



# John Howard

THE JOHN HOWARD SOCIETY OF  
NEWFOUNDLAND AND LABRADOR

Annual Report 2017-18

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## Who We Are

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### WHO WE SERVE

John Howard Society is a leading social service agency providing services to adult and youth who face many barriers including mental health challenges, addictions, poverty, homelessness, lack of employment, and criminal justice involvement.

### OUR MISSION

Rehabilitation of offenders and safer communities through **effective, just and humane** responses to the causes and consequences of crime.

### OUR CORE VALUES

- People have the right to live in a **safe and peaceful** society.
- Every person has **intrinsic worth** and the right to be treated with **dignity, fairness and compassion** before the law.
- All people have the **potential** to become responsible citizens.
- Every person has the **right and the responsibility** to be informed about and involved in the criminal justice system.
- Justice is best served through measures that **resolve conflicts, repair harm and restore peaceful relations** in society.
- Independent, autonomous volunteer organizations have a **vital role** in the criminal justice process.

## **Provincial Board of Directors**

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**Bryan Purcell, President**

**Phonse Miller, Vice President**

**Bonnie Abbott, Secretary/Treasurer**

**Catherine Gogan, Past President**

### **Board Members**

**Joan Atkinson**

**Joan Dawson**

**Paul Ludlow**

**Donna Luther**

**Leslie MacLeod**

**Debbie Sue Martin**

**Dean Roberts**

**Michelle Short**

**Dick Spellacy**

**Mike Tobin**

**Gwen Watts**

## **Committees**

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### Executive Committee

**Bryan Purcell, President**  
**Phonse Miller, Vice President**  
**Bonnie Abbott, Secretary/Treasurer**  
**Catherine Gogan, Past President**

### Personnel Committee

**Bryan Purcell**  
**Michelle Short**  
**Cindy Murphy**

### Scholarship Committee

**Bryan Purcell**  
**Joan Atkinson**  
**Cindy Murphy**

### Nomination Committee

**Catherine Gogan**  
**Leslie MacLeod**  
**Debbie Sue Martin**

### Building Committee

**Bryan Purcell**  
**Phonse Miller**  
**Catherine Gogan**  
**Paul Ludlow**  
**Keith O'Neill**  
**Cindy Murphy**  
**Joanne Symonds**  
**Rod Harris**

## President's Report

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The year 2017-2018 was another very successful year for the Society, despite many challenges in the corrections field. All existing programs were sustained, and a number of new initiatives were undertaken in response to issues which arose in the system and the community.

The Society continues to serve clients from all parts of the province from its program sites in the St. John's, Corner Brook, and Stephenville areas. During 2017-2018, the Society also continued its efforts in researching the feasibility of expanding into Labrador, as outlined below.

The reports of individual programs in this Annual Report will discuss our operations in more detail.

As was the case in the last several years, financially and administratively the Society continued to be on a very solid footing in terms of both current operations and long-term planning. The Society's budget for 2017-2018 was sustained at almost \$4.5 million dollars. Next year's budget will be sustained at a similar level. Through excellent financial management on the part of senior staff, the Board was able to take the proceeds of the sale of its Water Street building and a small amount of funding from cash reserves to pay off the remainder of its mortgage on the Society's headquarters building at 342 Pennywell Road. This payout of the mortgage on the building allowed the elimination of interest costs and put the Society on an excellent footing in terms of its capital assets.

At the December board meeting, Executive Director Cindy Murphy tabled a draft Strategic Plan for the period of 2018-2021 for discussion. This plan outlines the overall direction and priorities for the Society for the next three years. After some discussion, the Board agreed to review the plan in detail and provide feedback at the March 27<sup>th</sup> board meeting. At that time, there was a detailed discussion and with some minor revisions, the Board approved the plan.

Several members of the Board of Directors, whose terms had expired, were re-elected for renewed three-year terms. As well, two new board members were appointed during the year – Inspector Dean Roberts of the Royal Newfoundland Constabulary and Ms. Joan Dawson, legal counsel with Legal Aid. One member, Inspector Jason Sheppard, resigned from the Board upon his retirement from the RNC. We thank Jason for his service and wish him all the best in the future.

The Board continued to operate very effectively in governing the Society. As noted in last year's report, we have always been fortunate in having a very talented and committed Board, representing a broad spectrum of backgrounds and disciplines, but sharing a common dedication to the philosophy and goals of the Society.

One very significant staff change occurred during the year. On June 15 2017, Suzanne Rendell took her well-earned retirement after 34 years of dedicated service to the Society. Suzanne saw the Society grow from a small operation to the large and complex organization that it is today. She greatly contributed to the growth and development of the Society, and was the epitome of hard work, talent, and dedication to the Society's ideals. We wish Suzanne all the very best in this new and exciting phase of her life. Also, we want to say a fond farewell to Rosemary Mullins, Coordinator of Loretta Bartlett Home for Youth in Corner Brook. Rosemary retired after 13 years with the Society. We wish her the very best as she and her husband are moving to Nova Scotia to be closer to family.

The Society continues to be affiliated with the John Howard Society of Canada, and through this affiliation, with the 63 other John Howard Societies across the country. This affiliation allows us to address national issues which impact this province; have access to research and best practices; access a national insurance policy and operational standards and; provide mutual support.

One of the key initiatives of the John Howard Society of Canada over the past two years was participation in a court challenge to the extensive use of solitary confinement in Canadian prisons. This court challenge resulted in a successful ruling in 2018. This will benefit all inmates, as the imposition of better and more humane standards at the federal level will have a positive impact on provincial policies and practices throughout the country.

Another significant initiative of the John Howard Society of Canada during this past year was the development of a draft Affiliation Agreement. This draft will be presented for ratification at the 2018 Annual General Meeting of the John Howard Society of Canada in October. Its aim is to formally codify the relationships of the John Howard Society of Canada and its member societies across the provinces and territories.

During the summer of 2017, the John Howard community across the country was overjoyed to hear that Catherine Latimer, the Executive Director of the John Howard Society of Canada, had been awarded the Order of Canada. Catherine has had a long and illustrious career in public service.

While the award specifically cited her pivotal work on the development of Canada's Youth Criminal Justice Act, no doubt it also reflected her many contributions in her long career and her unwavering commitment to the highest ideals of principle and integrity. We congratulate Catherine on this great honour and look forward to continuing to work with her on our shared ideals.

John Howard Society Week was held in mid-February. It was very successful, with a number of events for staff, clients, and the public. As is tradition, prior to John Howard Society Week, a meeting was held with the Minister of Justice and Attorney General, the Honorable Andrew Parsons, who signed the official proclamation. This meeting also afforded an opportunity to discuss with the Minister and members of his senior staff a number of key issues for the Society and its clients. These kinds of meetings are very important in allowing the Society to advocate on key issues to senior decision-makers; to gain a better understanding of their perspectives and; to keep lines of communication open. They pay major dividends in terms of the current and future success of the Society.

The continued interest on the part of government in consulting with the Society is evidence that the Society is viewed as having a high level of expertise on correctional and related social issues. The Department of Justice calls upon the Society throughout the year to have input into major correctional issues and policies. This past year was no exception.

Garrison Place, the Society's 10-unit affordable housing complex, was completed in the fall of 2017. Residents began moving in to their apartments in December. This complex, which is located adjacent to Howard House on Garrison Hill, provides attractive affordable housing for tenants who are experiencing a broad range of social needs.

A major part of the plan for Garrison Place included a link to Howard House, allowing accessibility improvements including a shared elevator and a number of other renovations within Howard House. Work on these renovations continues with emphasis on renovation to the kitchen and living areas. This will ensure that Howard House is better prepared to serve its diverse clientele.

An official opening ceremony for Garrison Place is being planned. Difficulties have been experienced in scheduling the respective Federal and Provincial Ministers, but it is hoped that the opening can be held shortly. The Garrison Place project has proven to be challenging, but very gratifying. It has helped the Society begin to meet a major goal in terms of providing decent, affordable housing for clients who face major obstacles in this regard. It is hoped that the Society can take on other similar projects in future.



In April 2017, the Society accepted an offer to sell the former headquarters building at 426 Water Street. The closure date on the sale was in June. Unfortunately, an Environmental Assessment Phase I carried out as a condition of sale discovered previously unknown breaches of environmental regulations in the failure of the building's past owners to remediate the site by not removing two underground oil storage tanks that had been decommissioned more than twenty years earlier. This discovery triggered the need to remove the tanks, and remediate the site. It also necessitated an Environmental Assessment Phase II to ascertain the extent of contamination and the need for remediation. This process was on-going during the summer and fall of 2017. No further major remediation was necessary. We were very fortunate in that the buyer remained committed to the purchase. The sale was completed in early 2018.

The feasibility study on developing and delivering services in Labrador commenced during the year. The consulting firm of Goss-Gilroy, with principal consultant Marie Ryan, is carrying out the study.

Initial research had established very clearly that there exists a critical need to respond to the profound program challenges in this area of the province. During the year, research and consultations with key stakeholders including clients, families and community leaders, as well as service deliverers, has produced a wealth of valuable information which will inform service planning and development in future. The report is expected to be completed in the fall of this year.

As we look back on the past year, it is clear that the Society is functioning very well, enjoys a very good reputation among its community and government partners, and can look forward to sustained progress in the future. As an organization, we are highly committed to working towards our goals on behalf of the people and communities we serve.

As a volunteer community-based organization, we recognize that our success is made possible only through the incredible contributions of a highly dedicated and talented group of staff and volunteers. We extend our heartfelt thanks to them.

**Bryan Purcell, Board President**

## **Executive Directors Report**

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The past year was one in which new initiatives were undertaken, new community partnerships were forged and core programs were maintained. Through a diverse array of programs and services, the Society provided services to nearly twelve hundred clients in St. John's, Stephenville and Corner Brook locations.

Volunteers continue to support the 90 dedicated staff who operate the John Howard Society programs in the province. Through their participation on our Board and committees, volunteers provide governance for the Society operations and directly support and enhance a number of Society programs and services. They operate and successfully sustain the Prison Library and Prison Visitation program, and provide direct support to our residential programs.

While program managers provide a synopsis of their individual programs, the following is a summary of some of the other diverse activities undertaken by the John Howard Society during 2017-2018.

### **Garrison Place**

Early in the year the focus was on completing the construction of Garrison Place, a 10-unit supportive housing facility which would open its doors in early December. The project would mean that 10 individuals would be provided permanent supportive housing with the goal of assisting tenants to reach their full potential and become fully participating members of our community. Special thanks to the Building Committee along with Keith O'Neill, Technical Facilitator with the Initiative for Affordable Housing for their considerable time and effort to bring the development to fruition.

### **Strategic Plan for 2018-2021**

During the year the Board of Directors approved a new Strategic Plan for 2018-2021. The new plan creates a road map for the next three years and focuses on three Priority Areas: 1) Strengthen Program Development and Service Delivery; 2) Promote Community-Based Criminal Justice Responses and Resolutions; 3) Enhance Organizational Resiliency and Sustainability. With the above noted priorities, JHSNL has also developed strategies and outcomes to ensure the priorities of the Strategic Plan are fulfilled.

## **Review of Provincial Disciplinary Segregation**

The use of segregation or solitary confinement has been receiving both national and international attention due to the now widely recognized negative impacts on inmates being placed in isolation for long periods of time. In response to same, the Society was pleased to be invited by the Superintendent of Prisons to participate on a committee to review the use of disciplinary segregation in the province's correctional centers. The committee was comprised of community and institutional staff, who reviewed current uses, completed a jurisdictional scan, and held focus groups with people with lived experience. At the end of the process, a report including recommendations was submitted to the Superintendent. The committee was pleased the Department of Justice accepted all of the recommendations which will help improve the conditions of confinement for inmates sentenced to disciplinary segregation. As a follow-up, the Executive Director was invited to chair the committee to review the use of Administrative Segregation in the province.

## **New Partnerships**

Partnerships are so important to the work of any community organization and for the Society it is no different. Some new and exciting partnerships were forged over the past year.

Throughout last year, JHS Canada (JHSC) was meeting with Canadian Border Services to develop a partnership to provide alternatives to detention for those who would otherwise be detained in custody awaiting the resolution of their immigration issues. This program would mean people would not be needlessly detained if they can be safely supported and supervised in the community. JHS's role would be to provide the community supervision and support. Being a national initiative, many JHS offices across the country will be providing services. We look forward to working together with our JHS counterparts and thank Catherine Latimer for all the heavy lifting it took to bring this contract to life.

The second new partnership is being led by JHS New Brunswick (JHSNB) and will see our organization partner with other JHS offices in the Atlantic Canada to deliver an anti-drug driving program for Grade 10 students. This proposal is timely as the legalization of marijuana is expected to take place this fall. The JHSNB proposal was submitted to Health Canada and would seek to create a co-managed, multi-sectorial partnership with JHS, the Eastern Hub of Students Commission and the local police. The program is designed to engage high school students and we are excited at the prospect of partnering with other JHS offices in the Atlantic Region. Thanks to JHSNB for including us in this important initiative.

## **Suicide Prevention Conference**

The Society, along with the Canadian Mental Health Association NL Division is pleased to be partnering with the Canadian Association for Suicide Prevention to host a National Suicide Prevention and Life Promotion Conference in St. John's October 31 - November 2, 2018. This conference will be the premier suicide prevention conference in Canada and it is expected to draw 400 delegates. An organizing committee along with other subcommittees have been hard at work planning the event and we look forward to a great conference in the fall of 2018.

## **John Howard Society Week**

Every year since 1986, a JHS awareness week has been held during the week of Valentines. During the past year, a number of activities were held. The week began with a meeting with the Minister of Justice and Attorney General on February 13, 2018. The meeting provided an opportunity to discuss a variety of issues as well as provide information on a number of Society initiatives. Discussion items included the opening of Garrison Place; the JHS proposed Bail Verification and Support Program, as well as multi-year funding. Additionally, JHS raised concerns about the state of the provinces correctional infrastructure and overcrowding in our correctional institutions. The Minister also signed our proclamation declaring the week of February 10 - 16, 2018 as John Howard Society Week.

Other events throughout the week included hosting Service Fairs at Her Majesty's Penitentiary and the West Coast Correctional Center. Both brought together a large array of community and government service providers to share information with the inmates. This event was covered by CBC television which helped to promote awareness about the needs of offenders.

Open Houses were also held at some of our program sites. Staff participated in the Pancake Breakfast to raise awareness and funding for homelessness, and a lunch for clients was held in St. John's. During the staff luncheon, a number of our great staff were recognized for their long standing service with the Society. Speakers including RNC Chief Ron Boland, Cheryl Coleman, from the Blue Door program as well as representatives from the RNC and the RCMP who spoke about human trafficking.

## **Services Needs for Labrador**

As noted in the President's report, the Society has long recognized the need for correctional services in Labrador.

With the assistance of Marie Ryan, from the consulting firm of Goss Gilroy, a report will be compiled which will help to inform future planning and service delivery for the region.

### **Public Consultation and Advocacy**

Throughout the year the Society was actively engaged in public consultation and advocacy on a variety of issues. The needs of aging offenders, prison conditions and overcrowding in our correctional facilities as well as the large number of people held on pretrial custody were all issues of concern raised by the Society. Additionally, the organization commented on the need for more affordable housing and the need to prepare for a possible Fentanyl drug crisis.

### **Other Noteworthy Events**

In 2017-2018, we saw two long-standing employees retire from the Society. Suzanne Rendell worked with the organization for 34 years and contributed so much through her dedication and commitment. She had a deep respect for the Society's work and the clients we serve. We wish her every happiness in retirement.

Rosemary Mullins, Coordinator of Loretta Bartlett Home for Youth also retired. Rosemary worked for the Society for 13 years and through her professionalism and strong work ethic, she served the many young people going through her program with integrity and respect. Following her retirement Rosemary moved to Nova Scotia to be closer to her family and we wish her much happiness and fulfilment as she starts a new journey.

In May 2017, Catherine Latimer, the Executive Director of the John Howard Society Canada was awarded the Order of Canada. We wish to extend our congratulations once again to Catherine who continues her distinguished career working to promote more effective, just and humane criminal justice system in Canada.

Finally, a special thank-you to all who contributed to the success of the Society over the past year, especially the members of our Board of Directors for their strong leadership, our dedicated staff and volunteers who work tirelessly to meet the needs of clients, and our government and community partners who all contributed to our achievements.

**Cindy Murphy, Executive Director**

## Howard House

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The Howard House (HH) residential program provides an opportunity for up to 16 adult male ex-offenders to reintegrate back in the community, in a safe, structured environment after a period of incarceration. In its 41<sup>st</sup> year of operation, it continues to be a valuable resource to the many men who are looking to make or continue making positive life changes after involvement with the criminal justice system, and need residential support to do so.

Our residents are on various types of supervision including: Day Parole (DP), Full Parole (FP), Statutory Release (SR), Statutory Release with Residency (SRR), Temporary Absence (TA) and Probation (PR). While living in Howard House, residents have the opportunity to access programs and services within John Howard Society, Correctional Services of Canada, and various community agencies. During their residency, Howard House residents have on-site counselling as an integral part in merging release planning in to action and reintegration.

This year marks a transition for Howard House as it ceased to implement the two streams of our addictions program, Moderate Intensity Management of Offender Substance Abuse (MIMOSA). Necessitated by the development of John Howard Society's supportive housing initiative, Garrison Place, the temporary move proved to be a better fit and aligned well with other Learning Resource Program (LRP) offerings for both the Society and for the clients. While we were sorry to see this program leave Howard House, a decision was made to maintain this program under the LRP umbrella.

Howard House continues to operationalize the Intensive Management Reporting Centre for Correctional Service of Canada (CSC). This program allows for more accountability for community based clients needing extra support and supervision to maintain their community status. This year six CSC clients availed of this program.

Another continuing program, Sponsored by CSC, is the annual Family Prison Visit. This program affords family members of loved ones serving a period of incarceration in federal institutions in the Atlantic region the opportunity to visit for a weekend. With the support of John Howard Society staff who volunteer to participate in this visit, last year we were able to provide 11 family members from across Newfoundland and Labrador the opportunity to visit.

Over the past year, CSC had 39 clients reside at Howard House for a total of 3953 bed days, with the average of 14 residents per month. This includes those who had more than one stay, during the fiscal year. This is an increase in overall bed days from last year.

A total of 119 referrals were made through CSC (see Table 1A), with a 70% acceptance rate (see Table 1B). Meanwhile, Corrections and Community Services-Adult Corrections (CCS-AC) had 51 clients avail of the program, utilizing 1258 bed days, representing a decrease of 550 bed days with the average of 7 residents per month. In total, 76 referrals were made (see Table 1A), with an acceptance rate of 76% (see Table 1B). The overall average bed days were 14.3 per month for the fiscal year. During the same period, a total of 195 cases were presented to the Howard House Admissions Committee for residency. Of these, 72% were accepted (see Table 1B).

Our comprehensive selection process reviews the individuals' appropriateness for Howard House. This includes a viable case plan and whether the individual can be safely and effectively managed in the community without undue risk to public safety. Overall, of the 90 clients residing at HH in 2017-2018 fiscal year, 79% of residents successfully completed the program or were still ongoing at the end of the reporting period. Unfortunately, three individuals did become unlawfully at large in the reporting period. However, all three were found and returned to custody.

Mental health and addiction continues to be a significant contributor to unsuccessful residencies and criminal activity. Some residents failed to complete the program due to technical violations, and for others substance use led to the individual's risk becoming unmanageable in the community.

It is noted that we did not believe that reoffending had occurred in those unsuccessful cases. Fortunately, though training was initiated with all staff to ensure preparedness for this possibility, we have not experienced the challenges with respect to the drug Fentanyl.

Table 1A – CSC and CSC-AC Referrals 2017-2018.

CSC	Day Parole	Full Parole	Statutory Release Or Voluntary SR	Statutory Release with Residency	UTA	Halfway Back	LTSO	Total
<b>Federal Referrals</b>	61	-	10	17	1	1	1*	91
<b>Provincial Referrals</b>	28	-	-	-	-	-	-	28
<b>AC</b>	<b>Temporary Absence</b>		<b>Probation</b>		<b>Conditional Sentence</b>		<b>Total</b>	
<b>Total</b>	<b>74</b>		<b>2</b>		<b>0</b>		<b>76</b>	

Table 1B – Admission Results 2017-2018.

Admission	Accepted	Denied/Defer	Total	Acceptance Rate
CSC	83	36	119	70%
TA	56	18	74	76%
Probation	2	0	2	100%
<b>Total</b>	<b>141</b>	<b>54</b>	<b>195</b>	<b>72%</b>

Howard House’s volunteer program continues to be a valued program for the organization, Howard House residents, and the volunteers alike. Howard House provides a basis for knowledge and a skill developing atmosphere for those who wish to work within community and government agencies providing services to those involved in the criminal justice system and reintegration. Volunteers assist staff with the day to day operations of the house as well as assist residents with resume writing, job search, housing searches, development of social, and life skills, to name a few aspects of participation. Again, this year, over 20 volunteers, contributed over 1500 hours of their valuable time! These folks eagerly participate in our Howard House program, gaining valuable experience and skills to take to their future careers while they give back to the community. We are certainly appreciative for the contributions of all of our volunteers. One of the most eventful and volunteer reliant events is our annual Children’s Christmas party. Pioneered by Susanne Rendell, the annual Children’s Christmas party marked its 34<sup>th</sup> year! With the help of many generous private and business community donors, we were able to have 42 happy children at Axtion, complete with a visit from Santa.

This past year, John Howard’s longest employee Susanne Rendell retired after 34 years. A celebration was held to honour her long term dedication and commitment to John Howard Society, Howard House and the many, many lives she has impacted and enriched with her generosity and genuine desire to help others over her long career. We wish her a well-deserved and enjoyable retirement!

In Susanne’s departure, we welcomed Holly White as our Administrative Assistant for Howard House and Garrison Place. Other staff changes saw Janet Merlo leave her overnight residential position. Thanks to Janet for all her work during her more than 5 years with Howard House. Courtney Best filled a vacancy created as Caitlin Penton moved to the Housing Support Worker position with Garrison Place.

This year we were also fortunate to have been able to hire two students under the Canada Summer Jobs Program, providing valuable experience to students on their learning journey: Kayla Bailey and Brendan Singleton.



We were pleased to add Kayla to our relief staff after the summer. In addition, Rod Thompson and Rebecca Kennedy spent a brief time with the organization as relief staff, but have also since moved to other opportunities. I cannot say enough about the tremendous commitment and resilience Howard House staff have demonstrated through the construction phase, and rising to meet the needs of the residents professionally and competently during some challenging times this past year. It is a testament to the genuine desire to help others move forward in their lives in the face of challenge, in an effort to attain the society's goals and the community at large. It also sets a fine example for our clients of perseverance and commitment to achieving goals for their own lives, as they witness the dedication to goals, the coping with less than ideal circumstances and operational challenges, and commitment to achieving outcomes. I am fortunate to have a strong and dedicated team at Howard House and I personally thank everyone for their ongoing patience, cooperation, and tolerance during the construction process of the past year. We made it.

Finally, on behalf of all of the staff of Howard House, we wish to thank our volunteers, community representatives, Board of Directors, as well as our community partners, Correctional Service of Canada and the Adult Corrections Division of the Department of Justice and Public Safety for their continued support and contributions this past year. I look forward to another great year of partnerships and success!

**Val Flynn, Residential Manager**

## Garrison Place

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As previously stated, this year saw a new chapter officially begin for John Howard through the completion of the Garrison Place in December 2017. Garrison Place is a 10-unit supportive housing complex providing safe, stable, and affordable housing to 10 individuals with a history of homelessness or at risk of becoming homeless in our community. Garrison Place provides an opportunity for adults who have stigmatized histories that create barriers to housing including, but not limited to, those with addictions, mental illness and involvement with the criminal justice system. We are grateful and excited to have this project actualized after the intense planning and construction.

Garrison Place embraces the Housing First philosophy which endeavours to meet clients where they are and support them in achieving life goals with flexibility and respectful collaboration. Tenants of Garrison Place are able to receive individualized support based on their needs and goals for living in the community. Supportive services may include assistance with developing life skills, rehabilitative goals (educational/vocational), money management, social skills, activities conducive to prosocial living, informal counselling support and liaise with other community supports. We have also been fortunate to receive some funding from Newfoundland Labrador Housing Corporation, under the Supportive Living Program, to provide direct service to clients with individualized support from our Housing Support Worker, Caitlin Penton. Through these efforts, we support the dignity, independence and self-sufficiency of tenants, and respect the tenants' right to involvement in their supportive housing community.

Working in collaboration with the St. John's Coordinated Access team, in late 2017 the process for selection began. Quickly, 10 individuals of mixed acuity and backgrounds, were selected to become the first occupants of the new fully furnished units of which two were female and eight male. Our new tenants were thrilled to have a clean and safe apartment that they could call home. Some of our tenants were able to spend Christmas in a place they could call their own, some for the first time in a very long time. It was a very rewarding and humbling opportunity to be part of such a wonderful event. Since then, tenants have had the opportunity to engage in community building activities and have forged new friendships with others in the complex. It is not uncommon to see tenants engaged in chatting outside the units, and helping one another out. Plans are also in motion for summer activities including BBQ's and planting gardens.

The benefits of such a project and successes of some of our communities' most vulnerable citizens outweigh the challenges inherent in working with such a complex group of individuals.

We continue to be optimistic for the future of this program and support those who are most at risk for homelessness. Hopefully the completion, learning and growth involved in making this a success, will pave the road for future projects of this kind.

Last but not least, we extend our thanks to York Construction and its partnering sub-contractors for their professionalism and commitment to working with us on this project through some challenging situations as it has proceeded alongside a fully operational residential facility. We appreciate the cooperation and collaboration needed to make this work. It has been a pleasure working with you on this project!

**Val Flynn, Residential Manager**

## Home for Youth

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The John Howard Society's Home for Youth (HFY) has completed its 39<sup>th</sup> year of operation. Throughout this period, HFY staff has strived to provide successful reintegration and rehabilitative programs for young people sentenced to Open Custody dispositions.

Once again the HFY has seen very inconsistent admissions during 2017-2018. There was approximately six weeks with none or a low number of residents residing within the facility. All referrals were made by the Provincial Department of Children, Seniors and Social Development (CSSD). Of the HFY's admissions, five youth were sentenced to Open Custody and arrived directly from Youth Justice Court. Two young people arrived from the Newfoundland and Labrador Youth Center as a result of a blended Secure and Open Custody sentence or as a result of a review of their secure custody disposition (see Table 1A).

Table 1A - Admission Results 2017-2018.

Admissions	Male	Female	Direct Court Referrals	Secure Custody Referrals	Other Referrals	Completed	Not Completed	Current
7	6	1	5	2	0	5	0	2

### Community Involvement and Programming

As in past years the residents at the HFY actively participated in in-house programming that included educational, social, vocational and recreational opportunities. The youth were also involved in other learning opportunities within the community.

The HFY residents were involved in the community and availed of social, recreational and formal educational activities with our community partners. These include the Newfoundland and Labrador English School District, The Works, the Mews Center, Mile One Center, other City of St. John's Recreational facilities, the Murphy Center, the Newfoundland and Labrador Youth Center, Waypoints, the Rowan Center, CONA, Choices for Youth, Thrive, Department of Children, Seniors and Social Development, The Connect Team, Eastern Health, Psychologists Randy Penney and Gary Burt, and private sector businesses.

The Point System for Resident's Evaluation (PSRE) program was developed years ago and continues to be the basis for the residents' evaluation. This program is based on self-reflection and promotes responsibility and self-behavior modification.

As part of the youth's reintegration process, all HFY programming promotes and encourages pro-social behaviour with adults and peers, self-respect and respect for others, recreation/vocation and educational involvement, in house group discussion and staff-resident problem solving sessions.

The program also takes into account life skills training such as personal care, household maintenance, chores, cooking and general skills required in day-to-day living. The end result of this program is that the youth learn they are responsible for their own success with appropriate actions and behaviours being rewarded.

### **Continued and Renewed Partnerships**

This year it was very encouraging to see a higher number of youth being enrolled in programs with the Newfoundland and Labrador English School District. District School is one of these programs and once again provided a great service to many of our young people. Two of our young people commenced full-time programs at Prince of Wales Collegiate and upon the expiry of their Open Custody Disposition both were doing extremely well.

A factor in this increase of our youth in the regular school system could be due to the strong advocacy being provided on their behalf by the principal of the Newfoundland and Labrador Youth Center (NLYC). Colleen Trainor has been a real voice in making sure when young people transition from Secure Custody to Open Custody that a plan is in place for their continuing education.

Again this year the Home for Youth Co-ordinator would meet with any youth that was transitioning from the NLYC to the HFY. Building that relationship is key in making the move from secure custody to open a smoother one.

### **Another Meeting with the Department of Children, Seniors and Social Development (CSSD)**

In December of this year another meeting occurred between the JHS Board of Directors and officials from CSSD. Once again this meeting was in response to the low numbers of youth receiving Open Custody provincial wide. Attending this meeting from CSSD were Michelle Shallow (Provincial Director of Youth Corrections, Youth Services and Child Protection) and Gina Eisenhower (Consultant with Youth Corrections and Youth Services). Representing the JHS was Cindy Murphy (Executive Director), Leslie McLeod (Board Member), Paul Ludlow (Board Member), and Don Vincent (HFY Co-ordinator).

A general discussion occurred in the following areas:

- Low numbers of referrals and possible causes.
- Province views the two JHS facilities as a provincial wide resource that is only to provide open custody services and have no immediate plans to change this.
- Other areas our open custody facilities could become involved (see 2016-2017 report for details).
- Province's view on dual-designation facilities.
- Difficult to place Youth Services age clients.

Finally, the meeting was very positive and it reinforced the Department's commitment to the current arrangements to the Open Custody network within the Province.

## **Conclusion**

In closing, I am happy to say that all the young people successfully completed their open custody depositions. This is a testament to the great work and positive relationships created by the staff of the HFY. They provide the environment where young people feel wanted, cared for, and are provided structure while being held accountable. One only has to look at the number of times each year that ex-residents reach out to staff of the HFY to see how powerful and everlasting these relationships are.

Finally, on a personal note this year has been a difficult one for me due to an ongoing illness. I would like to thank Cindy Murphy for her understanding during this very difficult time for me. I also would like to thank staff for stepping up in my absence to make sure the HFY continues to be a successful open custody program.

**Don Vincent, Coordinator Home for youth**

## **Learning Resources Program (LRP)**

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The Learning Resources Program (LRP) offers a range cognitive behavioural interventions which are concentrated on the criminogenic needs of offenders with the goal of reducing recidivism. Criminogenic needs are attitudes and behaviours which contribute to criminal activity which can be changed so that the risk of re-offending is reduced. Attitudes which favour a criminal life-style, association with offenders and abuse of alcohol and/or drugs are some of the more important factors which are targeted in our programs

Staff complete thorough assessments to ensure the offender is placed in the appropriate program based on his/her needs and the level of risk to re-offend. The higher the risk generally requires more intensive programming.

The LRP continued to deliver programs in both the community and Her Majesty's Penitentiary (HMP) either through group or individual counselling. One of the main program goals is to establish a relationship with individuals while incarcerated and continue that relationship as they are released back to the community.

### **LRP Program offerings include:**

1. **Family Violence (Oasis/FVIC)** – targets male offenders who have been found guilty of assaulting or threatening family members.
2. **Turning Points** – a program for woman who have been found guilty of assaulting or threatening family members.
3. **Anger Management** – designed to address issues with anger/emotions management.
4. **Criminal Behaviour Awareness (CBA)** – addresses a range of criminogenic risk factors common to all offenders which are not specifically offence-targeted.
5. **Moderate Intensity Sex Offender Intervention Program (MISOP)** – targets offenders convicted of sexual related offences.
6. **Intermittent Sentence Workshop (ISW)** – a two day educational information session for offenders who have been convicted of an impaired driving related offence.
7. **Moderate Intensity Management of Offender Substance Abuse (MIMOSA)** – an addictions treatment program that assists offenders in making informed lifestyle changes conducive to wellness and prosocial behaviour.
8. **Caring Dads** – a parenting program for men to assist them in developing essential parenting skills.

9. **Maintenance** – supplements group psychotherapy by reinforcing the knowledge, skills and positive changes in attitudes and behaviours acquired as part of the client’s self-management plan.

During the past year the LRP received a total of 586 referrals from various referral sources including: Department of Justice – Probation Office, Her Majesty’s Penitentiary, Department of Children, Seniors and Social Development (CSSD), Correctional Services Canada and from other community organizations and self-referrals. Clients work hard to achieve success in our programs. Approximately 76% of those who started the program have either successfully completed or are on-going at the end of the year (see Table 1A). Staff also help directly contribute to client success by providing a holistic and safe learning environment and being flexible and understanding of the client needs.

While the MIMOSA program has historically been located at Howard House, it was temporarily moved to the LRP while Garrison Place was being constructed. As it proved to be a great fit with other cognitive behavioural programs, it became a permanent program of the LRP during this fiscal year and we welcomed the MIMOSA staff to the LRP team.

Other highlights during the year included John Howard Society Week events. In the past year the second annual Programs and Services Fair was held at HMP. This Fair was designed to allow inmates the opportunity to see what programs and services are available to them to assist in rehabilitation and reintegration. Approximately 20 community organizations were in attendance and inmates were able chat with the staff, and collect information about the various programs and services. Thank you to all the staff at HMP for helping make this possible for the more than 100 inmates who participated. Special thanks to the Minister of Justice and Public Safety Andrew Parsons for attending and recognizing the value of community to successful reintegration.

This year also marked the second year JHS was able have Christmas pictures taken of inmates at HMP so they would be able to send them home along with a Christmas card to loved ones. The inmates were once again very appreciative of the opportunity.

Two staff gave a presentation at the Clarenville Institute for Women to educate both the staff and inmates on the programs and services we offer. Many were surprised to learn that the majority of our programs and services are available to women. While the LRP does not offer any programs inside the Clarenville Correctional Center, women are able to access our programs upon release.



Table 1A - LRP Activities for 2017-2018.

Program	Referrals	Assessed	Started	Incomplete	Successful	Ongoing
OASIS	84	84	78	19	59	0
OASIS – FVIC	23	23	16	0	9	7
Anger Management	49	43	34	4	30	0
ISW	23	23	23	0	23	0
Caring Dads	60	56	47	14	33	0
MIMOSA	58	50	50	23	19	8
MIMOSA (HMP)	48	48	47	20	20	7
Caring Dads (HMP)	19	16	6	0	6	0
ISW (HMP)	3	3	3	0	3	0
CBA (HMP)	8	8	8	1	7	0
CBA (HMP – Female)	12	12	12	3	9	0
Sex Offender (Intervention)	3	3	3	0	3	0
Sex Offender (Assessments)	4	4	4	0	4	0
SARA (Assessments)	5	5	5	0	5	0

Individual Work	Referrals	Assessed	Started	Incomplete	Successful	Ongoing
OASIS	53	52	52	13	36	4
OASIS - FVIC	20	20	20	1	17	2
Anger Management	56	46	45	8	32	5
CBA	25	24	24	8	13	3
Turning Points	4	4	4	0	4	0
MIMOSA	19	17	17	6	7	4
Maintenance	10	10	10	2	5	3
<b>Total</b>	<b>586</b>	<b>551</b>	<b>508</b>	<b>122</b>	<b>344</b>	<b>43</b>

I would like to express my sincere thanks to all our staff for their hard work and commitment to the clients and the services the LRP provides. We wish staff members Tracy Elliot, Graham Lucas and Susan Ball all the best as they take on new employment opportunities. We would also like to thank the Department of Justice and Public Safety for their continued support and contributions during the year.

**Rod Harris, Manager of Programs**

## Cognitive Skills Training & Employment Preparation (C-STEP) Program

2017-2018 represented the Cognitive Skills Training and Employment Preparation (C-STEP) Program's 34<sup>th</sup> year of operation. This year C-STEP received 381 referrals, which is a slight decrease from the last fiscal year (see Table 1A).

Table 1A - C-STEP Activities for 2017-2018.

	Referred	Assessed	Started	Incomplete	Successful	Ongoing
<b>Employment Counselling (Individual)</b>	135	98	98	21	62	15
<b>Youth Services Program</b>	36	32	32	12	14	6
<b>Record Suspensions</b>	68	68	68	13	6	49
<b>Linkages Employment Program</b>	7	7	5	0	5	0
<b>Employment Workshops</b>	36	36	36	0	36	0
<b>Traffic Control Workshop</b>	6	6	6	0	6	0
<b>First Aid</b>	53	53	53	0	53	0
<b>Computer Tutoring</b>	0	0	0	0	0	0
<b>ICPM-CMP</b>	40	40	40	11	22	7
<b>Total</b>	<b>381</b>	<b>340</b>	<b>338</b>	<b>57</b>	<b>204</b>	<b>77</b>

\*Some clients continued from previous fiscal year\*

C-STEP works closely with each client to try and create the best possible case plan for success. From helping with housing, furniture, education and making many referrals, C-STEP staff often go above and beyond the call of duty for each client. However, their main task is to develop an individual employment action plan, with the goal of finding meaningful employment for each client or referring them to Advanced Education, Skills & Labour (AESL) if they wish to return to school.

C-STEP offers various workshops such as resume writing, interview skill building, traffic control, and first aid to clients both in the community and inside Her Majesty's Penitentiary (HMP). Many clients took advantage of the various courses and were able to find employment. Many of our clients have not been successful in the past and for some of them completing a course and obtaining a certificate of successful completion is a first. As well, being able to find suitable work because they successfully completed a course is extremely rewarding. One client stated that he had completed four courses with JHS and had all four certificates displayed on the wall in his living room for all his family and friends to see. Employment is much more than just a job, it builds confidence, self-esteem, and self-respect.

Establishing a positive rapport and building a supportive relationship with clients is essential to helping them achieve their goals. C-STEP firmly believes if that relationship can be started with the client while they are incarcerated and then continue upon release, then the likelihood of success is much greater. Thus, we feel it is important to offer employment workshops to inmates who are close to being released. They can start to create their resume and brush up on their interview skills and be ready to start looking for employment almost immediately after release. As we know, lack of education and/or employment is certainly one of the major risk factors associated with crime.

C-STEP also took part in a number of other employment initiatives such as the Employment Fair at HMP as well as the Pre-Release group.

As many employers request a certificate of conduct, we continue to help eligible clients obtain a Record Suspension (Pardon). We know there are many organizations who charge a fee for this service above and beyond the regular processing fees. However, C-STEP does not charge additional fees for this service and in fact, for those clients on income support, AESL will cover the cost to process the application. Many clients took advantage of this service and were successful in obtaining a Record Suspension, which in turn greatly increases their chances of finding employment.

C-STEP also offers the Integrated Correctional Program Model – Community Maintenance Program (ICPM-CMP) to those clients on parole. This maintenance program helps reinforce the key skills learned while incarcerated and apply it to their daily lives in the community.

In closing, I would like to thank our funding partners for their support and personally thank our staff for their professionalism, dedication and all their hard work throughout the past year. We certainly cannot do it without you.

**Rod Harris, Manager of Programs**

## **1-2-1 Prison Visitation Program**

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The 1-2-1 program was created by the John Howard Society, and has been in operation for over two decades. The purpose of the 1-2-1 program is to offer incarcerated men a means of connecting with the community, and exposing them to positive, pro-social community members.

The program is held on a weekly basis by a small group of volunteers each Thursday evening at Her Majesty's Penitentiary (HMP). We prepare coffee and baked goods, arrange the tables and chairs café-style, and await the participants. A group of inmate participants will then be brought to meet us, and each volunteer will sit down and have a conversation with the participant they have been matched with that given week. Over the past few years, we have also started bringing board games to play with the participants, as some find that they prefer connecting with volunteers through this medium. After an hour, the participants must leave, and a new group of participants present themselves. Topics of conversation range from plans for the future, current events, and everything in between. Additionally, participants will often bring works of art (drawing, poems, songs, etc.) that they have created, to share with the volunteers. We also enjoy when our participants bring pictures of their family (children, partners, pets, etc.) to show us.

This past year we have continued to incorporate games and activities into our interactions with participants. A former volunteer (Kyle, who is now working in Northern Saskatchewan as an RCMP Officer) generously donated a new 'Monopoly' game to our group, which remains the favourite game among volunteers and participants alike. Another volunteer, Melissa, donated 'Sequence' to our group; a connect-four and card game hybrid that is ideal for those who may struggle with literacy. Participants also enjoy teaching the volunteers new card games. This past year several volunteers have learned to play Whist and Blackjack!

Thanks to the John Howard Society, we held our annual Christmas party for our participants on December 21<sup>st</sup>. In addition to a meal of Mary Brown's, participants were pleased to receive small presents and cards, and enjoyed a variety of homemade holiday treats and festive music. For the fourth year in a row, volunteer Melissa came wearing a Santa Claus costume for the occasion. The rest of the volunteers and participants wore festive reindeer ears and elf hats. As in previous years, we received many expressions of thanks to the John Howard society from our participants, all of whom thoroughly enjoyed the evening.

Certainly, the 1-2-1 program would not be possible without our dedicated group of volunteers, including Dianna Brooks (coordinator), Melissa Hoskins, Nicole Power, Françoise Girard, and Boyd Kelly.

Between May 1<sup>st</sup> of 2017 and May 1<sup>st</sup> of 2018, an estimated 700 volunteer hours were dedicated to the 1-2-1 program. Additionally, we would like to thank the dedicated staff of the John Howard Society, including Executive Director Cindy Murphy, for their ongoing support and assistance. We also recognize the smooth operation of the 1-2-1 program is made possible by the professional and courteous staff at HMP, who ensure the safety of all participants and volunteers each week. The 1-2-1 volunteers and participants look forward to another rewarding year with the program.

**Dianna Brooks, Volunteer Coordinator**

## **Her Majesty's Penitentiary Library Program**

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Over the past year, the library at Her Majesty's Penitentiary (HMP), has operated very well and was much appreciated by the inmates. The program has four volunteers that regularly come to provide the weekly service made possible by the cooperation of the HMP staff. Library services however, operate at the discretion of the institution and at times the library is not able to open or is late opening for reasons relating to security or lack of available staff to escort inmates. While this does not occur frequently, it is unfortunate when it does occur, as it is an important service for inmates. Occasionally our Correctional Officer might be a half hour late which delays the opening but most days during the two hour period, we would see 25-35 people. In total last year, there were 836 visits to the library.

Once a month I check with A.C. Hunter Library, as they save magazines and books for the program which are provided free. The Telegram supplies the weeklies, the Downhomer gives 10 books per month and the Newfoundland Herald gives as many as they can, it varies from week to week. Throughout the year, we receive many donations of books which are greatly appreciated and we are always in search of more magazines such as Men's Health, Cars, etc.

The past year has been a productive one. HMP staff were very friendly and accommodating and very helpful when we need something. We did a lot of work during the year with reorganizing the library and the staff were helpful in fixing shelves and doing some painting. Having an inmate assigned to the library to help file books, and help the men find what they are looking for has been a great help as well.

The inmates look forward to their time in the library and we as the volunteers recognize the value of providing the service and are happy to be there weekly.

**Florence Barron, Volunteer Coordinator.**

## **Regional Director's Report, Western Region**

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The Regional Director is responsible for all the John Howard Society of Newfoundland and Labrador Inc. services and programming in Stephenville and Corner Brook. In 2017-2018, the John Howard Society provided a variety of services and programs to offenders and ex-offenders in the western region. This report highlights a number of events and activities as well as developments over the past year.

### **Programs and Services**

The programs and services offered by the west coast offices of the John Howard Society include residential services for adults at West Bridge House and for youth at the Loretta Bartlett Home for Youth. The Community Based Intervention program offers both individual and group counselling services to target criminogenic needs of individuals who have been involved in the justice system. Lastly, through participation in the Linkages or Horizons programs, clients are able to participate in subsidized work placements to gain meaningful work experience. For additional information, please see the individualized reports that follow.

### **Staff Appreciation**

During the Christmas season, staff from the John Howard Society West office and West Bridge House joined for a luncheon. At West Bridge House, the staff and residents got together for a special meal. Again, this year members from the Salvation Army visited the residents at West Bridge House. The staff from Loretta Bartlett Home for Youth enjoyed a meal together at the Home.

### **John Howard Society Week – February 11 – 17, 2018**

During John Howard Society Week staff participated in a number of events that helped to raise the profile and visibility of our organization on the west coast. One of the activities that staff were involved in was hosting an open house on February 12<sup>th</sup> at the John Howard Society office on Main Street. During open house, the Terry M. Carlson Scholarship was awarded. The scholarship, valued at \$250, is awarded annually to a former client of the Society who is currently enrolled in school. On February 14, we held our staff appreciation luncheon and presented Service Awards. Employees Chantal Drake, Vanessa Collier, and Crystal Formanger received five year service award and Blake Hynes was presented with a three year service award.

Staff at Loretta Bartlett Home for Youth participated in a friendly bowling competition at Central Bowl in Corner Brook followed by a meal and service awards. Congratulations to the following recipients of a service award: Regina Mitchell for 20 years, Paulette Burrige 15 years, and Amanda Power 3 years.

## **Staffing**

During the past year, several new employees were hired and there were several resignations. Rosemary Mullins, Coordinator of the Loretta Bartlett Home for Youth retired in October 2017. I wish her the all the best in her retirement. Joan Shea, Residential Manager resigned her position to pursue another employment opportunity. Both Rosemary and Joan will be missed and I wish them all the best in their new endeavors. Regina Mitchell, a longtime employee was promoted to the Coordinator position at the Loretta Bartlett Home for Youth. Ross Ryan was hired as Residential Manager at West Bridge House.

## **Community Involvement**

The John Howard Society is well represented on various committees within the community.

- Community Response Committee
- Mental Health Forum
- Bay St. George Coalition to End Violence
- Develop Harm Reduction Kits for West Coast Correctional Centre and RCMP
- Assisted in restarting NA group
- Five employees participated in a Justice Summit sponsored by the Department of Justice and Public Safety in Corner Brook

Through the continued commitment of staff, and with support from Correctional Service Canada, Department of Justice and Public Safety, Department of Advanced Education and Skills and Labour, Department of Children, Seniors and Social Development, the Admissions Committee and other community partners, it is possible for the John Howard Society to deliver quality programs and services in the region. I would like to thank those agencies and individuals for all the help and assistance over the past year and look forward to our continued partnership into the next year.

I've personally enjoyed the past year with the John Howard Society. I am proud to be a member of a great organization and the rewarding work the Society does for our clients and the community.



Having an excellent team of dedicated employees here at John Howard Society West Coast makes my job a lot easier. For that, I would like to thank all the staff, as well the management team of Cindy Murphy, Daphne O'Keefe, Ross Ryan, Regina Mitchell, Rosemary Mullins (retired), and Joan Shea (former Residential Manager). I also have a lot of admiration for all the Board members who are willing to free up time to attend meetings and serve on committees for setting the direction for our Society.

I look forward to the challenges of the future.

**Charlie Young, Regional Director**

## West Bridge House

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West Bridge House is a 14 bed co-ed community residential facility for adult offenders serving day parole, full parole, statutory release, temporary release, or a probation order. It is located in Stephenville. The program accepts referrals from Correctional Service of Canada and the Department of Justice and Public Safety. All residents have to go through a review process by an Admissions Committee in order to be accepted for residency into the program.

### Program Description

West Bridge House provides a supportive and structured environment to facilitate individual re-integration into society following a period of incarceration. West-Bridge House operates on a Responsibility Model with in-house living skills component and access to a wide variety of community services. Residents are expected to use their time constructively by participating in programming and/or pursuing their educational or employment goals. The program has a full time counsellor who assists residents in meeting this expectation and who provides necessary support through one-on-one counseling. The program also offers ICPM Multi-Target Community Maintenance Program to those residents who participated in this program while in prison. Those residents who require specialized intervention in areas such as addictions, family violence, respectful relationships, sexual behavior, or employment assistance will be referred to the appropriate programs, many of which are offered through the John Howard Society's Community Based Intervention Program. The process of community re-integration is fostered by providing residents with assistance in budgeting, housing, employment searches and education.

Residents are required to comply with the conditions of their release, to follow house rules, maintain a positive attitude, and are expected to have a respectful relationship with staff and other residents of the House.

This past year we had 3102 bed days for Correctional Service Canada (CSC) clients released on day parole, full parole and statutory release compared to 2290 for the previous year (see Table 1A). There were 632 bed days used for clients from the Department of Justice and Public Safety, which is up from the 380 bed days in the previous year (see Table 1B).

Overall, 78 clients resided at West Bridge House during the 2017-2018 fiscal year. 58 male and 2 females were sponsored by Correctional Service Canada and 18 were on Temporary Absence status from the Provincial Institutions.

Table 1A - Correctional Service Canada Bed Day Usage 2017-2018

CSC	Day Parole	Full Parole	SR	SRR	Total
Federal (Females)	36	0	0	0	36
Provincial (Females)	0	0	0	0	0
Federal (Males)	2448	0	0	0	2448
Provincial (Males)	618	0	0	0	618
<b>Total</b>	<b>3102</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3102</b>

Table 1B - Department of Justice and Public Safety Bed Days Usage 2017-2018

	TA's	Probation	Total
Females	0	0	0
Males	632	0	632
<b>Total</b>	<b>632</b>	<b>0</b>	<b>632</b>

### Admissions Committee

Admissions to our residential facility are carefully screened by an Admissions Committee. The Admissions Committee composition will include the West Bridge House Director, the Regional Director, a member of the John Howard Society Board of Directors, representatives from the local RCMP and the community. To be accepted into West Bridge House, a potential applicant's file must be presented to our Admissions Committee.

This past year, 24 meetings were held and 105 inmate files were presented. The majority of the referrals came through Correctional Service Canada (Parole) with 74, and 27 applications came from the Department of Justice and Public Safety. Overall, the Committee accepted 77% of the cases presented and another 3% was deferred for additional information (see Table 2A). Those who were not approved were deemed either too high risk level for community supervision for the facility to support, have intense needs that West Bridge House could not effectively meet or did not have a viable case plan at the time of presentation.

Members of the Admissions Committee in 2017-2018 were Janice Candow from the College of the North Atlantic, Mike Tobin, Town Councilor and John Howard Society Board member, Cathy Whitehead, Community member, John Butler, RCMP, Blake McBride, RCMP, Daphne O'Keefe John Howard Society, Ross Ryan, Residential Manager at West Bridge House, Joan Shea, previous Residential Manger at West Bridge House and Charlie Young, Regional Director of John Howard Society. We greatly appreciate the involvement and dedicated commitment from all the members of the Admissions Committee.

Table 2A - Admissions Results for 2017-2018.

<b>Applications</b>	<b>Accepted</b>	<b>Denied</b>	<b>Deferred</b>	<b>Total</b>
<b>Females</b>	7	1	1	<b>9</b>
<b>Males</b>	74	20	2	<b>96</b>
<b>Total</b>	<b>81</b>	<b>21</b>	<b>3</b>	<b>105</b>
<b>Percentage</b>	<b>77%</b>	<b>20%</b>	<b>3%</b>	

## **Community Involvement**

West Bridge House continues to play an active role in the community. Staff is committed to community involvement by honoring requests from local associations to attend meetings or give presentations as requested. Most recently, JHS Staff have been working closely on the Community Drug Response Committee; attending meetings and bringing concerns and/or ideas from a JHS perspective; attending conferences around mental health representing the Stephenville community and the committee itself; connecting with other community groups for resources; creating harm reduction kits for RCMP and newly released inmates from WCCC.

## **Staffing**

The Residential Manager, Joan Shea accepted a new position in October 2017 and the position was advertised and filled in December 2017 by this writer. This past year we sponsored a work term placement at West Bridge House for two students enrolled in Community Studies program at the College of the North Atlantic. We also partnered with Service Canada to provide an opportunity for one student to gain valuable work experience at West Bridge House through the Canada Summer Jobs program.

## **Acknowledgment**

I would like to acknowledge our community partners: Correctional Service of Canada, Department of Justice and Public Safety, RCMP, Advanced Education, Skills and Labor, the dedicated members of our Admissions Committee and all the individuals, agency/organizations that provide services to our residents. Thank you to the fantastic staff at West Bridge House for their commitment and support. I would like to acknowledge our Executive Director, Cindy Murphy, our Regional Director, Charlie Young, and the Board of Directors for your leadership and support throughout the year. It's a pleasure to be a part of the team that provides a very valuable service to our clients and the community. We take pride in providing guidance and assistance to our clients in helping them successfully reintegrate back into society.

## **Ross Ryan, Residential Manager**

## The Loretta Bartlett Home for Youth

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The John Howard Society's, Loretta Bartlett Home for Youth (LBHFY), is a six bed co-ed facility which houses youth between the ages of 12 – 18. Youth are either placed in Open Custody or on Order to Reside. All referrals to the LBHFY are made by the Department of Children, Seniors and Social Development.

The youth who reside at LBHFY are provided structure, guidance and support. Education is strongly encouraged and the program advocates for them to return to school as soon as possible. We have a great partnership with the schools and especially the Pathfinders program which offers a modified program for youth for whom the regular school system is not the best placement. In addition to education, the youth acquire valuable skills through employment opportunities and volunteer work. They learn new job skills, life and social skills, and appropriate recreation and leisure activities. Our goal is successful reintegration and while there can be many challenges facing the youth in our care, the program firmly believes that everyone has potential.

Over the past year, we have had a total of six residents at the LBHFY, four males and two females. Three youth were in Open Custody while three were on Order to Reside (see Table 1A). Over the past few years, the numbers have been inconsistent but this seems to be the trend everywhere in Canada.

Table 1A - Admission Results for 2017-2018

Admissions	Male	Female	Open Custody	Order to Reside
6	4	2	3	3

While at the LBHFY, two male youth in Open Custody attended Pathfinder's full time and one female youth on Order to Reside attended Corner Brook Regional High School part-time. Also, one male youth completed his community service at Onsie-Twosie which is a store supported by the Community Youth Network that sells used baby clothing.

During John Howard Society Week, staff participated in a friendly bowling competition followed by the presentation of staff service awards. Those with long standing service included Regina Mitchell for 20 years of service, Paulette Burrige for 15 years of service and Amanda Power for 5 years.

This past year, we partnered with Sir Wilfred Grenfell Campus to offer an opportunity for a student to complete a work term placement at the LBHFY. We intend to continue this partnership on an annual basis.

Our community partners are a great asset to youth in our facility. They include Western Health, Community Youth Network, YMCA, Onsie-Twosie, Salvation Army, Canadian Mental Health Initiative, Western School District, Pathfinders and RNC.

It goes without saying, we couldn't do the great work we do without the dedication of our staff – thank-you. The staff are involved in continuous professional development: First Aid/CPR, Applied Suicide Intervention Skills Training (ASIST), Non violent Crisis Intervention and Naloxone Training.

Also, a big thank-you to Rosemary Mullins for her many years of service at the Lotetta Bartlett Home for Youth. Rosemary retired in November and is enjoying retirement in Nova Scotia. Good luck to her.

Finally, special thanks to, Cindy Murphy, Executive Director, Charlie Young, Regional Director, Department of Children, Seniors & Social Development, Mike Kenny and Cory Butt, facility social workers, Joanne Symonds, Director of Finance, and Donna Jenkins, Bookkeeper. We appreciate your continued support and guidance throughout the year. This year has brought about a lot of change but we continue to move forward. We look forward to another successful year.

**Regina Mitchell, Coordinator**

## **Community Based Intervention Program (CBIP)**

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The Community Based Intervention Program (CBIP) is offered through our Main Street office in Stephenville. It provides rehabilitative programming for adult offenders who are clients of the Department of Justice and Public Safety. Programs are designed to meet the criminogenic needs of the individual, with an overall goal to reduce the risk of recidivism through rehabilitative efforts. Programs address issues which contribute to criminal behavior and associated risks, and help clients develop new skills.

The following programs are offered:

- Criminal Behaviour Awareness
- Substance Awareness
- Anger Management
- Options and Alternative Skills for Interpersonal Safety (OASIS)
- Turning Points (Women)
- Moderate Intensity Sex Offender Intervention Program
- Shoplifters' Awareness
- Impaired Driving
- Moderate Intensity Management of Offender Substance Abuse (MIMOSA)

### **Referral Characteristics**

2017-2018 has been another productive year for the Community Based Intervention Program. Although referrals declined by 16% compared to the previous year, the program had, a 52% increase in clients who successfully completed programming compared to last year. The decrease in referrals was partially due to no longer providing services to the Port aux Basques region (see Table 1A).

Programming was delivered to clients from Stephenville and Corner Brook Probation Offices, with the majority of the referrals coming from Stephenville. It is hoped that funding will be available for travel in the future so that CBIP can once again accept referrals and offer services in the Port aux Basques area.

Table 1A: Client Referrals and Outcomes 2017-2018

Program	Carried Forward	New Referral	Assessed	Accepted	Incomplete	Withdrawn	Completed	Carry Forward
Criminal Behaviour Awareness	5	7	4	4	3	4	3	2
Substance Abuse Awareness	2	8	8	8	2	1	4	3
Anger Management-CORE	7	12	8	8		5	8	6
Anger Management-WCCC	5	33	24	21	8	10	17	0
OASIS-Regular Court (M)	14	26	20	20	5	17	12	6
OASIS-FVIC (M)	8	10	11	11			15	3
Turning Points-Regular Court		2	2	2				2
Turning Points-FVIC	3	1	1	1			4	
Sex Offender Intervention Program	5	1	2	2	1	1	2	1
Impaired Driving Workshop								
Shoplifters Awareness Program								
MIMOSA	9	19	20	20	6	10	7	5
Caring Dads-WCCC								
Caring Dads	0	13	8	8	4	7		2
Maintenance (Reg Court)		1	1	1		1		
FVIC (extra CBIP program)	2	7	5	5	1		4	4
<b>Total</b>	<b>60</b>	<b>140</b>	<b>114</b>	<b>111</b>	<b>30</b>	<b>56</b>	<b>76</b>	<b>34</b>

## Client Services

CBIP staff was again quite pleased with the Government's decision to maintain the Family Violence Intervention Court (FVIC) in Stephenville during this fiscal year. We were able to continue to provide the treatment programs for this specialized court in the Bay St. George area, as well as for clients from the Corner Brook area. As our statistics indicate, some FVIC clients are court mandated or self-referred to other CBIP programs such as Anger Management or Substance Abuse Awareness programs upon sentencing in Family Violence Intervention Court. This speaks very highly of the services they are receiving at the Community Based Intervention Program.

We continued to offer programming at the West Coast Correctional Centre (WCCC) with the Anger Management program being offered in each of the first three quarters. The programming offered to inmates within the institution, as well as the programs offered to inmates on Temporary Absences to West Bridge House, will continue to be a high priority for CBIP in the coming year.



The programs and the supportive learning environment provided by the Counsellors of CBIP greatly assist clients with their transition back to the community and to their families.

During the Christmas season, CBIP staff visited the WCCC and took individual photos of inmates. Each of them could then send a card with their picture to their loved ones for Christmas. This was the first time for this event, which followed the lead of the LRP in St. John's. We hope to do it again next year as inmates expressed much appreciation.

During John Howard Society Week this year and again following an initiative of the LRP, we organized a Programs and Services Fair at the WCCC. The Fair provided inmates with information regarding programs and services that will be available to them in the community upon release. Our thanks to the staff of the WCCC for assisting with this event.

### **Community Initiatives and Involvement**

Again, this year, CBIP staff provided educational sessions and contributed to community initiatives and programs by providing Anger Management, Healthy Relationships and Addictions presentations for participants of Linkages and Horizons' programs. Presentations on programs we provide for clients of the Family Violence Court and Traditional Court were delivered to students of the College of the North Atlantic, Academy Canada and to community partners including RCMP, Legal Aid lawyers and Newfoundland and Labrador Aboriginal Women's Network (NAWN).

Two CBIP employees are members of the Bay St. George Community Drug Response Committee. The committee consists of several community partners who are attempting to identify helpful responses to deal with prescription drug use problems in the Bay St. George area, especially regarding opioid addiction. We have a place on the Bay St. George Coalition to End Violence Committee and we were represented at the AGM for the Southwestern Coalition to End Violence.

One staff person, who is on the Provincial Mental Health Recovery Council Committee, attended the Provincial Recovery Forum which focused on identifying ways to improve Mental Health & Addictions access in our province. Staff also attended the proclamation signing to mark February as Violence Prevention month, CHANNAL'S Open House during Stigma Awareness Week and a Brunch in honor of International Women's Day.

During the last quarter, two employees attended the Justice Summit which was organized by the Department of Justice and Public Safety for the Western Region.

This was a very meaningful event as it provided the opportunity for all in attendance to identify possible solutions to assist the criminal justice system in becoming more efficient and effective on the West Coast.

Other involvements of CBIP staff throughout the past year included attending West-Bridge House Admissions Committee meetings, the John Howard Society Week Luncheon and our Annual Open House. We congratulated and thanked Ms. Crystal Formanger for her five years of dedicated service with the Society.

## **Conclusion**

As always, we are very grateful to so many for their continued support throughout the year including our Executive Director, Cindy Murphy and all management and staff of the John Howard Society, staff of the Department of Justice and Public Safety, as well as to all our community partners. A special thank you goes to both our Regional Director, Charlie Young; and to our new Provincial Manager of Programs and Operations, Rod Harris, for always being available for guidance and support.

My personal thanks go to the counsellors of CBIP for their commitment and always doing their best to assist clients to have a successful reintegration into their communities. I look forward to the coming year and working with all John Howard Society staff and our many community partners.

**Daphne O’Keefe, CBIP Director**

## Horizons

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The Horizons program works with individuals living within the Bay St. George area, who are over the age of 29, have been in conflict with the law and exhibit lower levels of literacy, job skills, and education. This program provides valuable assistance towards the rehabilitation of offenders and contributes to the likelihood of a positive transition back into the workforce.

During the 2017-2018 year, the Horizons program ran between May and January. Five participants started and three successfully completed the program.

Following the selection of participants, a four week orientation helps prepare participants for their job placements. Orientation includes the following topics: employability skills, resume writing, interview skills, employer expectation, First Aid training, WHMIS and introduction in Occupational Health and Safety. Following the orientation training each person commenced on a 26 week job placement.

The job placement helps the participants overcome barriers and develop skills needed to complete the transition to fulltime employment or to continue to post-secondary education. During the placement, bi-weekly sessions were held to cover a variety of topics including decision making, problem solving, and career interest building.

Participants completed the Employment Readiness Scale at the beginning of the program, in the middle and at the end. This is a very important evaluation tool to track progress by each participant.

I would like to extend thanks to the Department of Advanced Education and Skills and Labour, the businesses in and around Stephenville for all the support for our program, and to all those who contributed to our workshops.

**Leanda Morris, Employment Services Facilitator**

## Linkages

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The Linkages Program works with youth living within the Bay St. George area who are aged 18 to 29. The program provides 26 weeks of subsidized employment, combined with monthly career planning workshops prior to entry to academic upgrading, skills training or continued employment.

Participants attend a four day orientation which focuses on employability skills. Following orientation, each participant conducted a job search with a goal of finding an employer who would sponsor them for a 26 week job placement. The job placements helped the participants overcome barriers and develop the skills needed to complete the transition to future goals.

In 2017-2018, the Linkages program ran from September 2017 to March 2018. Six participants started and three successfully finished. Their goal is to continue working or attend post-secondary education.

I would like to extend thanks to Advanced Education and Skills, Stephenville business community for their continuous support, and to all those who contributed to our workshops.

**Leanda Morris, Employment Services Facilitator**

### Annual General Meeting

September 27, 2017

Fluvarium, Nagles Hill

St. John's, NL

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On Wednesday, September 27, 2017, Bryan Purcell, President of the Board of Directors of the John Howard Society of Newfoundland and Labrador, welcomed approximately 45 people in attendance to the Annual General Meeting.

The Minutes for the AGM of 2016 were reviewed and adopted (**Motion to adopt: Dick Spellacy/Cindy Murphy**)

#### **President's Report – Bryan Purcell**

The President tabled his report for 2016-17 and made the following comments. The Society had another successful year and was able to maintain all existing programs while embarking on the development of a supportive housing complex which is expected to be completed in the fall of 2017. The president thanked the Board of Directors for their work throughout the year with special mention of Donna Burke who had retired from the board during the year after many years of service. He also commented on the solid financial footing of Society and thanked the staff and volunteers for their many contributions to the organization over the past year.

#### **Executive Director's Report- Cindy Murphy**

The Executive Director tabled her report and made observations on some of activities of the Society during the past year. Ms. Murphy congratulated the board, staff and volunteers for another busy and productive year. Along with the continuation of all existing programs, the on-going construction of Garrison Place was a significant piece of work during the year and we look forward to its completion in the near future.

John Howard Society was part of committee tasked to review of the use of disciplinary segregation in the provinces correctional centers and remain hopeful the recommendations will be implemented by the Department of Justice and Public Safety which will seek to improve the conditions of confinement.

## **Regional Director's Report - Charlie Young**

Mr. Young provided comments from his report on activities from the West Coast programs of the John Howard Society. He congratulated the staff and volunteers for all the great work undertaken in 2016-17. Mr. Young also commented on the increase in referrals for the Community-Based Intervention Program as well as the expansion of their programs during the past year. He specially wanted to acknowledge Rosemary Mullins, who recently announced her retirement. Ms. Mullins has been employed as the coordinator of Loretta Bartlett Home for Youth for the past 13 years and will be retiring in November of 2017.

Finally, Mr. Young thanks the Board of Directors, the executive director and the management team for their contributions over the past year.

## **Treasurer's Report**

On behalf of Treasurer Bonnie Abbott, Joanne Symonds, Director of Finance presented the Treasurers Report for 2016-17.

The financial audit was completed by the accounting firm of Harris Ryan. The Audited statements show the Society was in a good financial position at year end. During the year the organization was able to reduce its long-term debt by eliminating a substantial portion of the mortgage for the Pennywell Road Property, therefore reducing interest expense moving forward. The organization is currently experiencing a healthy liquidly and manageable debt. **(Motion to adopt: Dean Roberts/Dick Spellacy)**

## **Resolutions**

### **Appointment of Auditors for 2017-18.**

A motion was tabled to appoint Harris Ryan as the auditing firm for the John Howard Society of Newfoundland and Labrador for 2017-18. **(Motion to Adopt: Bryan Purcell/Leslie MacLeod)**

### **Nominating Committee Report**

Leslie MacLeod, Chair of the Nominating Committee, presented the Nominating Committee Report for 2017. Those who were nominated and agreed to serve were: Bryan Purcell, Michelle Short, Paul Ludlow, Donna Luther and Gwen Watts.

**(Motion Adopted: Leslie MacLeod and Bryan Purcell)**

**Motion to adjourn: Dick Spellacy**

**Recorder, Cindy Murphy**

# HARRIS RYAN



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## INDEPENDENT AUDITOR'S REPORT

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To the Directors of the John Howard Society of Newfoundland and Labrador Inc

We have audited the accompanying combined financial statements of The John Howard Society of Newfoundland and Labrador Inc, which comprise the combined statement of financial position as at March 31, 2018 and the combined statements of revenues and expenditures and cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Combined Financial Statements

Management is responsible for the preparation and fair presentation of these combined financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of combined financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these combined financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the combined financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the combined financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the combined financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the combined financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the combined financial statements.

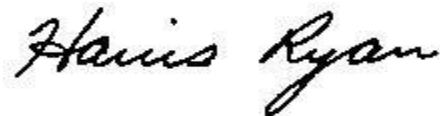
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

### Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from fundraising and bequests the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society and we were not able to determine whether any adjustments might be necessary to donations and fundraising revenues, excess of revenues over expenses, current assets and net assets.

### Qualified Opinion

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the contributions referred to in the preceding paragraph, the combined financial statements present fairly, in all material respects, the financial position of The John Howard Society of Newfoundland and Labrador Inc as at March 31, 2018 and the results of its operations and its cash flow for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



St. John's, Newfoundland and Labrador  
July 17, 2018

CHARTERED PROFESSIONAL ACCOUNTANTS

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*Suite 202 120 Stavanger Drive, St. John's, NL Canada A1A 5E8  
Phone: (709) 726-8324 Fax: (709) 726-4525*

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# JOHN HOWARD SOCIETY OF NEWFOUNDLAND AND LABRADOR INC

## Condensed Statement of Financial Position

March 31, 2018	2018	2017
<b>Assets</b>		
Current assets	1,458,125	1,299,334
Investments	20,897	20,427
Capital assets	3,106,964	2,327,220
	<b>4,585,986</b>	<b>3,646,981</b>
<b>Liabilities</b>		
Current liabilities	598,040	1,247,425
Deferred revenue	12,439	12,439
Accrued severance	149,932	244,231
Long term debt	1,362,479	17,719
Deferred capital contribution	51,975	249,456
	<b>2,174,865</b>	<b>1,771,270</b>
<b>Net Assets</b>		
Donated surplus	435,000	435,000
Net investment in capital assets	1,739,245	1,003,435
Restricted	502,597	502,127
Unrestricted	(265,721)	(64,851)
	<b>2,411,121</b>	<b>1,875,711</b>
	<b>4,585,986</b>	<b>3,646,981</b>

## Condensed Statement of Operations

Year ended March 31, 2018	2018	2017
Revenue	4,523,325	4,576,293
Expenses	4,354,281	4,353,255
Excess of revenues over expenses from operations	169,044	223,038
Extraordinary items and other income	365,895	-
Excess revenue over expenses	<b>534,939</b>	<b>223,038</b>

## Statement of Changes in Net Assets

Year ended March 31, 2018					2018	2017
	Net investment in capital assets	Restricted net assets	Donated surplus	Unrestricted net assets	Total	Total
Net assets, beginning of year	1,003,435	502,127	435,000	(64,851)	1,875,711	1,652,297
Excess revenue over expenditures	(97,318)			632,258	534,940	223,038
Interest		470			470	376
Capital assets additions	1,043,421			(1,043,421)		
Disposals	509,595			(509,595)		
Repayment of long term debt	(719,888)			719,888		
Net assets, end of year	<b>1,739,245</b>	<b>502,597</b>	<b>435,000</b>	<b>(265,721)</b>	<b>2,411,121</b>	<b>1,875,711</b>



## **Staff and Volunteer List**

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### Provincial

Executive Director – Cindy Murphy  
Director of Finance – Joanne Symonds  
Administrative Coordinator – Tracy Oakley

### Howard House

Residential Manager – Val Flynn  
Administrative Assistant – Holly White  
Senior Residential Counsellor – Rebecca Gillingham  
Residential Staff – Nat Hutchings  
Residential Staff – Janet Merlo  
Residential Staff – Julia Snook  
Residential Staff – Courtney Best

**Relief Staff** – Kayla Bailey, Kate Fradsham, Jason Kelloway, Rebecca Kennedy, Rhonda Layman, Robyn McDonald, Justin Mahon, Morgan Mullaly, Barry Nolan, Rod Thompson and Katie White

**Volunteers** - Carson Anthony, Destiny Brewer, Emily Cook, Billy Dixon, Dominique Dawe, Jessica Deluney, Colin Edison, Robbie Everson, Ben Heeley, Brianna Molloy, Taylor Mooney, Tiffany Newhook, Andrew Paul, Ryan Perry, Stacey Powell, Samantha Rouselle, David Rypien, and Sylvia Walsh

### Home for Youth Staff

Coordinator – Don Vincent  
Senior Counsellor – Darren Pelley  
Counsellor – Ken Antle (L.O.A.)  
Counsellor – Scott Conway  
Counselor – Sean Fowlow  
Counsellor – Bonnie Mogridge  
Counsellor – Paul Noftall  
Overnight Supervisor – Chris Keats  
Overnight Supervisor – Dan Lidstone

**Relief Counsellors** – Nicole Aylward, Chantal Button (resigned), Ashley Dawe (resigned), Ryan Dinn (resigned), Shane Hawco, Ryan Howlett (resigned), Allyson Howse, Ryan Lawlor, Graham Lucas, April Murphy (resigned), Tina Neary, Rick Parsons (resigned), Karen Pennell, Erin Simms (maternity leave), Dave Vincent, and Kim White (resigned)

### Learning Resources Program (LRP)

Manager of Programs – Rod Harris  
Administrative Assistant – Jill White  
Senior Counsellor – Bill Ranson  
Senior Counsellor – Tracy Elliott  
Counsellor – Amanda Antle  
Counsellor – Susan Ball  
Counsellor – Rob Channing  
Counsellor – Graham Lucas  
Counsellor – Jessica Slade  
Counsellor – Christy Spracklin  
Counsellor – Chris Tilley

### Cognitive Skills Training & Employment Preparation (C-STEP) Program

Employment Services Program Facilitator – Robin Smith  
Employment Services Program Facilitator – Ryan Holwell

### Garrison Place

Program Manager - Val Flynn  
Housing Support Worker – Caitlin Penton

### 1-2-1 Prison Visitation Program

Volunteer Coordinator – Dianna Brooks  
Volunteers – Boyd Kelly, Melissa Hoskins, Nicole Power, and Francoise Girard

### Prison Library Program

Volunteer Coordinator – Florence Barron  
Volunteers – Kendell Curl, Jenna McKinnon, Victoria Ryan, Jillian Tulk, and Janelle Williams

## Western Region

Regional Director - Charlie Young

## West Bridge House

Residential Manager – Ross Ryan  
Residential Manager – Joan Shea (resigned)  
Senior Counsellor – Chantal Drake  
Residential Staff – Shelly Duffett  
Residential Staff – Sherrie Chaulk  
Residential Staff – Rhonda Critchley  
Residential Staff – Blake Hynes  
Residential Staff – Amy Peters

**Residential Relief Staff** – Melanie Butler, Vanessa Collier, and Sherry Humber

## The Loretta Bartlett Home for Youth

Coordinator – Regina Mitchell  
Senior Counsellor – Vacant  
Counsellor – Paulette Burrige  
Counsellor – Rodney Dyke  
Counsellor – Janice Maxwell  
Counsellor – Sheldon O’Neill  
Counsellor – Danica Power  
Counsellor – William Short  
Counsellor – Janice Smith

**Relief Staff** – Christina Hepditch, Amanda Power, Judy Snelgrove and Lacey Warren

## Community Based Intervention Program (CBIP)

Director – Daphne O’Keefe  
Bookkeeper – Donna Jenkins  
Counsellor – Suzanne Barry–Kroening  
Counsellor – Crystal Formanger  
Employment Services Coordinator – Leanda Morris

## Provincial Office Locations

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### Provincial Headquarters

342 Pennywell Road  
St. John's, NL A1E 1V9  
Phone Number: 709-726-5500  
Email: [info@jhsnl.ca](mailto:info@jhsnl.ca)  
Website: [www.johnhowardnl.ca](http://www.johnhowardnl.ca)

### Corner Brook Office

278 Curling Street  
Corner Brook, NL A2H 3J7  
Phone Number: 709-785-7652

### Stephenville Office

141 – 147 Main Street, Suite 8  
Stephenville, NL A2N 1J5  
Phone Number: 709-643-5894