

# John Howard

THE JOHN HOWARD SOCIETY OF  
NEWFOUNDLAND AND LABRADOR

Annual Report 2019-2020

*Effective, Just and Humane*



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## Who We Serve

John Howard Society is a leading social service agency providing services to adults 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.

## Executive Committee

President – Leslie MacLeod  
Vice President – Donna Luther  
Secretary/Treasurer - Joan Dawson  
Past President – Bryan Purcell

## Directors

Joan Atkinson  
Paul Didham  
Catherine Gogan  
Paul Ludlow  
Debbie Sue Martin  
Anne Morris  
Ches Parsons  
Michelle Short  
Dick Spellacy  
Mike Tobin  
Gwen Watts

## Nomination Committee

Joan Atkinson  
Catherine Gogan  
Cindy Murphy (Ex-officio)

## President's Report



Welcome to our 2019-2020 Annual Report. I hope you enjoy reading the various articles and learning more about our vibrant organization. The past year was both successful and highly challenging. While the first nine months of the fiscal year were busy and productive, the months of January to March proved to be quite exceptional.

In mid-January, St. John's experienced an 8-day state of emergency thanks to the blizzard of the century. On March 11<sup>th</sup>, the global COVID-19 pandemic was declared. The first case in Newfoundland and Labrador was reported on March 14<sup>th</sup> and a Public Health Emergency was declared on March 18<sup>th</sup>. While "snowmageddon" put great stresses on the staff and residents of our facilities for many days, the pandemic turned everything upside down. Business as usual went out the window the day the virus landed on our doorstep.

Thankfully, our Executive Director Cindy Murphy and our staff teams have been meeting these challenges head-on, with the same skillful planning, creativity, determination, and commitment to quality service delivery that has long characterized JHSNL. We are very proud of our staff during these very unusual and sometimes frightening times. Although many of our programs and services have been altered, they continue to benefit clients in our St. John's, Corner Brook, and Stephenville service areas. Cindy Murphy is now qualified as a PPE expeditor extraordinaire; and thanks to the efforts of staff and clients, the virus did not find a toe-hold in any of our facilities.

In other news, there were changes to our Board of Directors this winter. Bryan Purcell took a step back to the position of Past President in December and Paul Ludlow retired after many years of dedicated service. In January, I was elected President and Donna Luther became Vice-President. Joan Dawson continues to be our Secretary/Treasurer. We also warmly welcomed RCMP Assistant Superintendent Ches Parsons and RNC representative Paul Didham to our board.

Our fiscal house continues to be in excellent order, thanks to a solid federal and provincial funding base, strong financial policies, and the significant management skills of Cindy Murphy and Joanne Symonds, our Director of Finance.

New initiatives include an exploration of the service needs in Labrador and service gaps for women involved with the justice system. We will continue to pursue these issues in the coming months and years.

On the national scene, Debbie Sue Martin continues to represent us on the JHS Canada Board of Directors. Much of their recent work has focused on significant issues related to the delivery of health care in federal and provincial prisons. Debbie Sue brings a wealth of knowledge to those discussions. A new National Affiliation Agreement was also developed and signed by all member organizations across the country. Cindy, Debbie Sue, and I attended the JHS National Conference and AGM in Ottawa, October 17<sup>th</sup> - 19<sup>th</sup>. It was a very informative and interactive event.



In closing, I want to express our collective appreciation and admiration for the immense contributions Bryan Purcell has made to John Howard Society Newfoundland and Labrador. Bryan is the 2019 recipient of the JHS Canada Jim MacLatchie Award for Exceptional Contributions to the Field of Community Corrections. Here are some excerpts from his nomination:

*“Bryan’s work with the John Howard Society goes back over 35 years through extensive involvement in a variety of shared projects and interests, and as a general member. He has long admired, supported, and espoused the goals and principles of the JHS.*”

*Bryan joined the board of JHSNL in 2005. He served as President from 2008-2019, providing exemplary leadership to our organization. He joined the board of JHS Canada in 2009 and was elected President of JHS Canada in 2015. Unfortunately, he had to resign from the National Board before the end of his term of office due to health reasons.*

*Throughout an extensive employment and volunteer career that spans nearly 50 years, Bryan has consistently embodied the spirit of the John Howard Society mission, striving to ensure that social policies and programs are effective, just and humane for the people they are designed to help.”*

In closing, many thanks to all of our funders, supporters, staff, volunteers and those who seek our services. You have all contributed significantly to the success of our programs and services. We are in this together and look forward to the coming year. Hopefully it will be a little less tumultuous!

**Leslie MacLeod**, President

## Executive Director's Report



It is my pleasure to once again report on some of the activities of the John Howard Society of Newfoundland and Labrador for the past year. 2019-20 was a very interesting one for the Society characterized by many successes but also the challenges brought about by the global pandemic towards the end of the year. Throughout the year however, the organization remained focused on our primary goal of providing evidence based programs and services, public education and advocacy for a more effective, just and humane criminal justice system.

Central to our Strategic Plan (2018-21), we continued to be focused on three main priorities which included: Strengthening Program Development and Service Delivery; Promoting Community-based Criminal Justice Responses and Resolutions; and Enhancing Organizational Resiliency and Sustainability.

### ***Strengthening Program Development and Service Delivery***

The Society is committed to a service delivery model that provides a continuum of care, integrating prevention, intervention and reintegration strategies. The organization has worked to deepened service impacts to ensure excellence in service with a more rigorous focus on evaluation and measuring impact, strengthening our program capacity, and implementing best practices to ensure our services are relevant and meeting clients' individual needs.

An example of strengthening program development during the past year included the incorporation of a new accredited substance disorder and trauma program which is delivered to participants in the community, Her Majesty's Penitentiary and the West Coast Correctional Center. With the introduction of any new program model, staff training is critical to its success and so our staff actively engaged in professional development opportunities to support the delivery of the new program as well as numerous other training opportunities in a variety of areas to enhance and strengthen the skills required to give participants the best possible outcomes.

Another example of strengthening our program availability to match the emerging needs was the creation of a new position titled "Mental Health and Addictions Counsellor". This position helps meet the increasing needs of participants presenting with mental health and addiction issues who require more in depth individual counselling.

To further strengthen our service delivery, the Society entered in to a new partnership with Memorial University Clinical Psychology Ph.D. program. Through this partnership, Ph.D. students complete their clinical placements with the Society while the organization has benefited from the research and evaluation they have been able to provide to the program.

### ***Promoting Community-based Criminal Justice Responses and Resolutions***

The Society has the enhanced capacity to involve, inform and generate public support through the provision of relevant information from the Society's own internal resources, John Howard Society of Canada and other relevant sources relating to evidence-based, effective, just and humane responses to crime. Integral to this, is the organizations ability to advocate for social policy that responds to crime and emerging social justice issues through social development rather than punitive approaches.

Providing public information on criminal justice related matters continues to be an important focus for the John Howard Society. Throughout the past year the Society commented publically on a variety of justice related issues including: deaths of inmates in provincial custody; the need for enhanced mental health resources; elimination of segregation for inmates with mental illness; and general improvement in the conditions of confinement. Towards the end of the year, the Society was advocating for the early release of prisoners due to the COVID -19 pandemic.

### ***Enhancing Organizational Resiliency and Sustainability***

The third priority in the Society's Strategic Plan focuses on strengthening the systems, practices and structures needed for the organization to achieve its goals and desired outcomes. Strengthening the organizational leadership, human resources, information management and communication process across the Society are part of this priority.

Promoting greater access to the Society's programs and services also continues to be of importance. These efforts have resulted in enhanced networks, relationships and referral points. For example, during the previous year the Learning Resources Program (LRP) in St. John's accepted referrals from Department of Justice (probation), and Her Majesty's Penitentiary. While contractual obligations ensure these referrals are given priority, when capacity permits, self-referrals, referrals from Correctional Service of Canada, Department of Children, Seniors, and Social Development, as well as other community organizations are also accepted.

Furthermore, when program participants complete a program, individuals are encouraged to participate in other programming for the benefit of additional learning and the professional and peer support that is inherent in all group programming.

Other efforts during the year focused on enhancing data collection. Through varying contractual obligations, the Society is obligated to use a number of data systems for reporting purposes and while that is expected to continue, JHS is looking for a way to better consolidate the information gathered at our various sites throughout the province. After much exploration, it seems we will have to engage a software developer to design a new system in the coming year that will better meet the Society's needs.

While our focus on fulfilling the Society's Strategic Plan was at the forefront throughout the year, there were many other notable events. Long term JHS president Bryan Purcell stepped away after many dedicated years. During his tenure, he demonstrated a strong commitment to social justice, our mission and core values and we were thrilled when he was awarded the Jim MacLatchie Award for Exceptional Contributions in the Field of Community Corrections at the John Howard Society of Canada AGM last fall. On a personal note I want to thank Bryan for all the support he provided to me as executive director. His contributions were immense and I look forward to his continued involvement in his role as past president.

Leslie MacLeod was welcomed as our new president. Donna Luther was elected as our new vice president with Joan Dawson continuing on as our secretary/treasurer. We look forward to working together with the new executive in furtherance of our mission. My thanks to all our board for their leadership and valuable contributions in steering the organization to be the best it can be.

Towards the end of the year, the Society along with the rest of the world were faced with the health crisis created from COVID-19. The pandemic would have a profound impact on how we delivered our services and would reverberate throughout the organization. Virtually overnight our staff providing counselling services would be working from home and connecting with participants via phone or through virtual platforms. Our residential program managers and staff were remarkable in how they quickly adjusted especially in the early days when there was little known about the disease. Residential staff continued to support the release of inmates to our halfway houses and youth to our care albeit differently, but they never lost focus on the needs of those who rely on our services.



## Executive Director's Report *Cont'd*

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I want to commend all our managers and staff for their tremendous work and flexibility in finding ways to still meet the needs of the folks we support every day while no doubt preoccupied about their own health needs and those of their families. It really showed their true commitment to the work of John Howard and I am truly grateful to be working alongside such dedicated folks.

To further support our clients during the pandemic, the organization was able to secure additional funding to support participants experiencing food insecurity. This funding will continue to be available in the coming months. Special thanks to United Way and Second Harvest for the donations.

My sincere thanks and appreciation to our board, managers, staff, government partners and supporters for all their contributions during the past year. The support was instrumental in assisting the Society to meet the needs of some of our communities most vulnerable. As we enter into the new year, it is with much uncertainty around what lies ahead, but whatever comes along we will rise up to meet those challenges head on so we can provide the services to those who depend on us the most.

**Cindy Murphy**, Executive Director

## Regional Director's Report



It is my pleasure and honor to work with an organization whose mission is *effective, just and humane responses to the causes and consequences of crime*. The Regional Director's role is to provide leadership and guidance and is responsible for all the John Howard Society of Newfoundland and Labrador services and programming in Stephenville and Corner Brook. This report highlights a number of events and activities as well as developments over the past year.

### **Programs and Services**

In 2019-2020 JHS staff continued to provide residential, counselling, and supportive services to offenders and ex-offenders in the Western region.

We provided residential services for 67 male adults at West Bridge House (WBH) in Stephenville and to four youth through the Loretta Bartlett Home for Youth (LBHFY) in Corner Brook. The Community Based Intervention Program (CBIP) offers both individual and group counselling services to target criminogenic needs of individuals who have been involved in the justice system. This past year 220 clients availed of the programs offered. Through our employment service, eligible clients participated in the Horizons and Linkages programs and gained meaningful work experience through subsidized work placements. This year, five clients participated in Horizons, three in Linkages and 160 received employment and career related assistance.

JHS exists because of our clients. Our staff work with men, women and youth who need our help and guidance to enable them to overcome barriers that will greatly improve their chances of being successful and productive members of society. We are 100% committed to delivering up to date programs and services through our West Coast Offices.

In the best interest of our clients and to ensure all their needs are met, we work closely with our community partners to provide additional services. We are always open to feedback that would lead to an improvement in our services. Upon the completion of a program or a residency at one of our residential facilities, we provide our clients an opportunity to complete a confidential feedback form, which is an evaluation on how we did. In the event there is a common theme that something is not satisfactory then this concern will be examined closely and a change will be made if deemed necessary.

For additional information please see the individualized program reports.

### **Staff Appreciation**

JHS is a successful and well respected non-profit organization and we achieve good grades for the fantastic work we do with our clients. For this, credit has to go to our well trained, dedicated and committed staff. As an employer, the Society is thankful for and recognizes the contributions made by its employees. Several times each year the management team will sponsor events with staff to show appreciation for commitment and the great work they are doing. One of our highlights for the year occurred during Christmas when staff and management joined together to celebrate the season and reflect on our accomplishments. Again this year, following our annual tradition, staff from the JHS West office and WBH joined together for a luncheon. At WBH, staff and residents got together for a special meal. The residents got to choose the food and this time around it was Mary Brown's. We are very pleased that members from the Salvation Army made their annual visit to the residents at WBH. This is a popular event for both residents and staff alike. The staff from the LBHFY enjoyed a meal at a local restaurant.

### **John Howard Society Week – February 9<sup>th</sup> -15<sup>th</sup>, 2020**



*West Coast Service Awards*

Staff participated in a number of activities which helped to raise the profile and visibility of our organization. Some of the activities that staff were involved in included hosting open houses at the JHS office on Main Street and at the LBHFY. Both events were very well attended by our community partners for whom we are very thankful for their year around support. Once again the Terry M. Carlson Scholarship is awarded to a client or former client who is pursuing educational upgrading or attending post-secondary.

The service fair held at the West Coast Correctional Center during JHS Week was a big success. The event was organized by Daphne O'Keefe, Director of CBIP, which brought together a number of community organizations who were able to share their programs and services with the inmates. Other activities throughout the week included staff gatherings and staff service awards. Thanks to board members Mike Tobin and Donna Luther for joining us.

### **Community Involvement**

JHS is well represented on various committees within the community, including: Community Drug Response Committee; Mental Health Recovery Council Committee; and Bay St. George Coalition to End Violence. There are times when we have to respond to a concern from a community member regarding a client we are supporting at our halfway house.

I take this as an opportunity to point out the specialized work done by the Society and the better outcomes for the resident and the community when there is gradual release.

### **Staff Training**

We know the importance of keeping our staff up to date on best practice. Where possible, staff are encouraged to attend training sessions offered. This past year, staff participated in a number of professional development opportunities including First Aid, Applied Suicide Intervention Skills (ASIST), Cultural Sensitivity, Seeking Safety, a trauma and addictions treatment program, Naloxone Refresher training and Stable-2007 & Acute-2007. Employees also attended a Public Health Hepatitis information session and attended webinars regarding Mental Health Wellness with Technology as well as a number of relevant training to help improve participant outcomes.

### **Occupational Health and Safety**

The Society is committed to maintaining a safe and healthy workplace for its employees. All sites on the West Coast have one or more employees that has completed certification training for Occupational Health and Safety Committee. During orientation training, all new hires receive very detailed instruction in the safety protocols associated with their positions.

During overnight shifts at WBH, regular phone contact is made back and forth with staff from other JHS facilities where staff are also working overnight shifts. All staff in this facility are trained in Emergency First Aid. Staff have to keep a panic button with them at all times during a shift.

In March, with the onset of the COVID-19 pandemic, the Society took extra measures to help protect the health and safety of our clients and staff. Measures included staff education, social distancing, disinfecting, working from home, and the use of personal protective equipment.

### **Staffing**

Over the past year we had a several changes to our management team. Shelley Garnier was hired as Residential Manager at WBH; Regina Mitchell, Coordinator at the LBHFY took a leave of absence, and David Penney was hired as Acting Coordinator for the Home. Other staffing changes can be found in each of the program reports.

### **COVID-19**

The Society was very quick to put measures in place to deal with COVID-19. The health and safety of our clients and staff is of the utmost priority. This pandemic changed the way we conducted business with many of our offices having to close their doors with staff working from home and assisting clients through regular phone and video conferencing sessions. Staff who work at the residential facilities continued to report to work.

To protect staff and residents strict safety protocols were put in place (i.e. cleaning and disinfecting multiple times daily; social distancing boundaries; PPE; self-isolation for anyone with symptoms). I want to extend a “high five” to our frontline staff who continued to report to their workplace during this challenging time. Throughout all this, our Executive Director, Cindy Murphy kept us all focused. We had weekly managers’ meetings where we each shared what was going on in the different programs. Those meetings and with encouragement from Cindy was very motivating and kept us focused on moving in the right direction.

### **Summary and Concluding Remarks:**

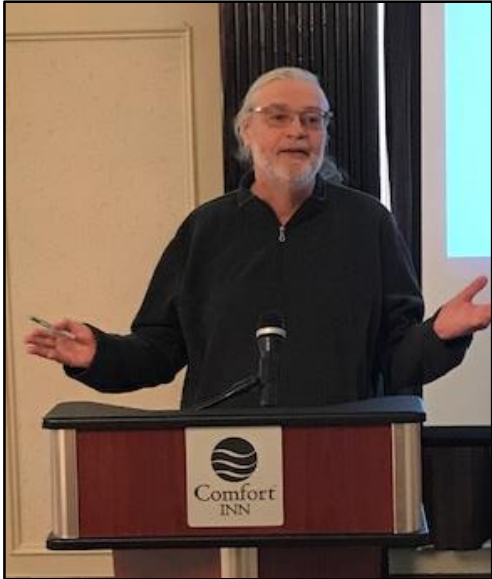
For me, high priority is to acknowledge the continued commitment and dedication of all our staff. We are very grateful for all the support from Correctional Service Canada, Department of Justice and Public Safety, Department of Advanced Education, Skills and Labor, Department of Children, Seniors and Social Development, the Admissions Committee and other community partners. Their support makes it possible for JHS 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 JHS. 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 JHS West 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 (who just received her 25-year service award), Regina Mitchell (leave of absence), David Penney and Shelley Garnier. Also thanks to Joanne Symonds, Rod Harris and Tracy Oakley from our St. John’s office whom I work closely with. Once again I would like to say that I 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 the purpose of setting the direction for our Society.

The coming days, weeks and months will be very challenging for us all due to the impact of COVID-19. With the great team we have at JHS I know we will come out as a better and stronger organization. I look forward to tackling the challenges that we are facing.

**Charlie Young**, Regional Director

# 2019-2020 Events



*AGM guest speaker Bill Bastarache, Executive Director John Howard Society New Brunswick*



*Main Street Medical Monthly Clinic at JHS*



*St. John's Staff Service Awards*



*Canopy Growth Tweed Collective Grow Opportunities*



*CBIP Pink Shirt Day*



*Staff Bell Let's Talk Day*

## 2019-2020 Events *Cont'd*



***St. John Bosco Christmas Donation***



***Donation from the Silver Lights Club***



***HMP & Client Christmas Gifts***



***Donation from United Way***



***Donation from the RNC Cadet Program***



***Helpers at the Annual Children's Christmas Party***



***Students from Memorial University's Social Justice Class dropping b by with donations***



# Employee Service Awards

## 30 Years

Chris Keats – HFY

## 25 Years

Cindy Murphy – Head Office  
Daphne O’Keefe – CBIP

## 20 Years

Graham Lucas – HFY  
Karen Pennell – HFY

## 15 Years

Rod Harris – Head Office

## 10 Years

Janice Kerrivan – LBHFY  
Dan Lidstone – HFY  
Leanda Morris – JHS West  
Joanne Symonds – Head Office

## 5 Years

Blake Hynes – WBH  
Justin Mahon – HH

## 3 Years

Courtney Best – HH  
Melanie Butler – WBH  
Christina Hepditch – LBHFY  
Allyson House – HFY  
Lacey Warren – LBHFY

**Thanks to all for their amazing dedication and service.**



## Residential Housing



### **Adult**

Howard House

Garrison Place

West Bridge House

### **Youth**

Home for Youth

Loretta Bartlett Home for Youth

## Howard House

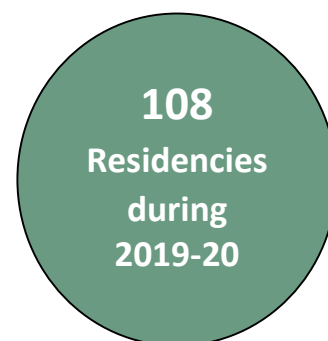


Howard House (HH), located in St. John's, is a residential reintegration program for 16 adult male ex-offenders who may benefit from the structure, safety, and supportive environment following a period of incarceration. HH, in its 43<sup>rd</sup> year, assists these men to maintain the progress they have initiated during their incarceration and build on their strengths to successfully reintegrate after involvement with the criminal justice system. Our residents have been released to the community 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 HH, residents collaborate with their case management team to develop plans for their future. Through the collaborative efforts of this partnerships with Correctional Services of Canada (CSC) and Adult Corrections Division of the Department of Justice and Public Safety (JPS) we have been able to connect clients to vital community resources and programming to promote prosocial living and reintegration in the community. In addition to individualized supportive counselling directly within HH, residents are referred to various programs and services. This includes those offered through JHS Learning Resources Program (LRP), Cognitive Skills Training and Employment Preparation Program (C-STEP) and Housing Support. In addition, other community referrals include assistance to obtain income, ID's, furniture, health care services, social supports and education support. These positive impacts extend not only to the individual but also to the community as folks are empowered to become positive contributing members of our community.

This year, Correctional Services Canada (CSC) had 49 clients reside at HH for a total of 3593 bed days, with the average of 10 residents per month. 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 71% acceptance rate (see Table 1B). Corrections and Community Services-Adult Corrections (CCS-AC) had 59 clients avail of the program, utilizing 1569 bed days. This includes those who had more than one stay during the fiscal year. This is a decrease of 153 bed days with the average of 4 residents per month. In total, 76 referrals were made, which is a slight decrease over last year with an acceptance rate of 87% (see Table 1B). New partnerships were forged this year in an effort to meet client needs for support in the community which provided support for an additional 49 days of residency at HH through NL Housing and the Nunatsiavut Government. Overall, HH averaged 14 residents monthly.

During the year, a total of 195 cases were presented to the HH Admissions Committee for residency and 77% were accepted (see Table 1B). Each case presentation is thoroughly reviewed for the individual’s suitability and readiness for safe and successful reintegration with the resources that will be available to them in the community. Public safety is also of paramount consideration of acceptance into HH.



As mental health and addiction is often prevalent for individuals who engage in criminal activity, it is a significant area of focus and support in an effort to mitigate future offending behaviours and promote wellness. Our case management team make considerable effort to uphold services and maintain support for individuals with these challenges in the community.

This past fiscal year, of the 108 residencies of HH, 87% of residents successfully completed the program or were still ongoing at the end of the reporting period.

**Table 1A: CSC & CSC-AC Referrals 2019-20**

CSC	Day Parole	Full Parole	S/R Voluntary SR	S/R with Residency	UTA	Halfway Back	LTSO	Total
Federal Referrals	64	1	9	18	1	3	1	97
Provincial Referrals	22	0	-	-	-	0	-	22

**\*S/R – Statutory Release\***

CSC-AC	Temporary Absence	Probation	Conditional Sentence	Total
<b>Total</b>	75	1	0	76

**Table 1B: Admission Results 2019-20**

Admission	Accepted	Denied/Defer	Total	Acceptance Rate
CSC	85	34	119	71%
TA	65	10	75	87%
Probation	1	0	1	100%
<b>Total</b>	151	44	195	77%

Howard House continues to host a volunteer program where individuals experience community services for some of our most vulnerable and complex persons in society. Through helping residents with many aspects of the reintegration process such as looking for housing, job searches, developing life skills, etc., volunteers learn about the barriers our residents often face and how to support them in the process. In addition, volunteers provide support to HH staff in the day to day operations. We are so appreciative and fortunate to have had over 20 volunteers give us their time, skills and resources this past year. As well, volunteers are a huge part of JHS Annual Children's Christmas Party, which just marked its 36<sup>th</sup> year. Again, only with the help of many generous private and business community donors, over 60 excited children and their families were able to have a fun time at Axtion, a meal and a visit from Santa!

Over this past fiscal year, staff have been able to participate in several professional development opportunities including Mental Health First Aid, Road to Mental Readiness-Train the Trainer program. Sadly, a much anticipated Indigenous Awareness training scheduled for March 2020 needed to be postponed due to COVID-19. We eagerly await the opportunity to reschedule this event.

The program was excited to finally see the kitchen renovation come to life and come to completion over several months. We were delighted to see the finished product by mid-December and were able to host our Christmas Dinner in our brand new kitchen. We acknowledge Edwards Development for their hard work and great job on this project. As well, a special mention to the folks at HMP Carpentry Shop and two inmates who built our custom tables and benches for the new kitchen.

This year, we welcomed several new staff members. Stacey Powell and Leah Walsh commenced roles as permanent overnight residential staff. Our residential relief list welcomed Daniel Agbesse, Glen Gibbons, Robert Hogan, Mike Horning and John Purchase. Meanwhile, other staff moved forward to new career opportunities and we are grateful for their time with us and wish them well in their new endeavors. We welcomed, for a brief time, our colleagues from the Home for Youth (HFY) and it was a great opportunity to get to know you all a little better. We appreciated all the extra help and support during your time with us. HH is an ever changing, dynamic and multifaceted workplace. I am very fortunate to have the dedicated, resilient, and committed team who work hard every day to help better the lives of the residents and the community. The example you set for our residents in how you carry yourselves professionally in the workplace, deal with unanticipated challenges, problem solve and celebrate successes is tremendous. I thank you for everything you do day in and day out. In March, the Covid-19 pandemic hit our province.

At HH we immediately took precautions recommended by our health authorities such as social distancing, hand washing upon entering the facility and reducing the number of residents. We implemented a strict regime around cleaning and sanitizing the facility multiple times throughout the day, which included hiring of two residents to assist with such endeavors. Residents were required to stay inside the facility with short periods of time permitted outside for mental and physical well-being. While the pandemic continues into the next fiscal year, we will continue to follow the protocols put in place by our public health authority to try and ensure both staff and resident safety.

We would like to thank our volunteers, community representatives and partners, and board of directors, Correctional Service of Canada and the Adult Corrections Division of the Department of Justice and Public Safety. We are thankful for the collaboration and support and we look forward to our continued partnerships next year and welcome the opportunity to strengthen our developing relationships with NL Housing and Nunatsiavut Government.

**Val Flynn**, Residential Manager

## Garrison Place



Garrison Place (GP) celebrated its second full year of operation this past fiscal year. Our 10-unit supported housing complex for persons with a history of homelessness or at risk of homelessness. GP offers stability and support to facilitate opportunity and empowerment to develop goals and become one's personal best. Through application of the Housing First philosophy, tenants of GP have received individualized support based on their needs and goals for living in the community. This includes assistance with developing life skills, rehabilitative goals, advocacy, enhancing social skills, as well as support with day to day community living needs.

Referrals to GP come from Coordinated Access with End Homelessness St. John's. We have also been fortunate to receive some funding from Newfoundland and Labrador Housing Corporation, under the Supportive Living Program, which has been integral to being able to provide direct service to clients with individualized supports from our Housing Support Worker (HSW). During this fiscal year there were approximately 500 interactions, which included over 20 referrals to external agencies, community building social events, guest speakers, etc. This is evidence of the supportive need and complexity of the tenants we support. In addition, lessening referrals to external agencies reflects the stability tenants have attained living in Garrison Place. At fiscal year end, we are pleased to report that we have seven of the 10 original tenants and have provided housing support to others. The success of maintaining housing stability for seven people this year attests to the need and benefits of supported housing. When eviction prevention was not possible, or interventions were unsuccessful, intensive efforts were made to safely rehouse individuals.

In addition to the services provided to tenants, our HSW has connected with 44 JHS clients in the community to assist with various housing support needs including housing searches, rental funding arrangements, providing information, landlord engagement and liaison and other appropriate identified referrals. It continued to be a year of learning, growth, and amazing opportunity to make a difference to some of the most vulnerable citizens in the community. To this end, active participation in the most current training and networking opportunities with community partners have been instrumental in strengthening our capacity to work effectively with our tenants and the complexities of the clients we serve.

In March, the Covid-19 pandemic hit our province. At GP we immediately informed the tenants of the seriousness of the pandemic and some of the precautions recommended by our health authorities such as social distancing, hand washing, and restricting visitors. We will continue to work with our tenants to ensure they receive the latest information as put out by our public health officials.

We are so pleased to be part of the solution to ending homelessness in our community. We thank the board of directors, as well as all of our community partners who have assisted in our learning and development of this new endeavour for JHS. Last but not least, thank you to Caitlin Penton, our Housing Support Worker who has strived to make the program the best it can be for the clients, through her willingness to grow and learn alongside the program. We are fortunate to have you.

**Val Flynn**, Residential Manager

## West Bridge House



West Bridge House (WBH), located in Stephenville, is a 14 bed co-ed community residential facility for adult ex-offenders serving Day Parole (DP), Full Parole (FP), Statutory Release (SR), Temporary Absence (TA), or a Probation Order (PR). The program accepts referrals from Correctional Service of Canada (CSC) 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

WBH provides a supportive and structured environment to facilitate individual re-integration into society following a period of incarceration. It 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 on-site 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 and ICPM Sex Offender 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 JHS Community Based Intervention Program (CBIP). The process of community re-integration is fostered by providing residents with assistance in budgeting, housing, employment searches and education.

**67**  
Residencies  
during  
2019-20

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 facility. Staff are available 24-hours a day for any needs the residents may have.

This past year we had 3372 bed days for CSC clients released on DP, FP, and SR compared to 3120 for the previous year (see Table 1A).



There were 621 bed days used for clients from the Department of Justice and Public Safety, which is down from the 805 bed days in the previous year (see Table 1B).

In total, 67 male clients resided at WBH during the 2019-2020 fiscal year. Forty-five were sponsored by CSC and 22 were on a TA from the Province’s Correctional Institutions. There were no female residents during this period.

**Table 1A - Correctional Service Canada Bed Day Usage 2019-2020**

	Day Parole	Full Parole	SR	SRR	UTA	Total
Federal (Females)	0	0	0	0	0	0
Provincial (Females)	0	0	0	0	0	0
Federal (Males)	2932	21	142	0	0	3095
Provincial (Males)	277	0	0	0	0	277
<b>Total</b>	<b>3209</b>	<b>21</b>	<b>142</b>	<b>0</b>	<b>0</b>	<b>3372</b>

**Table 1B - Department of Justice and Public Safety Bed Day Usage 2019-2020**

	TA	Probation	Total
Females	0	0	0
Males	621	0	621
<b>Total</b>	<b>621</b>	<b>0</b>	<b>621</b>

**Admissions Committee**

Admissions to our residential facility are carefully screened and approved by an Admissions Committee. The committee for 2019-2020 was: Janice Candow, College of the North Atlantic; Mike Tobin, Town Councilor and JHS Board Member; Cathy Whitehead, Community member; John Butler, RCMP; Daphne O’Keefe, JHS Director CBIP; Shelley Garnier, Residential Manager WBH; and Charlie Young, JHS Regional Director. We greatly appreciate the involvement and dedicated commitment from all the members of the Admissions Committee.

This past year, 20 meetings were held and 99 inmate files were presented. The majority of the referrals came through CSC with 82, and 17 from the Department of Justice and Public Safety. Overall, the Committee accepted 70.7% of the cases presented; 24.2 % were denied and another 5.1% was deferred for additional information (see Table 2A).

Those who were not approved were deemed either too high risk for community supervision for the facility to support, have intense needs that WBH could not effectively meet or did not have a viable case plan at the time of presentation.

**Table 2A - Admissions Results for 2019-2020.**

<b>Applications</b>	<b>Accepted</b>	<b>Denied</b>	<b>Deferred</b>	<b>Total</b>
<b>Females</b>	1	2	2	<b>5</b>
<b>Males</b>	69	22	3	<b>94</b>
<b>Total</b>	<b>70</b>	<b>24</b>	<b>5</b>	<b>99</b>
	<b>70.7%</b>	<b>24.2%</b>	<b>5.1%</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, the staff have been attending meetings and bringing concerns and/or ideas from a JHS perspective to the Life Promotion, Suicide Prevention Consultation and the Mental Health Community Crisis Bed Consultation. Staff have also been attending conferences and connecting with other community groups for resources where possible.

In January, Val Flynn, Residential Manager of HH, and I participated in a Federal In-reach Program at several Federal Correctional Institutions in the Atlantic region. We met with inmates who were from Newfoundland and Labrador and provided information that would help them when they return to the Province. Being a new employee to JHS, this was my first experience participating in the Federal In-Reach Program and it was a very valuable experience for both inmates and myself.

I also attended the Atlantic Halfway House Association AGM in St. John, New Brunswick in September. This was a very valuable learning experience for me as I had the pleasure to meet many professionals who are all doing the same line of work.

**Staffing**

In August 2019, I became the new Residential Manager replacing Charlie Young who was temporarily filling the roll. Sherry Humber resigned her full time position and has moved to the relief list. Robyn Hinks joined the team in the full time permanent overnight position and Rhonda Critchley returned from a leave of absence in March 2020.



*West Bridge House Staff*

We would like to welcome Rhonda back and to thank Melanie Butler for filling in but has now resumed her position on the relief list. We welcomed Lorna Abbott and Jasmine Woodley to our relief list. This past summer, through the assistance of the Canada Summer Jobs Program, we were successful in employing one summer student, Amelia Ropson. Amelia was a great asset and we thank her for her dedication and commitment this past summer.

### **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; all the individuals; agency and organizations that provide services to our residents. Thank you to the fantastic staff at WBH for their commitment and support. I would like to acknowledge our Executive Director, Cindy Murphy, and the board of directors for your leadership and support throughout the year. A special thank you to Charlie Young, Regional Director for his dedication and guidance to staff and myself this past year. I would like to congratulate Chantal Drake, Senior Counsellor, on receiving her ICPM-CMP-Sex Offender certification. 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.

We would like to acknowledge the United Way for their generous donation this past year. This has allowed us to replace beds and mattresses. Thank you for your generous support.

A huge acknowledgement to the staff at WBH during the Covid-19 pandemic. Without their dedication and commitment during this difficult time we would not have been able to support our residents. With the ever changing times, a dedicated and committed staff are essential and I am very thankful for all of the hard work and dedication provided to our residents.

**Shelley Garnier**, Residential Manager

## Home for Youth



The Home for Youth (HFY), located in St. John's, is a four-bed co-ed Open Custody facility that provides 24-hour care to youth age 12 to 17 years who are sentenced under the Youth Criminal Justice Act (YCJA). All referrals to the HFY come from the Department of Children, Seniors and Social Development (CSSD).

Youth who present at HFY have complex needs, which often include co-occurring mental health and addiction issues in addition to a history of unstable home environment with little to no supports.

Program staff strive to meet the needs of our youth through fostering a caring relationship, which enables staff to provide effective, evidenced based interventions to youth. All programs and interventions at HFY model a strengths based approach with the goal to help reduce recidivism rates and promote the best possible outcomes for youth after they return to their community.

Counsellors are continuously availing of professional development opportunities and training to meet and exceed standards in working with youth at risk. All staff are trained in First Aid, Mental Health First Aid, Opioid Overdose, Applied Suicide Intervention Skills Training (ASSIST) and Non-Violent Crisis Intervention. These core competencies, in addition to other professional development opportunities, are offered on a regular basis at JHS.

### Statistics

This past year, the HFY had six youth in open custody. Their sentences ranged from one to four months in duration. All six youth had blended sentences of both secure and open custody, which resulted in direct transfer from the Newfoundland and Labrador Youth Center (NLYC).

### HFY Admissions 2019-2020

Admissions	Male	Female	Open Custody	Order to Reside
6	5	1	6	0

### **Programs**

This has been a successful year of reviewing and modifying programs offered at the HFY to ensure that all programs are in line with evidence-based approach to practice. The following are core programs:

#### **Weekly Case Management**

Weekly, the HFY held case management meetings. This is an opportunity for the youth to identify areas of strengths, goal objectives and improvements in consultation with our counsellors. The end goal of this program is to build a healthy foundation fostered by positive interactions, with a strengths based approach and help toward a successful reintegration program back to the community.

#### **Point System for Resident Evaluation**

The Point System for Resident Evaluation (PSRE) is an incentive-based, self-behavioral modification program in which the youth earn points during the day based on a number of evaluated categories. The core objective of the PSRE is to enable residents to develop a sense of ownership of their custodial programming and take responsibility for their decisions, actions and behaviors through promotion of pro-social behavior. The program also takes into account life skills training such as personal hygiene, household maintenance, chores, cooking and general skills required in day-to-day living. This program helps youth learn they are responsible for their own success.

#### **Recreational Programs**

Staff recognize the importance of recreation and physical activity for youth and its direct correlation in reducing recidivism rates in youth crime. HFY offers a program called Fitness, Education, Endurance and Diet (FEED). This is a recreational wellness and fitness program implemented with a holistic approach. This program is adapted based on individual needs of each youth. The youth learn about living a healthy lifestyle through resistance training, cardiovascular activity, reading informational articles, healthy grocery shopping and viewing health/nutritional related DVD videos. HFY offer an in-house strength training area, as well access to community centers such as the YMCA, The Works, Paul Davis Centre and community sports organizations.

#### **Weekly Group Discussions**

Weekly group discussions on current issues such as bullying, addictions, communication skills, anger management, healthy relationships, STI's, health, sexual orientation, and racism take place.

Staff provide current educational information on the above topics and have open dialogue and discussions with the young person. This program has been very successful with all youth this past year actively participating.

### **New Initiatives**

With the support of Executive Director, Cindy Murphy, youth at HFY can now avail of services offered by JHS through both the Learning Resource Program (LRP) and Cognitive Skills Training and Employment Preparation Program (C-STEP) to access mental health and addictions counselling and employment services. These services are available based on need, suitability, caseload demands and age of the youth. This program offers their services directly at our HFY and work with our youth individually to meet their needs.

This past year one of our youth, participated in C-STEP program which included job preparation and an assessment for eligibility into the Linkages program. This program prepares young adults for the work force by offering them interviewing preparation skills and placing them in the community in an employment setting that is of interest to the young person. He was the first youth to avail of this program and it was a success with him continuing services after his release.

I look forward to continuing this partnership and offering these services to our youth in the future. Bridging the gap for those youth who are transitioning to adulthood is paramount to helping them be successful adults in society.

### **John Howard Week**



*Home for Youth Staff*

John Howard Society Week took place from February 9th to the 15<sup>th</sup>, 2020. An open house was planned to take place at the HFY during this week. Due to unforeseen circumstances with the city of St. John's under a "State of Emergency" and restrictions on parking, the open house was moved to the JHS main office. Although this was a last minute change in plans, all our community partners came and it was a successful event!

### **National Youth Justice Network**

I am excited to join our Executive Director, Cindy Murphy as a new member of this committee. The National Youth Justice Network (NYJN) provides a forum to strengthen youth-centered justice services in Canada through interagency collaboration, discussion of common issues, advocacy, and sharing information on best/promising practices and research.

This committee is currently working on a Strategic Action Plan that supports the committee's Vision: *Healthy, Safe Adolescents and Young Adults Who are Free of Involvement in The Criminal Justice System*. I look forward to continuing with the NYJN and learning more about cross Canada initiatives taking place for youth involved in the Criminal Justice System.

### **Acknowledgments**

The HFY has been in operation for over 40 years and would not be successful without the continued support and collaboration from the Department of Children, Seniors and Social Development. We would also like to thank our community partners: The Newfoundland and Labrador English School District; District School; The Murphy Center; the Newfoundland and Labrador Youth Center; Waypoints; the Rowan Center; CONA, Choices for Youth; Thrive; The Connect Team; Eastern Health Social Work and Psychology Team; and private counselling providers.

### **Conclusion**

I am excited to be a new member of the JHS management team! At HFY, we are dedicated to providing the highest level of care to youth who come in conflict with the law. I look forward to working toward new initiatives in 2020 as we continue to evolve and change to meet the needs of the youth based on best practices nationally and internationally.

**Lucretia Brown**, Acting Coordinator

## Loretta Bartlett Home for Youth



The Loretta Bartlett Home for Youth (LBHFY), located in Corner Brook, is a co-ed facility that can accommodate up to six youth between the ages of 12 to 18. Youth are either placed in Open Custody or on an Order to Reside. All referrals to LBHFY are made by the Department of Children, Senior and Social Development (CSSD).

Staff at the LBHFY support youth residents so that they can gain confidence while becoming more independent and responsible. It is our goal that youth under our care will acquire the skills to enable them to become positive role models within the community and be successful in future endeavours. This is accomplished in part through education, employment, volunteer work, job skills programs and life and social skills training.

All youth that come to the LBHFY are encouraged to attend school. We work closely with schools to develop plans that intergrate youth back into the classroom. For youth that are unable to intergrate back into the school system, we encourage and support them to find meaningful volunteer and/or job opportunities so that they can gain valuable life and social skills.

Over the past year, we have had a total of four residents at LBHFY; three males and one female. One female was in Open Custody and three males were on an Order to Reside.

### LBHFY Admissions 2019-2020

Admissions	Male	Female	Open Custody	Order to Reside
4	3	1	1	3

While at the LBHFY, one male youth attended Corner Brook Regional High as part of a modified program plan developed in partnership by the school, LBHFY and CSSD. Another male youth was accepted into Ranch Ehrlo, a residential treatment facility in Saskatchewan. Additionally, another male youth is working with Humber Valley Community Employment Corporation pursuing employment opportunities and we are assisting him to secure adult housing with community supports as he transitions out of the youth system.

During JHS Week, staff learned the art of axe throwing and participated in friendly competition. The big winner and highest scorer was Mr. Sheldon O'Neill who took home the night's top honors.



## Loretta Bartlett Home for Youth *Cont'd*

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*LBHFY Service Awards*

We also presented long standing service awards that evening. We were grateful to have Donna Luther, Vice President of the Board of Directors, and Charlie Young, Regional Director to join us to help present awards. Awards were handed out to Janice Kerrivan for 10 years and Christina Hepditch and Lacey Warren for 3 years.

Staff are involved in continuous professional development and most recently renewed their First Aid/CPR in December 2019. Additionally, staff participated in Applied Suicide Intervention Skills Training (ASIST), Non violent Crisis Intervention and Naloxone Training. We are currently exploring additional opportunities to provide staff with training in Mental Health and First Aid/CPR. Considering the challenges we are currently facing with COVID-19 and the restrictions on physical interaction, we are exploring a number of web based, online training opportunities for staff to pursue.

Our community partners are a tremendous asset for us. They include: Western Health; Community Youth Network; YMCA; Salvation Arm; Canadian Mental Health Initiative; Western School District; and RNC.

Finally, special thanks to: Cindy Murphy, Executive Director; Charlie Young, Regional Director; Department of Children, Seniors & Social Development; Richard Lamb and Tammy Hicks-Young, resident facility social workers; Joanne Symonds, Director of Finance; Rod Harris, Director of Programs and Operations; Danica Power, Senior Counsellor; and Donna Jenkins, Accounting Administrator. We appreciate your continued support and guidance throughout the year and look forward to another successful year ahead!

**David Penney**, Acting Coordinator

# Intervention, Employment & Support

## East Coast

**Learning Resources Program**  
**Cognitive Skills Training & Employment Preparation**

## West Coast

**Community Based Intervention Program**  
**Horizons & Linkages**

*“If it was not for the John Howard Society’s fantastic and helpful people with their in house services, counselling and just over all giving a crap about ex-offenders and offenders I would still be breaking the law or the latter I would be in the grave. So much love to all the staff working and retired of the John Howard Society. I love you all and do appreciate you guys every day of my free life.”*

**Christopher**, former participant



## Community Based Intervention Program

The Community Based Intervention Program (CBIP), located in Stephenville, provides rehabilitative programming for adult offenders who are clients of the Department of Justice and Public Safety. Programs address issues which contribute to criminal behavior and associated risks and assist clients with developing new skills to help prevent recidivism.

### **Programs Delivered in 2019-2020**

- Adult Diversion (pilot program)
- Anger Management
- Criminal Behaviour Awareness
- Dads Program
- Moderate Intensity Sex Offender Intervention Program (under revision)
- Options and Alternative Skills for Interpersonal Safety (OASIS)
- Seeking Safety
- Turning Points (Women)

### **Adult Diversion Program**

The Adult Diversion Program was piloted in the Stephenville and Corner Brook provincial courts with its first referral during the 2018-19 year. It continued into this fiscal year and resulted in 34 referrals. This program provides an excellent opportunity for a first time or low risk offender to avoid the regular court process, further conflict with the law and further victimization. These clients continue to give very positive feedback regarding the value of this program.

### **Anger Management**

The Anger Management program utilizes a cognitive behavioral approach to support participants with skill development for managing and effectively expressing intense emotions. Over a period of 10 sessions, program participants are provided opportunities to explore the process of change while also learning how thought distortion impacts feelings and behaviors. Programming also includes content that assists participants with self-awareness, communication, and problem solving processes.

### **Criminal Behavioral Awareness**

The Criminal Behavioral Awareness (CBA) program is a generalized program that utilizes cognitive behavioral strategies to address risk factors for reoffending. This program consists of six – two hour sessions that focuses on the stages of change, and mapping the offense cycle with participants. Other critical program components involve learning coping strategies to cope with stress and identifying problem solving techniques.

### **Dads**

Dads is a 10 session program offered once a week in a group setting. This program replaces Caring Dads and addresses positive parenting styles. Some of the new content include a perspective for fathers who do not have current custody of their children and focuses on helping fathers understand the realistic expectations for their children's different developmental stages. This program also helps parents navigate discipline and parenting approaches for children whom have experienced trauma. This program offers psycho-education on child development, attachment and childhood trauma. It provides information on a child's self-esteem, and the need for parental self-care. This program teaches skills of positive communication and co-parenting, assists fathers in processing their own guilt and shame, and teaches fathers about how to avoid common pitfalls in parenting and discipline.

### **Options and Alternative Skills for Interpersonal Safety (OASIS) & OASIS for Family Violence Intervention Court**

The OASIS program was developed specifically for males who exhibit physical violence and other types of abusive behaviors within intimate relationships. The length and intensity of the program varies based on risk for recidivism and aims to support individuals with understanding their respective behavior and accepting responsibility for their actions. Program content also utilizes a cognitive behavioral approach that provides learning opportunities for participants to identify and develop healthy, non-abusive relationship patterns, explore attitudes, beliefs, thoughts and feelings in relation to abusive behavior, and learning for non-abusive relationship strategies/skills.

### **Seeking Safety**

During this past year, we saw our last completions for the Substance Awareness and Moderate Intensity Management of Offender Substance Abuse (MIMOSA) programs. These were replaced with Seeking Safety, an evidence-based model, used in group or individually to help survivors with co-occurring trauma and substance addiction. Research indicates that an individual dealing with addiction issues is usually dealing with past or present trauma. Clients give very positive feedback regarding how extensively this program helps them move forward in their lives.

### **Turning Points**

Turning Points is a family violence program for individuals identifying as female and is a gender-specific intervention supported by evidence that the dynamics of female aggression in intimate relationships differs from male aggression in the same context. Research indicates that empowerment is the primary motivator for female violence in relationships, while power and control is the principal driving factor for men who use violence. Content of this program is reflective of these fundamental differences

## Community Based Intervention Program *Cont'd*

### Statistics for 2019-2020

#### Referral Characteristics

Our referral sources in the Stephenville and Corner Brook regions include: Family Violence Intervention Court in Stephenville (FVIC); Department of Justice and Public Safety (Adult Corrections); West Coast Correctional Centre (WCCC); Correctional Services of Canada (CSC); Department of Children, Seniors and Social Development (CSSD); and self-referrals.

For the 2019-2020 year, CBIP had 52 clients continuing with services from the previous year and received 168 new referrals, an increase of 39% from the previous year (refer to Table 1).

**Table 1: Client Referrals and Outcomes 2019-20**

Program	Referral	Assessed	Engaged	Completed	Carried Over
Criminal Behaviour Awareness	15	12	12	12	2
CBA - WCCC	25	25	25	14	0
Anger Management-CORE	10	8	8	8	3
Anger Management-WCCC	2	2	2	7	0
OASIS-Regular Court (M)	16	14	14	13	7
OASIS-FVIC (M)	12	12	12	12	4
Turning Points-Regular Court	1	1	1	0	0
Turning Points-FVIC	0	0	0	1	0
Seeking Safety	16	9	8	3	8
MIMOSA	10	10	10	8	0
Substance Abuse Awareness	0	0	0	3	0
Dads - WCCC	11	11	11	4	0
Dads	8	5	5	1	5
Maintenance (Reg Court)	4	3	3	3	1
FVIC (extra CBIP program)	4	4	4	5	1
Adult Diversion	34	27	27	30	1
<b>Totals</b>	<b>168</b>	<b>143</b>	<b>142</b>	<b>124</b>	<b>32</b>

#### Staff and Community Partner Changes

In September, we were very pleased to welcome Samantha Shears as our newest Program Facilitator. Samantha has been a wonderful addition to our CBIP team and we look forward to continued work with her.

## Community Based Intervention Program *Cont'd*

In December, CBIP staff were shocked by the sudden passing of Ms. Kim Kendall who was Youth Outreach Worker with Mental Health and Addictions. Kim was one of JHS greatest supporters and she could be called on at any time to do a presentation for the Society's Linkages and Horizons' clients, as well as, for CBIP clients. She was a strong advocate for safety, respect and justice for all and she will be greatly missed by CBIP staff and clients.

### **Staff Training**

During the 2019-20 fiscal year, CBIP staff took part in First Aid, Applied Suicide Intervention Skills (ASIST), Cultural Sensitivity, Seeking Safety, Naloxone Refresher training and Stable-2007 & Acute-2007 on-line training. Staff also attended a Public Health Hepatitis information session and attended webinars regarding Mental Health Wellness with Technology, Strategies for Working with Indigenous Individuals experiencing Trauma, Opioid Use Disorder & Opioid Dependence Treatment, The Grace & Humberwood Treatment Centres, Strongest Families Institute and Kids Help phone.

### **Community Initiatives and Involvement**



*WCCC Program and Service Fair*

Along with offering two CBA programs and one Anger Management Program to the inmates of the West Coast Correctional Centre (WCCC), we were very pleased to again take Christmas photos of inmates at the WCCC to send to loved ones. We also hosted the 3<sup>rd</sup> Annual Program and Services Fair at the WCCC during JHS Week. Our many thanks to the WCCC management and staff for their continued support and our community partners for believing in this very worthwhile event. They support inmates in their reintegration into society by answering questions and

providing information, guidance and direction to assist inmates with their educational and employment goals.

During JHS Week, we also hosted our annual open house. This was attended by many community partners and gave us the opportunity to sincerely thank them for their support throughout the year.

Other staff involvement throughout the year included attending WBH Admissions Committee meetings and regular attendance at FVIC.



## Community Based Intervention Program *Cont'd*

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We were represented regularly at Bay St. George Coalition to End Violence meetings, Community Drug Response Committee and FVIC Steering Committee meetings. We were also represented at a Cannabis and Mental Health Forum in Ottawa, the Southwestern Violence Prevention AGM, a Women's Leadership Event, an International Women's Day Brunch and a Vigil for the Montreal Massacre.

Staff gave presentations to participants of the Horizons and Linkages program participants on Healthy Relationships, Anger Management, Alcohol/Drug Awareness and Mental Health. We also assisted with interviewing participants for these work programs. We used staff jeans fund to give Christmas gifts to the women at the Bay St. George Women's Centre. Staff attended the proclamation signing in February for Violence Prevention month and clients and staff took part in violence prevention activities throughout the month. In October, we took part in Mental Illness Awareness Week activities at CHANNAL and CBIP was represented at the proclamation signing to mark Stigma Awareness week in March.

### **Conclusion**

This report cannot end without mentioning how on March 20<sup>th</sup>, CBIP and all JHS office staff were directed by our Executive Director, Ms. Cindy Murphy, to begin working at home due to the COVID-19 pandemic. It was a very hectic day and we left feeling fear, disbelief, anxiety and sadness. Like the rest of the world, we had to stay six feet apart so could not hug each other goodbye and did not know when we would be together again or what the future would bring.

The first few days working from home were very challenging and we all struggled. However, everyone came so far in just than 2 weeks. Clients continued programming by phone and moved to video sessions. They, like our Program Facilitators, has adjusted quite well to these programming changes.

The world happenings are still very scary but we are moving forward together. This new way of working because of this horrible pandemic also makes us see that maybe when we return to our office, we can offer services to clients who live too far away to drive to our Corner Brook and Stephenville offices. We can also be much more accessible for clients who cannot travel to our office because of bad weather, health or transportation issues. Yes, there are still moments of negative feelings but there is also hope, more certainty that the Society has extremely caring and compassionate staff, and many thoughts of new possibilities for the future of CBIP and all of JHS.

On that note, we wish to express our many thanks to our Executive Director, Ms. Cindy Murphy, who is a great leader in 'normal' times, but who has proved to be even more so in extremely challenging and scary times. She did not 'close shop' and forget about our clients.

## Community Based Intervention Program *Cont'd*

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She faced the storm head on and has been continuing to guide bravely and compassionately so that our clients can continue programming and be supported when they need the most support. Bravo Cindy!

As well, many thanks for endless support and guidance from our Director of Programs and Operations, Mr. Rod Harris, Melissa Noseworthy, Manager of the Learning Resource Program, and all management and staff of JHS. We also express our appreciation to the staff of the Department of Justice and Public Safety, as well as to all our community partners.

My personal appreciation to our Regional Director, Mr. Charlie Young, for his leadership and support and to the facilitators of CBIP for providing effective programming and support to clients on a daily basis. I received my 25-year service award this year and I could not have chosen a better organization to work for than JHS. Thank you to everyone! I look forward to the 2020-2021 year and moving forward with all staff and our many community partners. Together we will survive these challenging times and see how we will be even better service providers than we were in the past.

**Daphne O'Keefe**, Director



## Learning Resources Program

The Learning Resources Program (LRP), located in St. John's, acts as an umbrella structure that houses several different programs each specifically designed to provide support, new learning, and coping strategies to participants referred from within the criminal justice system. Programs under the LRP umbrella address a wide range of learning needs that include family violence, emotions management, sex offences, impaired driving, substance abuse, and positive parenting.

During the past two years, the LRP has been purposeful in its adoption of a trauma informed lens to better attune and respond to the longstanding maladaptive coping strategies and emotional injuries of the programs' target populations. This shift has been based on longstanding research that confirms the link between adverse childhood experiences and violent behavior in relationships, increased risk for addictions, and difficulty with impulse control. Further and more recent research has also demonstrated the extremely high correlation of childhood adversity to adult criminality.

The programs exist to support participants with making positive life changes and is intended to lower recidivism rates. Providing a program environment that acknowledges adversity and fosters healing is critical for participants to effectively learn new skills and to build resilience. During the 2018-19 fiscal year, the LRP's participants shared extensive and pervasive life stories of complex trauma. Coupled with the research, these exceptional stories of adversity created a tipping point for future program enhancements.

In the 2019-20 fiscal year, the LRP trained staff to facilitate the Seeking Safety program. Seeking Safety focuses on developing healthy coping skills for people suffering with addiction and symptoms of trauma. Healthy coping creates a sense of safety for individuals and safety is the first stage of recovery for trauma and addiction. Seeking Safety replaced the previous addictions program titled "Moderate Intensity Management of Offender Substance Abuse" (MIMOSA). While MIMOSA's primary focus was addictions, Seeking Safety is a trauma focused approach to addictions recovery. The program was originally developed by Lisa Najavits in 2001 and was developed for woman who were victims of domestic violence. However, since the development of the program, research has shown it to be an effective program with various populations who are struggling with countless barriers.

To further JHS's adoption of trauma informed practice, JHS has also added a new service, a Mental Health and Addictions Counsellor. This position is staffed by a registered social worker specialized in clinical counselling. Referrals are made internally. The clinical counsellor is equipped to assist participants with anxiety, depression, grief, trauma, and addictions. The implementation of this program has given participants added support in healing and is critical in helping them build resilience, develop new skills in emotional regulation and impulse control and reduce recidivism.

The LRP also initiated a new parenting program for fathers in the past year. This program replaces the Caring Dads program and offers psycho-education to fathers on topics such as positive parenting, how to deal with guilt, how to communicate effectively with your co-parent, how to understand childhood trauma and development, why a child's self-esteem is important, and why parental self-care is important.

Additionally, in January LRP accepted a PhD student from Memorial University. In this placement, the student provided LRP participants with psycho-diagnostic and cognitive assessments under the supervision of Memorial University's PhD's practicum supervisor. LRP is liaising with Memorial University to continue to take PhD students who can offer services to fill this gap in service to our participants. Once an assessment is completed, the student writes a report and delivers a briefing to the participant about recommendations of services in our community that they can access to assist in breaking down their barriers. These assessments are often unattainable to our participants due to the financial costs so it is very helpful to participants to get an opportunity to understand themselves and their barriers as well as their strengths. This information is power to the participants and their healing journey.

### **Community Projects**

The 1<sup>st</sup> Annual Christmas Card Competition was initiated in November 2019 at HMP. Shane Ryan won the competition with a beautifully drawn Christmas picture. The card was then printed and distributed to inmates who participated in the 4<sup>th</sup> Annual Christmas Picture Program and to our community partners extending Christmas greetings.

There were more than 100 participants from HMP and Bishop Falls Correctional Center in the Annual Christmas Picture Program. Their pictures were printed and placed with the Christmas card from competition and returned to the participants in which the opportunity was provided to mail them to their families.

An Inmate Service Fair was organized to take place at HMP on February 12<sup>th</sup>, 2020, however, this was cancelled due to COVID-19 pandemic and the health and safety protocols.

In March 2020, JHS coordinated a learn to read program with HMP. LRP interviewed a teacher with a PhD to manage the program at HMP however due to the health restrictions with the COVID-19 pandemic, community organizations were no longer allowed in HMP, effective March 17, 2020 and therefore, the program is scheduled in the next fiscal year.

### **LRP Programming for 2019-2020**

Throughout the current fiscal year, nine programs have been provided to program participants referred to the LRP primarily by the Department of Justice and Public Safety (Probation), and Her Majesty's Penitentiary (HMP). Due to contractual obligations, priority is given to individuals referred by these sources.

When capacity permits, referrals may also emanate from the Correctional Service of Canada (CSC), Department of Children, Seniors and Social Development (CSSD), as well as other community organizations. Often times, when program participants complete a LRP program, individuals also self-refer to other LRP programming for the benefit of additional learning and the professional and peer support that is inherent in all group programming. LRP Facilitators can also refer participants to other programs and services within the LRP.

Where possible, LRP programming is offered in group format. The purpose of this model is twofold. While conducting group sessions with 8-10 individual's fosters efficiency, it has become evident that the peer support that naturally unfolds within the group setting also provides individuals with a sense of belonging and connection that is imperative to recovery and emotional wellbeing. Much of the feedback that that is elicited from group members when groups conclude has highlighted both peer support and professional support as the most beneficial components of programming.

While the goal of LRP is to incorporate programming into group sessions as much as possible, circumstances often exist whereby group sessions are not attainable for some individuals. Group participation is often precluded for individuals due to participant work schedules and/or a history of incompatibility with other group participants. For some programs, group based programming is also not feasible due to inconsistency in the number of referrals at any given time. This most often occurs with Turning Points, the family violence program for individuals identifying as female because referrals to this program are generally low. When any of these situations occur, the Learning Resources Program will provide programming in the community on an individual basis to those referred by probation. Referrals from other sources may also be accommodated for individual programming should capacity exist.

### **Programs Delivered in 2019-2020**

#### **Anger Management**

The Anger Management program utilizes a cognitive behavioral approach to support participants with skill development for managing and effectively expressing intense emotions. Over a period of 10 sessions, program participants are provided opportunities to explore the process of change while also learning how thought distortion impacts feelings and behaviors. Programming also includes content that assists participants with self-awareness, communication, and problem solving processes.

#### **Criminal Behavioral Awareness**

The Criminal Behaviour Awareness (CBA) program is a generalized program that utilizes cognitive behavioral strategies to address risk factors for reoffending.

This program consists of six – two hour sessions that focuses on the stages of change, and mapping the offense cycle with participants. Other critical program components involve learning coping strategies to cope with stress and identifying problem solving techniques.

### **Dads**

Dads is a 10 session program offered once a week for 10 weeks in a group setting. This program replaces Caring Dads and addresses positive parenting styles. Some of the new content include a perspective for fathers who do not have current custody of their children and focuses on helping fathers understand the realistic expectations for their children's different developmental stages. This program also helps parents navigate discipline and parenting approaches for children whom have experienced trauma. This program offers psycho-education on child development, attachment and childhood trauma. It provides information on a child's self-esteem, and the need for parental self-care. This program teaches skills of positive communication and co-parenting, assists fathers in processing their own guilt and shame, and teaches fathers about how to avoid common pitfalls in parenting and discipline.

### **Impaired Driving Awareness**

A two-day psycho-educational information session for individuals convicted of an impaired driving related offense.

### **Options and Alternative Skills for Interpersonal Safety (OASIS) & OASIS for Family Violence Intervention Court**

The OASIS program was developed specifically for males who exhibit physical violence and other types of abusive behaviors within intimate relationships. The length and intensity of the program varies based on risk for recidivism and aims to support individuals with understanding their respective behavior and accepting responsibility for their actions. Program content also utilizes a cognitive behavioral approach that provides learning opportunities for participants to identify and develop healthy, non-abusive relationship patterns, explore attitudes, beliefs, thoughts and feelings in relation to abusive behavior, and learning for non-abusive relationship strategies/skills.

### **Seeking Safety**

Seeking Safety is an evidenced-based, continuous intake program that addresses 25 topics, John Howard Society delivers the topics into 21 sessions. The program provides an integrated plan through cognitive, behavioral, and interpersonal treatment strategies that prioritize safety as the first stage of the recovery process. The goal is help people manage trauma symptoms, develop healthy coping strategies, prevent self-destructive acts, identify positive and safe people, free oneself from unhealthy relationships, and find new ways to enjoy life. Seeking Safety is present and future oriented, participants are not asked to participate in exposure therapy or retelling of their trauma or substance use histories; rather they will develop strategies and skills to create a healthy pro-social lifestyle.

### **Stable-2007 assessments for sex based offenses**

The Stable-2007 is an assessment tool that enables the assessor to measure 13 areas identified as factors that quantify risk for recidivism in individuals with a history of sex based offenses. The LRP currently has three (3) team members trained in conducting assessments. Thirteen Stable assessments have been completed by the LRP during this fiscal year.

### **Turning Points**

Turning Points is a family violence program for individuals identifying as female and is a gender-specific intervention supported by evidence that the dynamics of female aggression in intimate relationships differs from male aggression in the same context. Research indicates that empowerment is the primary motivator for female violence in relationships, while power and control is the principal driving factor for men who use violence. Content of this program is reflective of these fundamental differences.

### **Upcoming Programming Changes**

The LRP has a committee that meets bi-weekly to develop a new treatment program for moderate offenders of sex related offences. The LRP attended training in September 2019 with Dr. Robyn Wilson on Sex offender treatment, the LRP is using this material as well as material gathered from other professionals in the field to develop a 21 session program to be delivered in the community. The program is using the Good Lives Model as well as emotional regulation as the basis for program development. JHS hopes to facilitate this program in fall of 2020.

The LRP also has a committee for Seeking Safety. This committee is working together to bring in new ways to deliver the concepts to reach our participants with their individual learning styles and is cognizant of participant's literacy barriers.

Further, JHS is working with Memorial University to have a PhD student review our OASIS program and do research to offer suggestions on how to make improvements. The current program while effective requires updating to make it more trauma informed as well as current with the present forms of domestic violence.

### **Statistics for 2019-20**

#### **OASIS programming specific to Family Violence Intervention Court**

35 assessments were completed with 17 rated low, 10 rated moderate, and 8 rated as high risk. Of the 35 individuals:

- One individual was referred to C-STEP for employment counseling
- 33 followed through with attending program, 21 completed the program
- One entered maintenance after assessment and one did not attend program
- Two individuals that were referred were assessed and referred to complete Seeking Safety before completing Turning Points
- Seven individuals assessed participated in group sessions

## Learning Resources Program *Cont'd*

- Three of the individuals referred was placed in an individual maintenance program after completing their FVIC program
- 9 additional individuals entered programming in the last fiscal year and completed in the current fiscal year
- 12 individuals are currently completing the program and will finish in the new fiscal year

### Group Based Programming

	Groups	Referrals	Assessed	Engaged	Completed	Carried Over
OASIS	4	37	44	33	20	1
OASIS (HMP)	1	9	5	4	1	0
Anger Management	3	43	35	43	35	0
Anger Management (HMP)	3	37	13	14	12	5
Impaired Driving Awareness	3 & 1 HMP	25	NA	11	11	1
Dads	2	18	6	17	5	7
MIMOSA	C/E	20	13	18	5	0
MIMOS (HMP)	C/E	17	11	11	6	0
Seeking Safety	C/E	39	35	23	7	13
Seeking Safety (HMP)	C/E	48	43	28	17	4
<b>Group Totals</b>		<b>293</b>	<b>205</b>	<b>202</b>	<b>119</b>	<b>31</b>

\*C/E – Continuous Entry\*

### Individual Based Programming

	Referrals	Assessed	Engaged	Completed	Carried Over
OASIS	42	40	23	17	10
Anger Management	26	30	19	12	14
Seeking Safety	15	21	15	5	17
CBA	24	13	12	8	0
Maintenance Programming	23	23	14	16	9
Stable Assessments	19	14	8	6	10
Turning Points	6	8	8	5	2
Clinical Counselling	18	16	14	0	15
Clinical Assessments	5	3	3	0	5
<b>Individual Totals</b>	<b>178</b>	<b>168</b>	<b>143</b>	<b>69</b>	<b>77</b>
<b>Group &amp; Individual Totals</b>	<b>475</b>	<b>373</b>	<b>345</b>	<b>188</b>	<b>108</b>

### **Professional Development**

Professional Development allows individuals to extend their depth of knowledge and understanding that benefits the organization by ensuring that staff capabilities are keeping pace with current standards. As professionals in the social services field, professional development opportunities are important learning opportunities for individuals to feel their knowledge base is both relevant and consistent with current evidence based practice. Providing these opportunities to staff teams also demonstrates that team members are valued by the employing organization. During the 2019-20 fiscal year, the LRP team have participated in the following professional development opportunities:

- Sex Offender Presentation, May, attended by six staff
- Dad's Program, June, attended by six staff
- CSC Aboriginal Awareness, June, attended by two staff
- Seeking Safety, June, attended by staff
- Road to Mental Readiness, July, attended by one staff
- Sex Offender Treatment Program with Dr. Robyn Wilson, September, attended by 10 staff
- Bridge the gApp Presentation, October, attended by nine staff
- Stable and Acute 2007, November, attended by one staff
- First Aid, November, attended by four staff
- Mental Health & Addictions Resource Presentation from HMP, January, attended by nine staff
- Mental Health First Aid, March 2020, attended by two staff

The LRP team works diligently to meet and exceed participant's needs. They work together to consult on program development and enhancement and provide case consultation as a professional team. This group offers a broad range of experiences, expertise and knowledge to LRP participants. The LRP is privileged to have a group of dedicated staff that bring genuine empathy, positive energy, intuitive ideas and a professional drive to go above and beyond for LRP participants. The LRP staff has demonstrated time and time again their flexibility and adaptability to work with vulnerable populations. I would like to thank the LRP for the work they do every day. One participant testimony stated, "at a time when I had no one, the LRP staff were there for me", I want thank the staff personally for providing this truly safe space for people. It is testimonies like this that give me the drive to do the work we do, it is truly a pleasure and gift to work with each of you, thank you.

**Melissa Noseworthy**, Manager of Programs

## Cognitive Skills Training & Employment Preparation

The Cognitive Skills Training & Employment Preparation (C-STEP) program, located in St. John's, is an essential service for JHS participants. Employment has the potential to provide individuals with improved self-actualization, self-esteem, sense of security and safety, and improved access to basic needs such as food, and housing. Meeting these needs are essential to an individual's physical and mental health. JHS recognizes the many benefits of employment particularly for individuals with the additional barrier of seeking employment without the ability to obtain a clear record of conduct. All individuals accessing services through C-STEP are assessed on an individual basis to identify and highlight personal strengths. The program is comprised of two employment practitioners who work to assist participants in developing pre-employment skills and become gainfully employed. All participants accessing services are assessed individually using the PRIME assessment tool, which is intended to support career practitioners in assessing individual strengths, needs and progress while linking participant needs to goal setting and service delivery. C-STEP practitioners provide individual employment interventions and support that include, but are not limited to, resume writing, building interviewing skills, record suspension applications, advocating for services and funding, and connecting with potential and existing employers. As part of advocating for participants, practitioners discuss criminal records with potential employers and aid in obtaining employment. Additionally, C-STEP provides community outreach presentations on topics such as record suspension and employment readiness to further assist and support participants and build community collaborations.

### **New Developments**

In September of 2019, JHS received funding from Canopy Growth Corporation. This donation is through a program titled, *A Step Ahead, Employment in Action Certification*. The program allows C-STEP's employment practitioners to access training for participants who need to recertify their skills. A Step Ahead breaks down the barriers of outdated training for participants and helps to build resumes that are representative of a participant's skill set. This allows participants new opportunities to rejoin the labor market.

C-STEP practitioners are also offering a new training program to participants titled, *Up Skills*. This program is completed in 3 group sessions at a duration of 3-4 hours and is offered up to 6 times a year. Up Skills assists participants in the development of pre-employment skills and readiness. Some topics include, self-motivation, the importance of communication, how to work as a team, understanding personal and employer expectations, and how to manage your time effectively. Up Skills prepares participants for employment at the pre-employment stage, this level of preparation offers participants better opportunities for success as they join the labor market because they are more equipped to handle the expectations and hurdles involved with employment.



## Cognitive Skills Training & Employment Preparation *Cont'd*

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### **Professional Development**

Employment practitioners with C-STEP pride themselves on providing the highest quality service to JHS participants. Keeping informed of best practices and training that is relevant to the field of employment is critical to staff who are carrying out this important work. During the fiscal year, C-STEP has participated in the following training opportunities:

- Career Theory and Ethics – Canadian Career Development Foundation
- Career Mapping Workshop
- Community Employment Collaboration - Career Mapping – 3 Stage Series
- Seeking Safety – Trauma and Addictions training
- Sex Offender Treatment – Dr. Robyn Wilson

### **Additional Services Provided**

#### **Community Collaboration Workshops**

The staff liaise with community organizations to offer educational presentations to the community on topics such as record suspensions and employment readiness. C-STEP has provided these presentations at the Canadian Career and Rehabilitation and Works organization, Stella's Circle, the Murphy Center as well as HMP.

#### **Integrated Correctional Program Model (ICPM)**

In partnership with Correctional Service of Canada (CSC), the C-STEP program delivers the Integrated Correctional Program Model – Community Maintenance Program for individuals presently on parole. This program provides participants with reinforced learning of skills taught during incarceration and assists with incorporating these skills into community living.

#### **Record Suspensions**

A certificate of conduct is a commonplace request by employers, C-STEP works with individuals seeking assistance with processing a record suspensions application. C-STEP views this service as an important part of employment based work as it helps to remove significant barriers for individuals in obtaining gainful employment. As a result of staff efforts, 110 individuals have been supported and assisted in the record suspension process during the past fiscal year.

#### **Tax Clinic**

Canada Revenue Agency has a volunteer that is committed to providing individual tax clinics to JHS participants. The C-STEP practitioner works closely with the volunteer, they collect the relevant tax information from the participant and delivers it to the volunteer who then works to complete the individual's taxes.

## Cognitive Skills Training & Employment Preparation *Cont'd*

### Client Referrals and Outcomes 2019-2020

Annual Goals/Targets	Actuals/Outcomes
275 participants across all activities	355 participants served across all activities
70 new case management plans 140 assessments	110 new case management plans 170 assessments
24 participants for group workshops	47 participated in group workshops
20 Employed	50 participants gained employment
0 Return to School	8 participants returned to school
Record Suspensions	110 participants received record suspension support, 65 currently active
Providing computers and other office equipment for participants seeking employment	64 participants individually accessed computer and other office equipment seeking employment
ICPM-CMP	29 participants attended CMP programing
PRIME assessments	19 initial, 18 progress and 21 final assessments

\*Group workshops include First Aid, Traffic Control, Record Suspensions, pre-employment and A Step Ahead\*

### C-STEP Team Dedication

C-STEP is a small team comprised of two passionate and dedicated employment practitioners. Both staff go above and beyond their call of duty to assist participants with pre-employment readiness, finding, obtaining and maintaining employment. The team together work diligently to build and enhance C-STEP's programs and services. I want to thank both Flora and Robyn for their drive to excel, their dedication to break down barriers and relentless commitment to improving service delivery. On behalf of our participants, I thank you.

**Melissa Noseworthy**, Manager of Programs

## Horizons & Linkages

### **Horizons**

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, exhibit lower levels of literacy, and 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.

Following the selection of participants, there is a four-week orientation which 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 an introduction in Occupational Health and Safety. Following the orientation training each person commenced 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.

During the year five participants started the program and three successfully completed.

### **Linkages**

The Linkages program works with individuals aged 18 to 29 living within the Bay St. George area. The program provides 26 weeks of career 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 conducts a job search with a goal of finding an employer who would sponsor them for a 26-week job placement. The job placements help the participants overcome barriers and help develop the skills needed to complete the transition to future goals.

The program began September 2019 and will conclude in April 2020 with three participants and it is expected that two will successfully finish. Their goal is to continue working or attend post-secondary education.

### Employment Practitioner Report

The Employment Practitioner works closely with Parole, Probation, WBH and Community Partners. In November 2019, I attended a Train the Trainer Course for Mental Health First Aid and I am now a certified instructor. I instructed one training course with nine clients of JHS. I had intended to deliver a course at the West Coast Correctional Centre and had several other groups who were interested but due to COVID-19 pandemic everything had to be put on hold.

### Services Provided 2019-2020

- College Applications
- Community Referrals
- Employment
- Horizons & Linkages
- Mental Health First Aid Training
- Prison Visits
- Record Suspensions
- Other

### Service Outcomes 2019-2020

Services Provided	Outcomes
College Applications to CONA/ABE/Funding	<b>8</b>
Community Referrals to Community Partners, Channel, Doorways, CYN, etc.	<b>12</b>
Employment assistance with resume, job search, labor market research & interview skills	<b>61</b>
Horizons& Linkages inquires and participants of employment projects	<b>20</b>
Mental First Aid for JHS participants	<b>9</b>
One on one information sessions at the West Coast Correctional Centre	<b>39</b>
Record suspension applications	<b>6</b>
Other services: bankruptcy, Canada Pension, identification cards, social insurance numbers etc.	<b>12</b>

This past year was very productive and I really enjoyed helping the clients of JHS. I would like to extend thanks to Advanced Education Skills and Labour, Stephenville business community for their continuous support, and to all those who contributed to our workshops. I am honored to be a part of the JHS team and appreciate all the support and help given to me by my co-workers and managers.

**Leanda Morris**, Employment Practitioner



## 1-2-1 Prison Visitation Program

The 1-2-1 Prison Visitation Program was created by JHS, and has been in operation for over two decades. The purpose of the program is to offer incarcerated men at Her Majesty's Penitentiary a means of connecting with the community, and exposing them to positive, pro-social community members all of whom are volunteers.

The program is held once a week. Volunteers meet with inmates one-on-one in the multipurpose room. There, 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, favourite books and movies, 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. We have a range of board games that have been generously donated to us by former and current volunteers. Participant favourites include 'Monopoly' and 'Telestrations', often played by large groups of volunteers and participants. Many also enjoy 'Sequence' and 'Blokus', which are generally two-player games and are suitable for those who struggle with literacy.

Thanks to JHS, we held our annual Christmas party for our participants on December 19<sup>th</sup>. In addition to a feast of Mary Brown's, participants were pleased to receive cards, and enjoyed a variety of homemade holiday treats and festive music. For the sixth year in a row, volunteer Melissa came wearing a Santa Claus costume for the occasion; complete with a white beard! 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 JHS from our participants; all of whom thoroughly enjoyed the evening.

During the past year, an estimated 800 volunteer hours were dedicated to the 1-2-1 program and would not have been possible without our dedicated group of volunteers, including Dianna Brooks (Coordinator), Melissa Hoskins, Nicole Power, Francoise Girard, and Boyd Kelly.

## 1-2-1 Prison Visitation *Cont'd*

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We were also delighted to add two new volunteers to our group in 2019; Allan Croke and Lorraine Hutchings. Both Allan and Lorraine have become wonderful additions to the program. We also look forward to welcoming new volunteer Victoria Strickland in the near future. We also said goodbye to two former volunteers in 2019, Tom Ford and Curtis Kinsella, who are now pursuing new career/academic opportunities. We are grateful for the time we had with Tom and Curtis and their contributions to the 1-2-1 program.

Additionally, we would like to thank the dedicated staff of JHS, 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. Although our program was suspended in March 2020 due to the COVID-19 pandemic, we all very much look forward to resuming operations once it is safe to do so.

**Dianna Brooks**, Coordinator

## Her Majesty's Penitentiary Library

2019-2020 was another successful year for the volunteer run library program at Her Majesty's Penitentiary (HMP). The inmates look forward to accessing the library on a regular basis and they appreciate the service that the JHS volunteers provide. Unfortunately, we only get to provide library service once per week mostly due to a number of constraints at the institution.

Every week we have approximately 25 to 35 visits to the library and the total number of visits this past year was 1077 which has increased from 2018-2019.

The staff at HMP have been very helpful and accommodating and we have been lucky to have some great volunteers including Victoria Ryan and Shannon Lawlor, John Collins, Kayla Lundrigan and Jaden Byrne.

Along with the books that were donated, we were able to purchase some which allowed for some specific requests from the inmates. Occasionally the men would be looking for a certain book and I try to find it for them. Every week the usual books and magazines were picked up including the Herald, weeklies from the Telegram, Buy & Sell, monthly from The Downhome, and occasionally from Sportsman. The Hunter Library also donated books and magazines and we are so grateful to all who donated.

As Coordinator, I've been very lucky to have an inmate volunteer assigned to help weekly with the filing and helping with finding books for the men. The inmate volunteers become very knowledgeable with all reading material which gives the volunteers time to check books in and out and to catalog new books. We really appreciate their help and they are always so respectful. It's rewarding to see how much the men appreciate the library and I do enjoy the work and miss it when we are not being able to open.

JHS has been exceptionally good supplying us with much needed materials and always so thankful and we look forward to another year of providing the library service at HMP.

**Florence Barron**, Coordinator



## Annual Prison Family Visit

On behalf of Correctional Services of Canada JHS organizes and facilitates an annual Family Visit Program. Selected family members with a loved one incarcerated in one of the five Federal Institutions in the Atlantic region are afforded an opportunity to visit for a weekend. In February 2019, Yvonne McDermott and I visited three Institutions to distribute applications. Applications were forwarded to the other two Institutions we were unable to visit to ensure all Newfoundland inmates had an opportunity to apply for a family member to visit. A total of 30 applications were returned expressing interest in having a loved one visit.

The Family Visit Selection Committee convened in March and reviewed applications and initiate the selection process. JHS staff then began the process of coordinating and planning the details for 18 family members who were selected. Due to unforeseen circumstances, there were some changes to the original selection however, we were pleased that 12 family members were able to avail of this opportunity. Family members, accompanied by three JHS staff members (Val Flynn, Sherry Humber and Julia Snook), travelled to Nova Scotia and New Brunswick from June 7<sup>th</sup> to the 10<sup>th</sup>, 2019 for the visit.

Overall the visit went very smoothly and it was a positive experience! Family members were very grateful for the opportunity to spend time with loved ones, and very appreciative of the planning, preparations and support provided in this program. In addition, family members were able to connect and form their own support network going forward, which is invaluable to families living through this experience in their lives.

### 2019-2020 Family Visit

INSTITUTION	Private Family Visit	Regular Visit
Atlantic	0	0
Dorchester Medium	1	4
Dorchester Minimum	1	0
Springhill Institution	0	4
Nova Institution	2	0
<b>TOTAL</b>	4	8

**Val Flynn**, Residential Manager, Howard House & Garrison Place

# Annual General Meeting Minutes

**Annual General Meeting  
September 19, 2019  
The Fluvarium, Nagles Place  
St. John's, NL**

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On Thursday, September 19, 2019, Bryan Purcell, President for the Board of Directors of the John Howard Society of Newfoundland and Labrador, welcomed approximately 40 people in attendance to the Annual General Meeting.

The Minutes of the AGM of 2018 were reviewed and approved.

## **Guest Speaker/Presentation**

The Executive Director welcomed the following special guests: The Minister of Justice and Public Safety and Attorney General, Andrew Parsons, Drug Treatment Court Implementation Coordinator, Val Corcoran and Addictions Specialist, Kara Pinkson from the Drug Treatment Court, RCMP Assistant Commissioner Ches Parsons and RCMP Constable April Gavel.

Minister Parsons thanked the John Howard Society for providing years of community service. He spoke on the strengths of partnerships and the future between government, its agencies and community partners. He discussed the importance and the positive impact of Restorative Justice and establishing the Drug Treatment Court. He also spoke of the needs at Her Majesty's Penitentiary and the cooperation and collaboration needed to bring services to Labrador.

Val Corcoran and Kara Pinkson gave a presentation on the Drug Treatment Court providing valuable information on this pilot program. It outlined how the program is based on a team collaborative approach which provides addiction support through the understanding of the dynamics of addiction including relapses.

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

The President tabled his report for 2018-19 and made the following comments: The Society through sustained programs, new initiatives and supportive housing has had another successful year, and the on-going kitchen renovation at Howard House. The completion of the Administrative Segregation Report chaired by the Executive Director was submitted to the Superintendent of Prisons for review, the successful co-hosted national conference with Canadian Association for Suicide Prevention National Conference (CASP) and Canadian Mental Health Association NL (CMHA-NL) and the partnership with Doctor Todd Young in providing housing for his monthly St. John's Clinic Opioid Clinic.

## Annual General Meeting Minutes *Cont'd*

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The President thanked the Board of Directors for their hard work throughout the year with special mention of newly elected member Anne Morris and the resignations of Phonse Miller, Bonnie Abbott, and Dean Roberts. He thanked them for their service and wish them well in the future. He also thanked Cindy Murphy and the staff and volunteers and community partners for their many contributions over the past year.

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

The Executive Director tabled her report for 2018-19 and made the following comments: All of the Society's programs and services were well maintained, however she did note that open custody had challenges this past year. Garrison Place marked its first year anniversary having completed a successful year. Direct Service Criminogenic Programming was a key focus this past year with the introduction of two new programs combined with staff training and professional development. She noted that the Society was active on reducing the use of solitary confinement, advocating for better health care within the provincial institutions, the co-hosting of the National "Signals of Hope" Conference, and a new partnership project with John Howard Society New Brunswick funded by Health Canada working with high school students called "Atlantic Youth Challenge to Prevent Drugged Driving". In closing, Ms. Murphy thanked the Board of Directors, staff and volunteers for their continued support.

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

The Regional Director provided comments on the programs and services delivered through his John Howard Society West Report for 2018-19. He reported all programs in Corner Brook and Stephenville are running well and noted that during the last quarter of the year, the Adult Diversion Program was piloted in both Corner Brook and Stephenville provincial courts. Mr. Young acknowledged the support received from community partners. He thanked the west coast staff for their dedication and hard work, as well as the Board of Directors, the Executive Director and management team for another successful year.

### **Treasurer's Report**

On behalf of Treasurer/Secretary Joan Dawson, Joanne Symonds, Director of Finance presented the Treasurer's Report. The financial audit was completed by the accounting firm of Harris Ryan; the audited statements show the Society was in good financial position at year end. Ms. Symonds stated the organization has a healthy liquidity and financial reports are available at head office upon request.

**(Motion to adopt: Leslie MacLeod/Rod Harris)**

## Annual General Meeting Minutes *Cont'd*

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### **Nominating Committee**

Paul Ludlow, Chair of the Nominating Committee, presented the Nominating Committee Report for 2019. Those who were nominated and agreed to serve were: Joan Atkinson, Joan Dawson, Debbie Sue Martin, Anne Morris and Michael Tobin.

Mr. Ludlow advised there are two vacancies on the board. One is being held for the RNC appointed representative and individuals are being sought to fill the other.

**(Motion to adopt: Dick Spellacy/Donna Luther).**

**Motion to adjourn: Dick Spellacy**

**Recorder: Tracy Oakley**

# Financial Report

## Summary of 2020 Audited Financial Statements

### Condensed Statement of Financial Position

March 31, 2020	2020	2019
<b>Assets</b>		
Current assets	1,549,252	1,629,185
Investments	22,845	22,369
Capital assets	3,067,365	3,047,861
	<hr/>	<hr/>
	4,639,462	4,699,415
<b>Liabilities</b>		
Current liabilities	416,893	533,118
Deferred revenue	-	12,439
Long term debt	1,231,435	1,297,054
Deferred capital contribution	42,236	42,236
	<hr/>	<hr/>
	1,690,564	1,884,847
<b>Net Assets</b>		
Donated surplus	435,000	435,000
Net investment in capital assets	1,830,311	1,745,381
Restricted	503,545	503,069
Unrestricted	180,042	131,118
	<hr/>	<hr/>
	2,948,898	2,814,568
	<hr/>	<hr/>
	4,639,462	4,699,415

### Condensed Statement of Operations

Year ended March 31, 2020	2020	2019
Revenue	4,676,276	4,726,906
Expenses	4,602,423	4,393,670
Excess of revenues over expenses from operations	73,853	333,236
Amortization of capital contributions	60,000	69,739
Excess revenue over expenses	<hr/>	<hr/>
	133,853	402,975

Complete audited financial statements are available on request at 726-5500.

# Staff & Volunteers

## Provincial

Executive Director – **Cindy Murphy**  
Director of Finance – **Joanne Symonds**  
Director of Programs and Operations – **Rod Harris**  
Administrative Coordinator – **Tracy Oakley**

## **Eastern Region**

### Howard House

Residential Manager – **Val Flynn**  
Administrative Assistant – **Holly White**  
Senior Residential Counsellor – **Yvonne McDermott**  
Residential Staff – **Nat Hutchings**  
Residential Staff – **Julia Snook**  
Residential Staff Overnight (resigned) – **Trevor Churchill**  
Residential Staff Overnight (resigned) – **Chris Coates**  
Residential Staff Overnight (resigned) – **Lyndsey Drover**  
Residential Staff Overnight – **Stacey Powell**  
Residential Staff Overnight – **Leah Walsh**

Relief Staff – **Daniel Agbesse, Kayla Bailey, Natasha Boland, Courtney Best, Trevor Churchill** (resigned), **Lyndsey Drover** (resigned), **Robbie Everson** (resigned), **Glen Gibbons, Robert Hogan, Jason Kelloway** (resigned), **Rhonda Layman, Robyn MacDonald** (resigned), **Justin Mahon, Morgan Mullaly** (resigned), **Barry Nolan** (resigned), **Stacey Powell** (resigned), **Jillian Tulk & John-Fraser Purchase**.

Volunteers – **Jesse Brazil** (resigned), **Jayden Byrne, James Crawley, Allen Croke, Dominique Dawe** (resigned), **Colin Edison** (resigned), **Robbie Everson** (resigned), **Victoria Featherson, Jordan Holmes, Lorraine Hutchings, Shannon Lawlor, Tiffany Newhook** (resigned), **Evan Nolan** (resigned), **John-Fraser Purchase** (resigned), **Stacey Powell** (resigned), **Emily Roche, David Rypien, Amanda Sullivan, and Sylvia Walsh**.

### Garrison Place

Program Manager – **Val Flynn**  
Housing Support Worker – **Caitlin Penton**

**Learning Resources Program**

Manager of Programs – **Melissa Noseworthy**  
Manager of Programs (resigned) – **Cheryl Coleman**  
Administrative Assistant – **Jill White**  
Program Services Coordinator – **Alex Asamoah**  
Program Services Coordinator – **Bill Ranson**  
Program Facilitator (LOA) – **Amanda Antle**  
Program Facilitator – **Tyler Gallant**  
Program Facilitator – **Jessica Slade**  
Program Facilitator – **Christy Spracklin**  
Mental Health & Addictions Counsellor – **Hannah Sparkes**  
Program Facilitator (resigned) – **Rob Channing**  
Program Facilitator (resigned) – **Melissa Noseworthy**  
Program Facilitator (resigned) – **Chris Tilley**

**Cognitive Skills Training & Employment Preparation Program**

Manager of Programs – **Melissa Noseworthy**  
Manager of Programs (resigned) – **Cheryl Coleman**  
Employment Practitioner (LOA) – **Ryan Holwell**  
Employment Practitioner – **Flora Jackman**  
Employment Practitioner – **Robyn MacDonald**

**Home for Youth**

Coordinator (acting) – **Lucretia Brown**  
Coordinator (LOA) – **Don Vincent**  
Counsellor – **Scott Conway**  
Counsellor – **Sean Fowlow**  
Counsellor – **Bonnie Mogridge**  
Counsellor (LOA) – **Paul Noftall**  
Overnight Supervisor – **Chris Keats**  
Overnight Supervisor – **Dan Lidstone**

Relief Counsellors – **Jillian Avis, Nicole Aylward, Nicole Butt, Laura Gibbons, Shane Hawco, Allyson Howse, Ryan Lawlor, Graham Lucas, Tina Neary, Karen Pennell, and Dave Vincent.**

### **Western Region**

Regional Director - **Charlie Young**  
Accounting Administrator – **Donna Jenkins**

### **West Bridge House**

Residential Manager – **Shelley Gardiner**  
Residential Manager (acting) – **Charlie Young**  
Senior Residential Counsellor – **Chantal Drake**

Residential Staff – **Sherri Chaulk, Rhonda Critchley (LOA), Robyn Hinks, Blake Hynes, and Sherry Humber** (resigned).

Residential Relief Staff – **Lorna Abbott, Melanie Butler, Cady Childs** (resigned), **Robyn Hinks, Sherry Humber and Jasmine Woodley**.

### **Community Based Intervention Program**

Director – **Daphne O’Keefe**  
Program Facilitator – **Crystal Formanger**  
Program Facilitator – **Suzanne Barry–Kroening**  
Program Facilitator – **Samantha Shears**

### **Horizons and Linkages**

Director – **Charlie Young**  
Employment Practitioner – **Leanda Morris**

### **Loretta Bartlett Home for Youth**

Coordinator (acting) – **David Penney**  
Coordinator - (LOA) – **Regina Mitchell**  
Senior Counsellor – **Danica Power**  
Counsellor – **Sheldon O’Neill**  
Counsellor – **Janice Maxwell**  
Counsellor – **Paulette Burridge**  
Counsellor – **William Short**  
Counsellor – **Janice Kerrivan**  
Counsellor – **Amanda Power**



Relief Staff – **Rodney Dyke** (resigned), **Cassandra Ethridge**, **Lindsay Collins**, **Christina Hepditch**, **Sonya House**, **Felicia Park** (resigned), **Makiyah Russell-Young** (resigned), **Randi Sellars**, **Kathleen Slaunwhite**, **Judy Snelgrove**, **Lacey Warren** (resigned), and **Jasmine Woodley**.

### **Volunteer Programs**

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

Volunteer Coordinator – **Dianna Brooks**

Volunteers – **Allen Croke**, **Victoria Featherson**, **Tom Ford** (resigned), **Françoise Girard**, **Melissa Hoskins**, **Lorraine Hutchings**, **Boyd Kelly**, **Nicole Power** and **Curtis Kinsella** (resigned).

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

Volunteer Coordinator - **Florence Barron**

Volunteers – **Jayden Byrne**, **John Collins**, **Annie Crate** (resigned), **Sarah Doucette** (resigned), **Elise Earles** (resigned), **Shannon Lawlor**, **Kayla Lundrigan** and **Victoria Ryan**.

# Provincial Office Locations

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## Headquarters

342 Pennywell Road  
St. John's, NL A1E 1V9  
709-726-5500

## Corner Brook

278 Curling Street  
Corner Brook NL A2H 3J7  
709-785-7652

## Stephenville

141-147 Main Street  
Stephenville, NL A2N 1J5  
709-643-5894

**Website:** [www.johnhowardnl.ca](http://www.johnhowardnl.ca)

**Email:** [info@jhsnl.ca](mailto:info@jhsnl.ca)

**Toll Free:** 1-877-726-5541

