiles more and seems happier"



Merritt Youth Services

Merritt Youth Services include: Teen Centre, Youth Justice (YJ)
Children & Youth with Special Needs (CYSN), and Safe Spaces

Service Numbers 2018

Teen Centre/CYSN/YJ

Total Youth Visits	777/193
Number of Youth	48/22/12
New Youth in 2018	20/10/9
Average # per drop-in (Based on 48 weeks)	8/4

Summer Splash Highlights

Random Acts of Kindness
Abilitus Farm ~ Jump 360
Scavenger Hunt ~ Geocaching
Rotary Park

Teen Centre Activities

- ✓ Food Prep & Cooking
- ✓ Physical Activity
- ✓ Team Building
- ✓ Mentorship
- ✓ Art
- ✓ Safety Education/Advocacy
- ✓ Access to health info
- ✓ Job Readiness
- ✓ Volunteerism
- ✓ Life Skills
- ✓ Connection to community resources/referrals

Merritt Youth Services



Youth Services Partnerships

- Kids Sport
- *School District #58*
- Scw'exmx Child and Family Services
- *Ministry of Children and Family Dev.*
- Public Health
- *Merritt Centennials*
- Merritt Food Bank
- *Insight Support Services*

FEEDBACK:

"It's a nice place to get to know people and make friends."

"It's a chill place."

"It's a nice place."

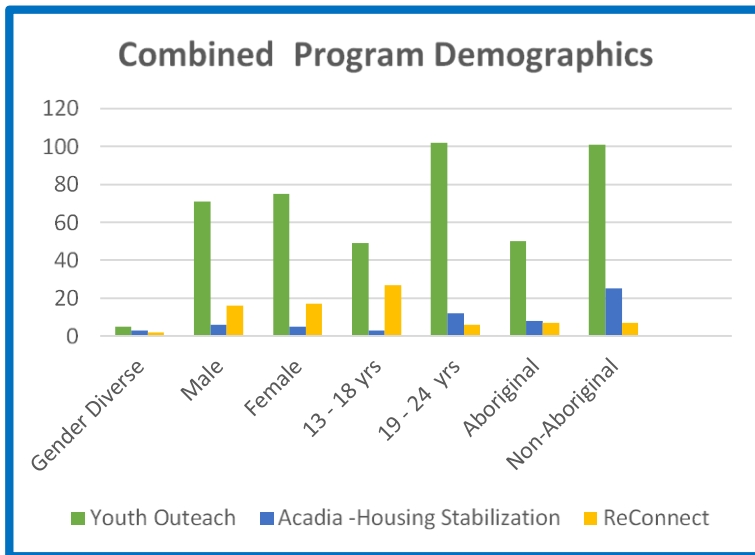
"It's pretty cool."

"I felt safe and could be myself"



2018 Street Outreach – Acadia Supportive Housing – ReConnect

Supporting Youth in harm reduction, building relationships/connections and finding stability



2018 Trends

- ↑ Overdose & crisis response
- ↑ Intensive case management
- ↑ Community collaborations
- ↑ Harm reduction distribution
- ↑ Support youth to detox and treatment services out of community



Acadia Supportive Housing Transitional housing for youth 17 – 24

- 15** Youth Housed
- 5** Youth successfully exited program to permanent housing
- 6** Youth experience positive changes in social participation
- 9** Youth engaged in recreational or cultural programming
- 4** Youth began education or employment skills training
- 3** Youth found employment

ReConnect 2018



35 Unique Youth

9 (13 – 15 yrs) 24 (16 – 19 yrs) 2 (20 – 24 yrs)

75 Goals set

31 Goals achieved

14 Goals had significant progress

17 Goals had some progress

Street Outreach

1728 Youth Contacts

151 Unique Youth



of Times Provided:

321 Harm Reduction Supplies

204 Naloxone Kits

129 Comfort Items

1148 Snacks & Meals

97 Bus Tickets

70 Clothing Items

636 General Support

101 Crisis Response

171 Referrals

3624 Basic & Urgent Needs Met

Kamloops Youth Shelter 2018

The Kamloops Youth Shelter provides a safe place, 24/7/365 for youth under 19 years old to stay for up to 29 days.

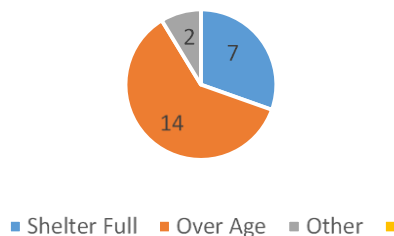
Non-Residential Service Access Rates:

- ✓ Food = 75
- ✓ Shower = 5
- ✓ Clothing/Laundry = 12
- ✓ Crisis Counselling = 6
- ✓ Phone/Internet = 8
- ✓ Harm Reduction Supplies = 81
- ✓ Naloxone Kits = 3
- ✓ Other = 46

Demographics

45 Males 35 Females
5 Gender Diverse
26% First Nations
62% Caucasian
11% Metis

Youth Turn Aways



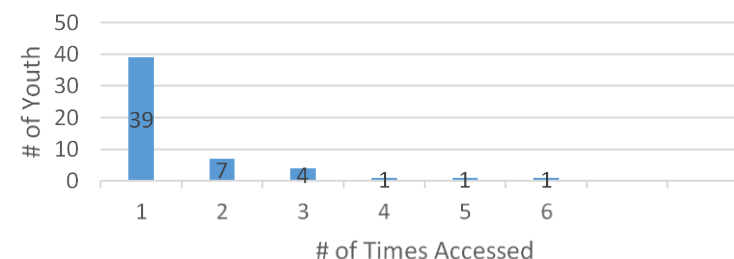
Goals

- 50** Housing/Placement
- 21** Safety
- 6** Family Relationships

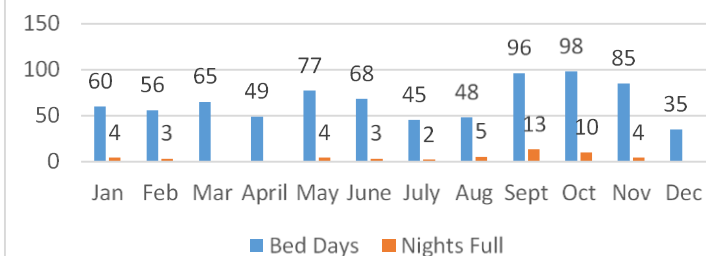
Goal Progress

56% Goal Achieved
33% Some Progress

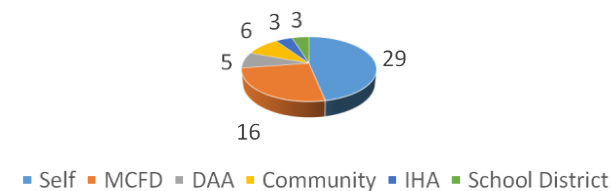
of Times Accessed 2018



Occupancy Rate 2018



Referral Source

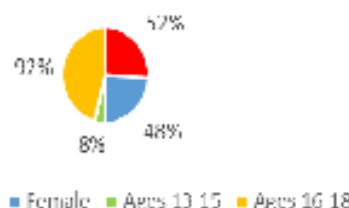




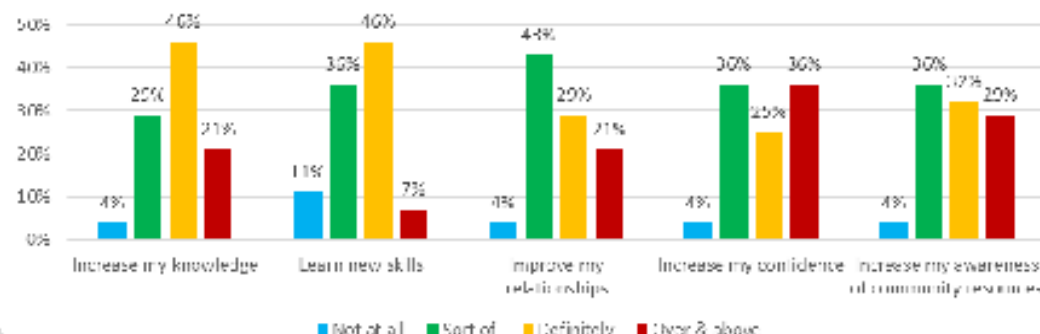
2018

Youth Coaching

Demographics



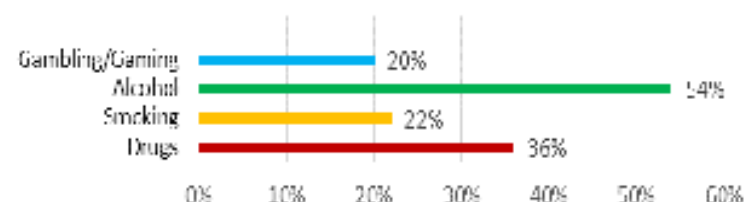
Services With ICS Helped Me:



Length of Service



Addictions Reported Families/Youth



2018 Trends

- ⇒ There were more young men in the program than young women (52%) for the first time in 8 years.
- ⇒ Ages went up - in 2017 61% of the youth were between 16 and 18 while in 2018 this had increased to 92%
- ⇒ There was a 22% increase in youth identifying anxiety as a mental health issue in the family
- ⇒ Addictions reported all increased except smoking which had a slight decrease from last year

ICS



MOUNT PAUL
community food centre

THE DIFFERENCE OUR COMMUNITY FOOD CENTRE MAKES

WHAT WE PROVIDE:



Fresh, high-quality food



Welcoming, dignified space



Programs that build skills



Focus on improving health



Opportunity to contribute and lead

IMPACT OF COMMUNITY FOOD CENTRES ACROSS THE COUNTRY:

92%

of people say they have better access to healthy food

69%

say their mental health has improved

92%


feel they belong to a community

COMING TOGETHER AS A COMMUNITY, WE CAN

- Provide more nutritious and delicious food at schools and through drop-in meals
- Improve our space
- Offer more food skills programs like community kitchens and gardens and after-school programs
- Create a network of peer support

Find out how you can help at

www.interiorcommunityservices.bc.ca/programs/food-security

 Mount Paul Community Food Centre