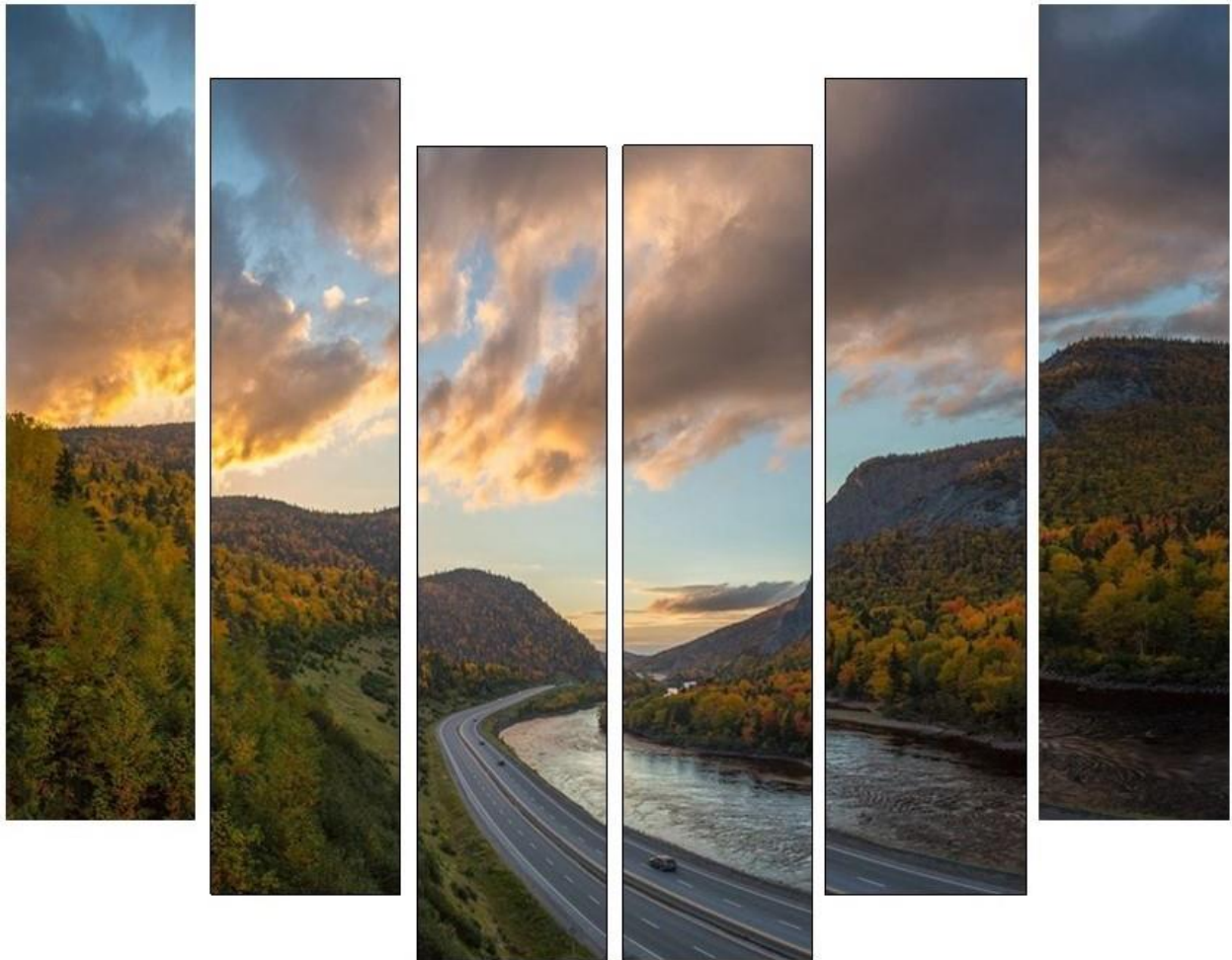


**John Howard**  
THE JOHN HOWARD SOCIETY OF  
NEWFOUNDLAND AND LABRADOR

# ANNUAL REPORT 2022-23



# John Howard

THE JOHN HOWARD SOCIETY OF  
NEWFOUNDLAND AND LABRADOR

## HOUSING



Founded in 1951, the John Howard Society of Newfoundland and Labrador is a leading social service agency providing services to adult and youth who face barriers to community living. These include mental health challenges, addiction, poverty, homelessness, employment barrier and criminal justice involvement.

## CRIMINOGENIC PROGRAMS



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*Through the provision of housing and rehabilitative programs and services, the Society assisted more than 1400 people connected to or at risk of involvement in the justice system in 2022-23.*

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## EMPLOYMENT SERVICES

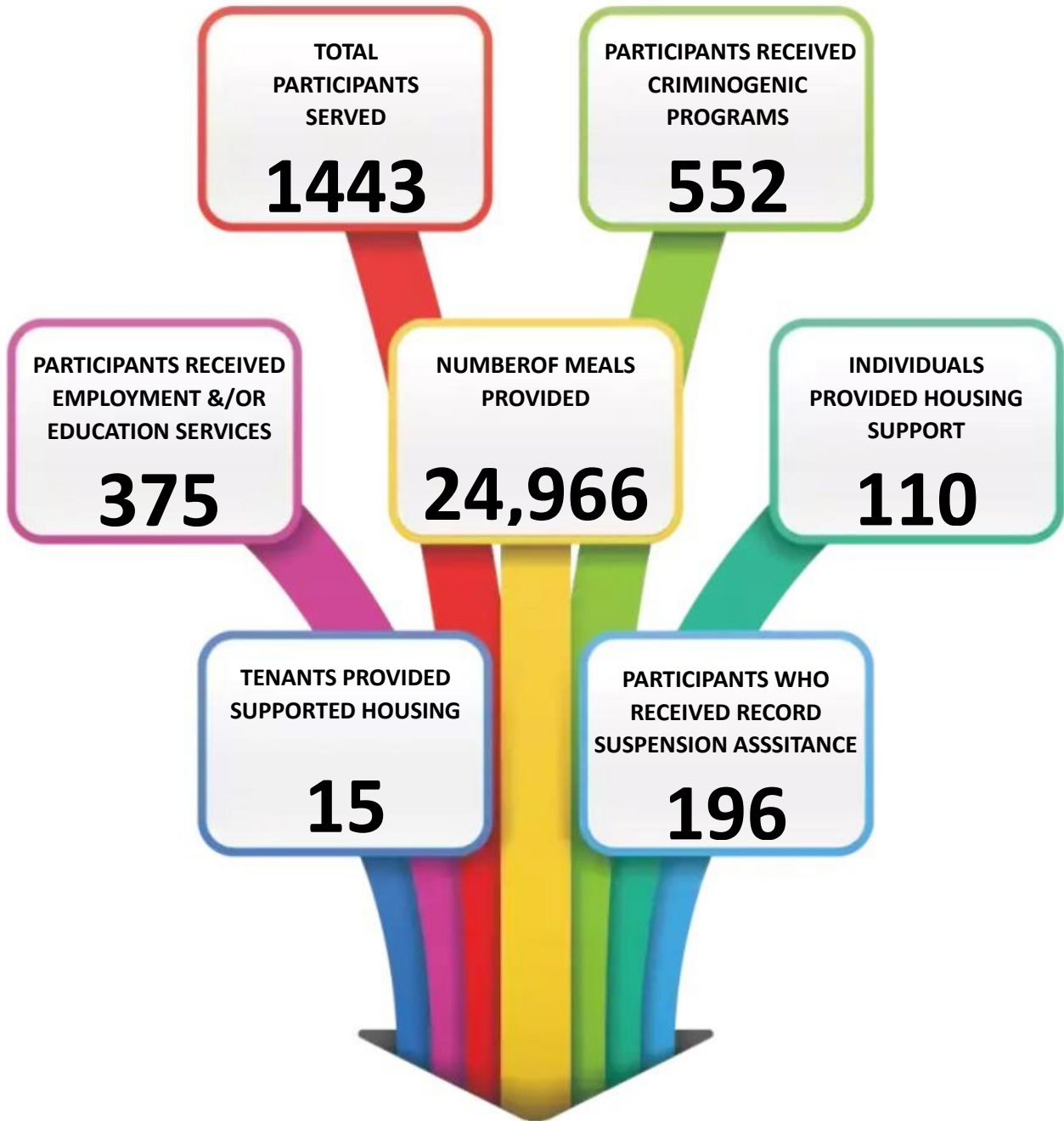


We are enormously grateful to our funders and supporters who stand with us as we assist people reach their full potential while building a safer community for all.

## SUPPORT AND IN-REACH



# PARTICIPANT & RESIDENTIAL OUTCOMES 2022-23



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## PRESIDENT'S MESSAGE

Welcome to our 2022-2023 Annual Report. As you read through the document, you will see the many achievements and positive outcomes of the hard work and dedication of all those involved with John Howard Society of Newfoundland and Labrador (JHS-NL).

This was an exciting year as we moved beyond the COVID-19 pandemic and the difficulties it posed in delivering our services. Our teams returned to in-person provision of programming and service delivery and some expanded initiatives.

The Board of Directors resumed in-person meetings and fulfilled its governance functions.

All matters pertaining to the daily operation of the John Howard Society of Newfoundland and Labrador fell under the responsibility of our Executive Director, Cindy Murphy. Her administrative knowledge, experience and commitment continues to enable us to expand and thrive.



We are very thankful to our funding sources at the federal and provincial government departments.

JHS-NL is committed to our mission of effective, just, and humane responses to the cause and consequence of crime. I extend a sincere thank you to everyone associated with JHS-NL for their tireless commitment and dedication to delivering effective services and programs to participants and their families. It is a privilege to be associated with JHS-NL.

I encourage you to review this Annual Report to see how we achieve our mandate. I am sure you will be inspired by the work you see throughout.

**JOAN DAWSON, PRESIDENT**

## EXECUTIVE DIRECTOR'S REPORT

It is my pleasure to report on some of the activities of the John Howard Society of Newfoundland and Labrador (JHS-NL) for 2022-23. Each year the Society strives to improve our capacity to deliver services that prevent crime, reduce poverty, and build self-sufficiency. I am pleased to report the past year was successful doing just that. It meant that more than 1400 individuals received programs and services through our various offices during the past year.

As an organization that is heavily focused on direct service delivery, our efforts need always to be responsive to the changing needs of our participants. To that end I am happy to report on a number of highlights.



In the fall of 2022, the Society opened a new office to house our Next Steps, Employment Services in St. John's. Through funding from Public Safety Canada, a new office would give the program the additional space and capacity to assist eligible individuals who have criminal records apply for a record suspension. This was along side the other employment and pre-employment services currently being offered.

The organization also furthered its ability to address intimate partner violence in the province. In partnership with the Provincial Court's Intimate Partner Violence Intervention Court, the Society had been delivering a specialized program for many years in St. John's, Stephenville, and Corner Brook. The past year saw an expansion of court services and subsequent program delivery to include the Grand Falls-Windsor region. This allows people in the central part of the Island to engage in JHS-NL programs they would not have been able to access in the past.

Another important development occurred through a partnership with the Department of Justice & Public Safety (JPS) which saw the organization commence the delivery of an intensive case management program for individuals who are experiencing significant and persistent mental health issues. Case management with the participant commences while the individual is in custody, prepares them for release, and support them with intensive services for a period up to 24 months post release. While the contract for service delivery was for a finite period, the Society has already submitted a proposal seeking the continuation of this important service.

Since the pandemic, the organization has been able to expand its reach through the use of virtual programming. This has meant JHS-NL can provide programming in two additional correctional centers in the province including Labrador which has not been able to avail of our services in the past. We want to extend our appreciation to the prison officials who helped make this possible and look forward to additional ways in which we can partner in the future.

Another bright spot last year was our continued partnership with JHS Atlantic which has been helpful creating enhanced opportunities for our respective regions. As we continue to work together, we look forward to welcoming the group to St. John's in June to explore new avenues.

While there were many positives throughout 2022-23, there continue to be many challenges as we look ahead. The Society has been very concerned about the shortages of correctional staff in the provincial correctional centers which has caused considerable difficulty for prisoners and staff alike. It has reduced the amount of access JHS-NL, as well as other community organizations have had, and quite often this has disrupted our ability to deliver contracted services, especially for Her Majesty's Penitentiary in St. John's. It has regularly reduced the movement in some of correctional centers, keeping inmates confined to their units, with little recreation and virtually no outside time. We have had discussions with JPS around these concerns and have been advised they are actively engaged in recruitment and retention strategies to address the situation.

Another significant concern is the on-going housing crisis. While its impacts have been felt by many, it is keenly felt by some of our communities most vulnerable including those being released from custody into homelessness or, those having to rely on an already overtaxed shelter system, should one even exist in the area where people are returning. The lack of affordable and safe housing can have a compound effect on those who may be already living on the margins. Coupled with mental health and addiction concerns, we are seeing an increased demand by more and more people seeking support and services. For community organization like JHS-NL, as we strive to meet the many challenges of the people we serve, the need for services feels more urgent and important than ever.

As we look ahead to the new year, it is important that we also look back on 2022-23 and feel proud of all that we achieved. I encourage you to read on to see our accomplishments, but I also refer you to our website to a more detailed statistical report of the year past.

We continue to be grateful for our dedicated board of directors, our valued and skilled management team, staff, and volunteers, as well as participants whose struggles have inspired and challenged us to bring our best. Thank you to our donors and the many government agencies who trust and support the work of the John Howard Society of Newfoundland and Labrador as we strive to make our community as safer place.

**CINDY MURPHY, EXECUTIVE DIRECTOR**





# HOWARD HOUSE

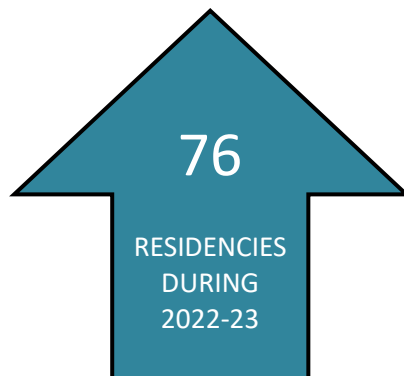
**HOWARD HOUSE (HH)** this year is celebrating 45 years serving the community as a 16-bed residential facility in St. John’s, providing supervision and support to adult men exiting incarceration or criminal justice involvement and aspiring to continue prosocial integration to the broader community. Individuals engage in a variety of community-based programming which facilitate personal development and develop skills that will promote healthier living and futures for themselves and the community at large. Through a trauma-informed lens, support is provided to enable residents to develop goals that are both attainable and sustainable, and thus reducing likelihood of recidivism.

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*“...very helpful and helped me get back on track...”*

***Anonymous Resident***

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Working collaboratively with our community partners Correctional Service of Canada (CSC) and Adult Corrections Division of Department of Justice and Public Safety (JPS), individualized case plans are developed with the overarching lens of ensuring safety for the public while residents complete various structured releases.

This year, in total, 116 referrals were presented to HH Admissions Committee for residency (See Table 1 A). Of these, 75% were accepted (see Table 1B). During the past year, CSC had 32 clients reside at HH for a total of 3091 bed days (See Table 2A), substantially less than the previous year, a decrease exceeding 10% with the average of nine residents per month. Adult Corrections had 44 client’s avail of the program, utilizing 1710 bed days (See Table 2B). This is a significant increase of almost 15% in overall bed days with an average of five residents per month. In keeping with the inherent belief of JHS-NL that all persons have capacity to grow, those initially deferred or denied acceptance were reevaluated at a later date for further consideration if circumstances warranted this. The final decisions are noted below. These numbers also reflect those who had more than one stay during the fiscal year, require support and structure in the form of a halfway back, probation following a TA or had extended residencies. It is noted that 84% of TA’s and 72% of CSC residents successfully completed the program in this reporting period.

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*“...felt like a real home, safe...”*

***Anonymous Resident***

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While the community moved to the living with COVID-19 phase and life returned to a new normal, its effects continued to impact our operations with respect to eligible residencies and the residents in our facilities. The gradual changes welcomed by the community were less felt by those exiting incarceration as programming delays, operational constraints, and new ways of life emerged in their absence.

This sometimes-placed extra burdens on mental health, taxed fragile coping skills, practical progress of employment, and access to safe stable housing. Mental health, addictions and housing were predominant challenges in the face of successful reintegration.

**TABLE 1A: CSC & DOJ REFERRALS 2022-2023**

CSC	Day Parole	Full Parole	VSR/SR	SRR	UTA	Halfway Back	LTSO	Total
Federal Referrals	42	2	4	10	0	2	-	60
Provincial Referrals	13	-	-	-	-	-	-	13

AC	Temporary Absence	Probation	Conditional Sentence	Total
Total	43	-	-	43

**TABLE 1B: ADMISSION COMMITTEE RESULTS 2021-2022**

Admission	Accept	Denied	Defer	Total	Acceptance Rate
CSC	51	21	1	73	70%
TA	39*	4	-	43	90%
Probation	2**	-	-	-	100%
Total	90	25	1	116	75%

\* Reflected as part of the TA composite as began residency as TA // \*\* Two also reflected within CSC composite but began residency as TA

**TABLE 2A: CORRECTIONAL SERVICE CANADA BED DAY USAGE 2022-2023**

CSC	Day Parole	Full Parole	SR	SRR	HWB	UTA	Total
Federal (Males)	2301	287	-	125	71	-	2823
Provincial (Males)	268	-	-	-	-	-	268
Federal (Non-binary)	-	-	-	-	-	-	-
Total	2569	287	-	125	71	-	3091

**TABLE 2B: DEPARTMENT OF JUSTICE AND PUBLIC SAFETY BED DAYS USAGE 2022-2023**

	TA's	Probation	Total
Males	1687	23	1710
Total	1687	23	1710

**MOVING FORWARD**

We are happy to report that this year we were able to return to pre-pandemic operations in many ways. We were able to return to full capacity operations meaning that those who were accepted and waiting for a bed, were able to access one sooner. Our volunteer program, which is a great support to the men incarcerated at HMP and HH residents, was revived and we welcomed five new volunteers this year to our preexisting group!

Santa returned in person for the Annual Childrens Christmas Party which took place in December with 31 children having the opportunity to have a visit, share stories and even bowling a little with Santa. The children were thrilled to have him there and each child was given a gift. Thank you to our numerous personal and business donors that recognize the value in sharing a little magic for children who need it. We were also grateful to have private donors who sponsored JHS-NL families, outside of this event, alleviating the stress of what can be an exceedingly difficult time for families.

Under contract of CSC Family Services Program, JHS-NL coordinates and facilitates an annual family visit for loved ones whose family are incarcerated in one of the five Federal Institutions in the Atlantic region. While in person visitation was hampered by COVID-19 impacts for two years, we finally were able to plan for, and almost completed, a visit March 3<sup>rd</sup> to 6<sup>th</sup>, 2023; until the weather prevented travel. We immediately rearranged travel and visit arrangements for the following month. All selected participants were offered the opportunity to join us in the rescheduled visit.

**STAFFING**

During the year, we welcomed several new staff to HH: Harsha Ajith, Brandon Hinton, Karina Marsden, Isobel McMahon, Alex Sullivan, Ryan Slaney, Kayla Stratton, and Nicholas Tucker all joined the team. Holly White, Natasha Boland, Hilary Dagg, Lacey Roberts, Jodi Shannahan, Ryan Slaney moved on to other opportunities and are wished well. Our colleagues with the Home for Youth provided support to HH and helped keep things running smoothly. Thank you to all!

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*“...great overall support system...”*

*Anonymous Resident*

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**PROFESSIONAL DEVELOPMENT**

Along with mandatory certifications, staff had opportunity to participate in various events. This included a series of training courses which were hosted online for JHS Week, ASIST, Respectful Workplace, Motivational Interviewing, & Compassion Fatigue.

**ACKNOWLEDGMENT**

The fantastic team in HH continued to adapt and provide exceptional service and support to the residents and each other on the front lines, while the landscape of COVID-19 continued to shape our new normal.

The unity and dedication to ensuring a safe environment for residents to continue the journey of reintegration was amazing. I am both thankful and proud of this team. These past few years have not been easy on anyone, but staff showed up and rose to the challenges daily. As always, I am grateful for the leadership and support of our Executive Director, Cindy Murphy and our board of directors. I would also like to thank our community partners Correctional Services Canada and Department of Justice and Public Safety for ongoing collaboration. To our volunteers, our many community partnerships, private and public donors, your support is always appreciated and impactful to our work. I look forward to the upcoming year and continued progress, together.

**VAL FLYNN**, MANAGER OF ADULT RESIDENTIAL SERVICES



## GARRISON PLACE

**GARRISON PLACE (GP) HOUSING SUPPORT** is located in St. John's. Safe stable housing is an exceptional challenge in our community, and we are proud to be able to help contribute to the solution in our 10-unit supported housing complex, Garrison Place. Tenants have the opportunity to focus on personal goals and development without the worry of where they will find a safe place to sleep at night, a primary component of the Housing First framework.

Participant referrals are primarily initiated through Coordinated Access to Homes (CAH) in partnership with End Homelessness St. John's (EHSJ). Referrals are considered based on suitability for GP with consideration for current program dynamics, acuity and congregate living considerations. The Supportive Living Program (SLP) has provided support to this program via partial funding for a Housing Support Worker (HSW) and having a consistent and dedicated support is a critical component of participant success.

In total 15 individuals with histories of housing instability were supported through the program. Many people who required supported housing experienced many challenges. Sadly, early this year we lost a long term tenant. It was a difficult and traumatic experience for the tenants and staff alike and speaks to the extreme challenges some of our tenants experience.

During the year some tenants looked to transition to alternate housing and with the current housing crisis in the city, this proved to be extremely difficult undertaking. Other issues such as economic challenges, food insecurity, mental health and addictions were prevalent and were the focal point of the 350 interventions made on behalf of the tenants at GP. The HSW also provided housing supports to those referred from other JHN-NL programs. The past year 56 individuals were supported in their housing searches.

We are excited to report that our housing team expanded again this year through additional funding from EHSJ and the Reaching Home initiative. Through this, we have a dedicated Housing Focused Case Manager working with participants with complex challenges and diverse barriers to securing and maintaining housing. In total 20 individuals received support in an effort to seek, secure and sustain their housing. To achieve this extremely challenging goal requires significant support, contact and resource acquisition. Five participants have newly acquired and sustained housing. In light of the housing crisis, this is a success story as these individuals are some of the most difficult to house and have maintained their progress. Others were supported in their current sleeping arrangement and in efforts to move forward, suitable housing ready when it becomes available. This entailed over 450 interventions including contact, referrals, crisis management, landlord engagement, and multiple community services.

The second of these positions is a Rapid Rehousing; Housing Support Worker. This position is responsible to work with participants needing to secure housing who having fewer complex barriers and needs. This is a less intensive approach to support and is significant in the work we do. To this end, 34 participants were referred and resulted in nine new housing arrangements. There were over 800 contacts, interactions and interventions to provide support.

GARRISON PLACE cont'd

Housing is a primary need for vulnerable persons in the community. The work of our housing team is challenging and often discouraging despite best efforts, the outcomes are sometimes not as successful as we would hope. The current housing crisis means that many participants will not secure the home they need and deserve. The team engaging in this work are commended for their fortitude and dedication to supporting their participants, to the best of their ability through this crisis, with the resources available to them. The work they do is vital to the end goal. We will continue to work diligently with likeminded community partners to advocate for sustainable solutions to meet the diverse housing needs required to eliminate homelessness in our community.

Once again, I thank our board of directors, and our Executive Director, Cindy Murphy, for continued leadership and support. Last but not least, I thank our housing team for all your hard work this past year and your professional and empathetic support to participants.

**VAL FLYNN, MANAGER OF ADULT RESIDENTIAL SERVICES**



# WEST BRIDGE HOUSE

**WEST BRIDGE HOUSE (WBH)** is a 14-bed gender inclusive community residential facility, located in Stephenville, for adult offenders serving Day Parole (DP), Full Parole (FP), Statutory Release (SR), Temporary Release (TA), or a Probation Order (PR). The program accepts referrals from Correctional Service of Canada (CSC) and Adult Corrections Division of the Department of Justice and Public Safety (JPS). All residents go through a review process by an Admissions Committee to be accepted for residency into the program.

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*“John Howard provides a great service, and we are lucky to have it.”*

*Anonymous Resident*

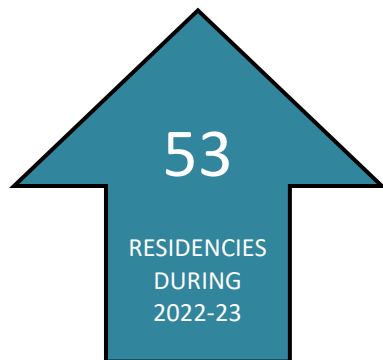
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## PROGRAM DESCRIPTION

WBH provides a supportive and structured environment to facilitate individual reintegration into society following a period of incarceration. The program 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. A full-time on-site residential counsellor who assists residents in meeting this expectation and who provides necessary support through one-on-one facilitation. This position also facilitates the Integrated Correctional Program Model, Multi-Target (ICPM) and Sex Offender Community Maintenance Program for those individuals who could not get programming while incarcerated. Being able to offer the community program at WBH has allowed for access to much needed programming while they are in the community.

For residents who require specialized intervention in areas such as substance use, intimate partner violence, sexual behavior, or employment assistance will be referred to the appropriate programs, many of which are offered through JHS-NL Community Based Intervention Program (CBIP). The process of community reintegration is fostered by providing residents with assistance in budgeting, housing, employment searches and education.

## ADMISSIONS



This past year WBH had 2520 bed days for CSC clients released on DP, FP and SR compared to 2712 for the previous year (see Table 1A). There were 537 bed days used for clients from the Adult Corrections Division of the Department of Justice and Public Safety (JPS), which is down from the 619 bed days in the previous year (see Table 1B).

In total, 48 males, four females, and one non-binary resident resided at WBH during the 2022-2023 fiscal year. CSC sponsored 35 and the other 18 were on a TA from the Province’s Correctional Institutions.

WEST BRIDGE HOUSE cont’d

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## ADMISSIONS COMMITTEE

Admissions to WBH are carefully selected by an Admissions Committee. During the past year admissions meetings were held both via teleconference and at times in person depending on what was best for the committee members and those presenting cases for admission.

The committee in 2022-2023 include Janice Candow from the College of the North Atlantic (retired); Cathy Whitehead, community member; Dave Cooke, RCMP; Daphne O’Keefe, Director CBIP JHS-NL; Charlie Young, Regional Director JHS-NL and Shelley Garnier, Residential Manager, WBH. We greatly appreciate the involvement and dedicated commitment from all the members of the committee. This past year Cathy Whitehead stepped away after many years of service. Special thanks to her for many contributions.

This past year, 22 meetings were held, and 65 inmate files were presented. The majority of the referrals came through CSC (Parole) with 48, and 17 applications came from JPS. Overall, the committee accepted 83.1% of the cases presented; 16.9 % were denied. (see Table 2). 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 1A: CORRECTIONAL SERVICE CANADA (CSC) BED DAY USAGE 2022-2023**

CSC	Day Parole	Full Parole	SR	SRR	UTA	Total
Federal (Females)	49	78	31	-	-	<b>158</b>
Provincial (Females)	-	-	-	-	-	
Federal (Males)	1299	251	9	231	-	<b>1790</b>
Provincial (Males)	398	-	-	-	-	<b>398</b>
Federal (Non-binary)	174	-	-	-	-	<b>174</b>
<b>Total</b>	<b>1920</b>	<b>329</b>	<b>40</b>	<b>231</b>		<b>2520</b>

**TABLE 1B: ADULT CORRECTIONS DIVISION OF THE DEPARTMENT OF JUSTICE AND PUBLIC SAFETY (JPS) BED DAYS USAGE 2022-2023**

	TA’s	Probation	Total
Females	-	-	-
Males	537	0	537
<b>Total</b>	<b>537</b>	<b>0</b>	<b>537</b>

**TABLE 2: ADMISSIONS RESULTS FOR 2022-2023**

Applications	Accepted	Denied	Deferred	Total
Females	4	1	0	<b>5</b>
Males	50	10	0	<b>60</b>
<b>Total</b>	<b>54</b>	<b>11</b>	<b>0</b>	<b>65</b>
<b>Percentage</b>	<b>83.1</b>	<b>16.9</b>	<b>0</b>	<b>100%</b>

WEST BRIDGE HOUSE cont’d

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## COMMUNITY INVOLVEMENT



WBH continues to play an active role within the community and as with most organizations this year has seen changes to how interactions are being done. Many activities have started to be conducted in person again which is a great way to get back to meeting face to face with people and conduct some much-needed time with organizations that have fought through the pandemic along with WBH.

This year the annual Federal In-reach Program at the Federal Correctional Institutions in the Atlantic region was able to go ahead with residential managers from both WBH and HH attending. We met with inmates in Dorchester, Springhill and Nova over a three-day period. This program is very important to NL inmates incarcerated in the Atlantic region and provides them with a connection to their home province and to possible future residencies at one of the JHS-NL halfway houses locations in NL.

As Manager of WBH, for the first time since 2019, I attended the Atlantic Halfway House Association (AHHA) AGM in Sydney, NS, and it was great to meet again in person. At this meeting we met with other individuals within AHHA and to gain valuable information on how we are all working with our residents in this post-pandemic time. The continued contact with our partners within the AHHA has been very beneficial for WBH allowing for the exchange of ideas and best practices in a safe and effective manner. We had the opportunity to meet with regional officials from CSC and to discuss some challenges that we were experiencing through this time. With everyone experiencing similar issues in the last few years, having time to spend discussing our shared experiences is definitely needed.

During the past few months our Residential Counsellor, Chantal Drake, has been able to attend two events that are starting to take place in person again. She was able to attend the Service Fair at the West Coast Correctional Center (WCCC). This is the first in-person event that WBH has attended at the WCCC since

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*“I liked the staff, the way they ran things. The other residents treated me like a family. Parole Officer was amazing”*

***Anonymous Resident***

---

the beginning of the pandemic. Chantal was able to meet with the inmates to answer questions they had about WBH and what they could expect from a residency here. She was also able to attend a Harm Reduction 101 for Corrections session held by Newfoundland and Labrador Centre on Substance Use. This session was held to ensure that people working in the corrections field have the most up to date information regarding substance usage and treatments.

## **STAFFING**

We have had a few staffing changes over the last year which include Robyn Hinks and Brandon Gillam, resigning their positions. Lorna Bungay has moved from relief to residential staff full-time permanent overnights and residential staff Melanie Butler has taken the position of part-time permanent along with being on the relief list and also joining the relief staff is TJ Kearley. I would like to welcome everyone and WBH is lucky to have such a great group of staff to help residents in their journey to a stable life after supervision.

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**WEST BRIDGE HOUSE cont'd**

This year we were able to have an in-person service award ceremony and I would like to acknowledge Chantal Drake (10 years) and Lorna Bungay (three years) for their dedication and service to WBH. This past summer, through the assistance of the Canada Summer Jobs Program and we were successful in getting approval for one summer job position. After advertising we did not get any applicants that followed through to the interview process but we hope we will be able to try again for the upcoming summer.

#### **STAFF & RESIDENT ACTIVITIES**

Staff were able to celebrate Christmas with a luncheon together with our partners at CIBP. Staff were very happy to be able to get together again and enjoy some much-needed time together. It was wonderful to be able to celebrate in this small way with our dedicated staff. Residents were also able to have an in-house celebration rather than a larger gathering with staff and even with a scaled back celebration everyone seemed to enjoy the Christmas season.

#### **COVID-19**

Even though we are now entering what is being called the post Covid-19 era, we still have protocols in place for when a resident contracts the virus. Residents will be isolated as per provincial health guidelines and monitored for everyone's safety; all guidelines will be adhered to. I would like to acknowledge the residents and staff during this time as, COVID-19 is an ongoing concern, everyone has been working together to ensure the well-being of those involved.

#### **ACKNOWLEDGMENT**

I would like to acknowledge our community partners: Correctional Service of Canada; Department of Justice and Public Safety; Royal Canadian Mounted Police; Department of Immigration, Population Growth and Skills; the dedicated members of our Admissions Committee; and all the individuals, agencies/organizations that provide services to our residents.

We would like to acknowledge United Way for their generous funding that has helped with the purchase of two heat pumps for the Training Centre the main residence, which will help with heating costs. These heat pumps come with a cooling system, which is a great asset in the summers for our residents. We have been able to set up a comfortable space for all residents with the help of the United Way.

A special thank you to Charlie Young, JHS-NL Regional Director, for his dedication and guidance to the staff and me this past year. In September of 2022, Charlie made the decision to retire from his position and we are all so grateful for the time he has dedicated to helping WBH become the facility it is today. His guidance and strong leadership has helped everyone at WBH grow into the strong team we now are. Charlie will be missed here at WBH and within JHS-NL as a whole and we wish him a healthy and fun filled retirement.

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.

We take pride in providing guidance and assistance to our residents in helping them successfully reintegrate back into society.

#### **WEST BRIDGE HOUSE cont'd**

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That being said, I extend a huge acknowledgement to the staff at WBH during this past year. Without their dedication and commitment, we would not have been able to support our residents as we have.

It is a pleasure to be a part of the team that provides a very valuable service to our residents and the community. I am very thankful for all the guidance and strength the staff have provided to our residents and I look forward to working together as we face the challenges of another year ahead.

**SHELLEY GARNIER**, RESIDENTIAL MANAGER



# HOME FOR YOUTH

**HOME FOR YOUTH (HFY)**, located in St. John’s, is a four-bed gender inclusive custody home that provides 24-hour care to youth aged 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 addictions issues in addition to a history of unstable home environment with little to no supports. HFY 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 to practice with a goal to help reduce recidivism rates and promote the best possible outcomes for youth after they return to their community.

## ADMISSIONS

This past year, HFY had three admissions. Two residents were male and one female. Two youths were court sentenced to Open Custody while one was a direct transfer from Newfoundland and Labrador Whitbourne Youth Centre (NLWYC) on a review. Their sentences ranged from three months to six months in length. All three youth were between the ages of 16- 19 years old.

## ADMISSIONS 2022-2023

	Admissions	Male	Female	Non-Binary	Total Bed Days
Youth	3	2	1	0	198

## HIGHLIGHTS

There is a steady decline in the number of admissions at the HFY in both Newfoundland and Labrador and across Canada. Despite some of these challenges, HFY continue to evolve to meet the complex needs of the youth that we now serve such as co-occurring mental health and addictions issues, family instability, homelessness, and trauma.

One of our main goals when a youth arrives at HFY is to help them identify a plan that includes obtainable short and long-term goals. Goals are typically focussed on healthy choices of living, education, employment, applying for financial aide and searching for affordable and safe housing. Having one on one intervention to help the youth learn healthy coping strategies is essential for a successful transition back to the community and into adulthood.

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*“HFY staff taught me more than just how I need to respond to stress but that doing new things is great and helped me to see another life on the outside.”*

***Anonymous Resident***

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We are seeing an increase in young adults being sentenced for youth charges. Programming is adjusted to meet the needs of these young adults. One of our youth this past year who was 19 when he arrived, needed programming that suited his age. Staff focused on life skills such as cooking, cleaning budgeting and helping this young adult to achieve his goal of finishing high school through an ABE program.

As well, this youth was able to avail of all the adult services offered internally through JHS-NL's Learning Resources Program and Next Steps, Employment Services Program which helped this youth get financial assistance and school funding.

### **PROGRAMS/EDUCATION**

At the HFY we put emphasis on education/work programming and help each youth to identify their path to a brighter future. This could be through attending regular schooling or a modified schooling program such as Horizon Academy for under the age 18, the Discovery Centre and College of the North Atlantic for the ABE program.

HFY and the NLWYC continue to offer a modified schooling for youth at open custody if they transition from secure custody to open custody. This ensures a smooth transition and helps the youth continue to work on their high school credit with no interruption. Some of our core structured programming in house include weekly Case Management; Group Discussion; Point System for Resident Evaluation (PSRE); and our FEEL well Program (see appendix B)

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*"All the staff were good with me and helped me a lot with my life and how to move on with my life and improve it in a positive way really good people."*

***Anonymous Resident***

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### **JOHN HOWARD WEEK**

JHS-NL Week held February 12-18, 2023; this year was opened with the Minister of Justice and Public Safety, Honorable John Hogan signing JHS-NL proclamation declaring the week. The theme chosen for the week was Why Diversity and Inclusion Matter. JHS Canada offered webinars for the week that covered both youth and adult topics with the criminal Justice system. Noteworthy was a scheduled presentation by Jesse Crossen, a former inmate and "second chancer" who spoke of his experience in prison and his life after being released.

An integral part of JHS-NL week is to recognize that we could not be successful without the dedication of our employees. A staff luncheon was provided and our Executive Director, Cindy Murphy, presented service awards to many staff. HFY staff who received service awards this year were Laura Gibbins for five years, Nicole Aylward for 10 years and Lucretia Brown for three years. Congratulations to our dedicated staff.



**STAFF EVENTS/TEAM BUILDING**

This past year management and staff at JHS-NL organized several team building events such as summer BBQ/walk, team lunches and our annual Christmas lunch at Bally Haly Country Club. All the events were a great success. The following are some of the highlights:



**PROFESSIONAL DEVELOPMENT**

HFY counsellors are continuously availing themselves of professional development opportunities and training to meet and exceed standards in working with youth at risk. All staff are trained in the following core competencies: First Aid; Mental Health First Aid; Naloxone Training; Applied Suicide Intervention Skills Training (ASSIST); and Non-Violent Crisis Intervention.

Staff also continue to learn and grow through online webinar on topics related to youth. Some of the following webinars were completed by HFY staff:

- Tackling Online Bullying in Schools
- Dealing with Difficult People
- Reframing How We Work with Youth
- Trauma considerations for children and adolescents
- Changing the Stigma of Mental Health and Addiction
- Your Burning Questions about Stress and Anxiety in Children, Answered
- Engaging Avoidant Teens
- Managing Stress & Overcoming Anxiety
- Youth Tobacco and Vaping
- Mental Health in the Workplace
- Work Life Balance



This past year all full-time staff have participated in training called Journey to Transformation - Anger Solutions Program from JHS-NL's Learning Resources Program. This program has a trauma informed lens when coping with anger which will be offered to youth in custody on a go forward basis. We are excited to be implementing this new training into our core programming in the coming months.

In September 2023, I attended the World Congress on Probation and Parole in Ottawa, as well as the National Youth Justice Committee AGM. This opportunity provided education and networking opportunities with other organizations nationally and internationally. Emerging adults was a highlighted theme and valuable information was obtained at this conference in understanding future trends and goals of where this population fits in the criminal justice system.

#### **ACKNOWLEDGMENTS**

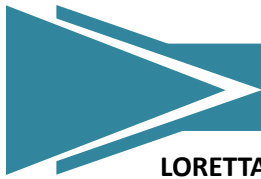
I would like to thank all our dedicated staff who go above and beyond when working with our youth in open custody.

A special thank you to our Executive Director, Cindy Murphy, and the Board of Directors for your leadership in upholding the highest ethical standards for our organization.

HFY would also like to give special thank you to the Department of Children Seniors and Social Development. This strong partnership makes HFY such a success.

Our community partners are also key to our operation: The Newfoundland and Labrador English School District; Horizon School; the Murphy Center; the Newfoundland and Labrador Whitbourne Youth Center; Waypoints, the Rowan Center; CONA; Choices for Youth; Thrive; the Connect Team; Eastern Health Mental Health and Addictions Team; and private counselling providers.

**LUCRETIA BROWN, COORDINATOR**



# LORETTA BARTLETT HOME FOR YOUTH

**LORETTA BARTLETT HOME FOR YOUTH (LBHY)**, located in Corner Brook, is a gender inclusive facility that provides 24-hour care and can accommodate up to six youth ages 12 to 18 years who are sentenced to Open Custody under the Youth Criminal Justice Act (YCJA) or placed at the facility by the Department of Child, Senior and Social Development (CSSD) on an Order to Reside.

Group Home Counsellors at LBHY are trained to meet the complex needs of our young people. They continue to avail themselves of core professional development opportunities and are all trained in Emergency First Aid; Suicide Intervention (ASIST); Non-Violent Crisis Intervention (CPI); and Naloxone.

At LBHY, youth participate in programs that help them gain confidence and become more independent and responsible. Opportunities in education, employment, training and volunteering are available and encouraged. Our goal is that youth under our care will acquire the necessary skills to enable them to become positive role models and be successful contributors in their community.

## ADMISSIONS

Over the past year, we had three male residents and one female resident at the LBHY for a total of 266 bed days. Two males and one female were on an Order to Reside, and one male was in Open Custody.

### ADMISSIONS 2022-23

	Admissions	Male	Female	Non-Binary
Order to Reside	4	2	1	0
Open Custody	0	1	0	0
Bed Days	N/A	260	6	0

## EDUCATION

All youth that come to LBHY are encouraged to attend school as all too often many arrive as non-attenders or have been attending school on restricted or modified hours. We work closely with schools to assist in the development of individual education plans that will support their integration back into school. Youth unable to integrate back into the school system are encouraged and supported to find meaningful volunteer and/or job opportunities to gain valuable life and social skills.

In 2022-23, one male attended Corner Brook Regional High as part of a modified program plan developed in partnership by the school, LBHY and CSSD. Another male was registered to attend school full time but was discharged prior to the school year starting.

## STAFF SERVICE AWARDS

Each year we recognize our long serving staff of JHS-NL and hand out service awards in conjunction with JHS-NL Week in February. Receiving service awards this year for LBHY are Paulette Burrige for 20 years, Amanda Power for 10 years, Sonya House for three years and David Penney for three years. A big congratulations to them all for their dedication to JHS-NL LBHY. Thank you for the great work you all do for our young people.



**PROFESSIONAL DEVELOPMENT**

In 2022-23, staff continued to receive training in a number of different areas to continue their professional development. Staff completed their annual Naloxone Training, Suicide Intervention (ASIST) and Emergency First Aid. This year staff were also trained in Restorative Justice, Respectful Workplace and Trauma Informed Practices. We are very lucky to have some great community partners like the YMCA, Community Youth Network and Vine Place who offer training regularly and always welcome us to participate.

**ACKNOWLEDGMENTS**

Our community partners are tremendous assets for us, and we would not be successful without the continued support and collaboration from the Department of Children, Seniors & Social Development; Department of Justice; Western Health; Corner Brook Regional High; Community Youth Network; YMCA; Community Building Youth Futures Leadership Team; Community Partners Committee; Vine Place Community Centre; Choices for Youth; Royal Newfoundland Constabulary; and the Royal Canadian Mounted Police.

A special thanks to Cindy Murphy, Executive Director; Joanne Symonds, Director of Finance; Donna Jenkins, Accounting Administrator; Shirley Terry, CSSD Clinical Program Supervisor and her team; Paul Riley, Corner Brook Regional High; and all our hard-working staff.

Finally, I wanted to recognize Charlie Young, former West Coast Regional Manager who retired in the Fall of 2022 after many positive and productive years with JHS-NL. You were an excellent support for me, and we sure do miss your positive energy!

We appreciate all of our partners and their continued support and look forward to seeing what 2023-24 will bring.

**DAVID PENNEY, COORDINATOR**

## INTERVENTIONS, PROGRAMS & SERVICES





## LEARNING RESOURCES PROGRAM

**LEARNING RESOURCES PROGRAM (LRP)** is an intervention program that offers person-centered rehabilitative programming in an effort to reduce recidivism rates. LRP focuses on the individual criminogenic needs of participants and uses a trauma informed lens to address challenges in areas of addictions and trauma, intimate partner violence, emotional regulation, criminal offense cycle, impaired driving, sexual offences, and healthy parenting.

Participants are often mandated to attend programming through their probation, conditional sentence orders, or temporary absence orders, however the goal for LRP facilitators is to build a therapeutic alliance so that the participants develop their own altruistic motivation to attend and participate in the material. True growth happens for individuals when they develop their own purpose for attending their program and participating in their journey.

LRP facilitators are trained in trauma informed practice and understand the correlation between childhood trauma and involvement in the criminal justice system. The population that the LRP serve are faced with multiple barriers that challenge their daily living because of various impacts in their life history. LRP uses this understanding to build trust and develop individualized and person-centered rehabilitation plans for participants. The programs are under constant review and evaluation, formal feedback forms are gathered from participants and facilitators, completion and discharge reports are reviewed, and literature reviews are conducted to maintain evidence-based practices.

### **PROGRAMS DELIVERED IN 2022-2023 (SEE APPENDIX B FOR PROGRAM DESCRIPTIONS)**

- Anger Management
- Anger Solutions
- Criminal Behavioral Awareness (CBA)
- Dads
- Impaired Driving Awareness (IDA)
- Safety and Repair for Department of Justice and Public Safety
- Intimate Partner Violence Intervention Court (IPVIC)
- Seeking Safety
- Pathways to Acceptance and Recovery (PAR)
- STABLE-2007 (assessments for sex-based offenses)

### **DELIVERY MODALITY**

The rehabilitative programs in the LRP are offered in both group and individual formats. There are pros and cons to both modes of delivery and therefore, through a person-centered model LRP places individuals in the program delivery that is best suited to their needs. Facilitators conduct formal and informal assessments to determine the best modality for each participant. There are many factors that determine suitability to group and individual assignment, including but not limited to learning styles, safety for the individual and group, risk level of presenting concern as well as criminogenic risk level, participant needs and availability and whether or not the program is suitable with rehabilitation goals.

Further, some programs require a combination of both individual and group delivery, therefore a participant may receive a blended model to meet their identified targets.

In this reporting period, there were 1256 completed individual sessions combined between Seeking Safety and Safety & Repair programs. There was 455 group sessions completed between all the programs combined (Seeking Safety, Safety and Repair, Anger Management, and Dad's).

Since the winter of 2020, there has been a shift to offer virtual programs due to health restrictions imposed by the pandemic. There is a research study out of Dalhousie University underway since January using Tod Augusta Scott's intimate partner violence program, Safety and Repair, to offer remote/virtual delivery to communities in the Atlantic provinces and test its validity of program delivery through virtual means. LRP has joined the study and offered its first virtual program across the province in March 2023. LRP has committed to three more group offerings over the next two years and data will be provided to Dalhousie University, with participant consent, to evaluate the usability of virtual programming.

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*"It gave me time to sit and talk to someone who wasn't judging me and was there to talk and help me become a better person. He never made me feel uncomfortable at all in doing the program. I enjoyed and looked forward to going there."*

***Anonymous Participant***

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### **PROGRAM ENHANCEMENTS**

Further to evidence-based research, LRP has built a partnership with Julie Christiansen, author of Anger Solutions to offer certified training of Anger Solutions program. As a result, the manager of the LRP attended training in November of 2022 to become a certified Anger Solutions Trainer. A license to the program was purchased and all LRP and CBIP staff were trained to be Certified Anger Solution Specialist, giving the staff the credentials to deliver this new program to participants. This program replaces the Anger Management program that was delivered in previous years. Anger Management was a Cognitive Behavioral Therapy program that was focused on changing thought patterns that contribute to behaviors that are related to anger. Anger Solutions used multiple therapeutic approaches (Cognitive Behavior Therapy, Rational Emotive Behavior therapy, Solution-Focused Therapy, and Reality Therapy) and is tailored to the individual using the "whatever it takes (WIT) model. This program is trauma informed and walks a person through resolving problems that cause anger rather than emotions management. The first delivery of this program in group format is scheduled to start early in the new fiscal year.

JHS-NL inherited the remaining fiscal contract for the Justice Project from Canadian Mental Health Association. The Justice Project provides in-reach at HMP as well as provides community support services to persons involved with the criminal justice system who are living with a severe and/or persistent mental illness or concurrent disorder. Using a trauma informed approach, the Intensive Case Manager (ICM) assist participants to develop comprehensive support plans to improve community functioning and quality of life. The contract was offered for January 13 to March 31, 2023. At the time 13 participants were transferred to JHS-NL for ICM.

One staff member, Kristi Lavallee, was hired for the role of ICM. Due to the contract being limited and the funding being temporary, no new referrals were accepted for the duration of this contact and no additional support staff was hired for the running of the program.

#### **UPCOMING PROGRAMMING CHANGES**

In the past couple of years, LRP has completed research and program reviews on its addictions program, sexual offending program, intimate partner violence program and most recently the Anger Management program. These reviews have led LRP to purchase and develop new programs in these four areas.

This coming year, LRP will advocate for the Impaired Driving Awareness program with Motor Vehicle Division NL to have the program accepted and recognized as a program for license reinstatement for first time driving under the influence offences. Further, this year LRP will focus again on the PAR program to evaluate the feedback that has been collected from the past two years of delivery and determine effectiveness and make any changes from this evaluation that are deemed necessary.

#### **CONTINUITY OF PROGRAM DELIVERY**

To provide support to the facilitators and to ensure the continuity of the programs the managers, of LRP and Community Based Intervention program in Stephenville (CBIP), chaired three committees: Safety and Repair, Seeking Safety, and Pathways to Acceptance & Recovery (PAR). Safety and Repair is hosted by Clinical Program Coordinator, Alex Asamoah, who provides program direction and support as well as case consultation. These committees meet monthly via Zoom to discuss effective delivery methods, brainstorm new activities and impactful messages, and conduct case consults.

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*"The Safety & Repair program should be available to everyone, not just people in my situation. I believe it should be offered in schools because this is important information everyone should know."*

***Anonymous Participant***

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#### **REFERRAL CHARACTERISTICS**

Referrals to LRP programs are accepted through many avenues. Priority is given to participants who have been referred through the Adult Corrections Division of the Department of Justice and Public Safety (JPS) through Probation; Conditional Sentences; Rehabilitative Temporary Absences; Her Majesty Penitentiary; and Intimate Partner Violence Intervention Court. However, when capacity permits, referrals are also accepted through other community organizations or through other JHS programs.

#### **LRP PARTICIPANT REFERRALS AND OUTCOMES 2022-2023**

1. Collectively 187 referrals did not complete initial intakes. This was due to several variables including but not limited to, inappropriate referral, ineligible for program, being released/returned to custody, not receiving institutional approval, relocating, or refusing program.
2. Groups at HMP have been a challenge this year due to operational issues with the institution. As a result, it has been challenging to complete intakes and program sessions in the prison. This has significantly affected LRP's ability to complete/offer programs.

LEARNING RESOURCE PROGRAM cont'd

LRP PARTICIPANT REFERRALS AND OUTCOMES 2022-23

Program	Carried over 2021	Referred in 2021 waiting	Referrals	Assessed	Group	Individual	Completed	Ineligible/disengaged	Closed without assessment	Awaiting Assessment/start of program	Carried Forward
	<b>Community</b>										
Anger Management	7	0	24	16	4	14	10	10	3	5	3
CBA	1	2	5	7	0	8	5	2	0	0	1
Dads	0	2	26	6	6	0	4	2	18	4	0
Mental Health & Addictions	22	0	36	24	0	26	21	9	3	9	16
IDA	0	0	11	5	5	0	5	0	5	1	0
Maintenance	6	2	10	12	0	13	11	4	0	0	3
Safety & Repair – IPVIC	11	0	27	27	7	25	20	2	0	0	16
Safety & Repair – Regular Court	8	18	52	57	16	45	20	17	8	5	28
Safety & Repair – IPVIC GFW	0	0	1	1	0	1	0	0	0	0	1
Seeking Safety	10	0	78	60	32	25	34	24	10	8	12
PAR	4	1	4	5	0	5	4	2	0	0	3
STABLE & ACCUTE 2007	0	0	7	7	0	0	4	2	0	0	1
ODARA Assessment	0	18	52	57	0	0	57	0	18	0	0
	<b>Her Majesty's Penitentiary</b>										
Anger Management	0	15	44	5	4	0	3	2	50	4	0
Safety & Repair HMP	1	15	16	10	6	2	2	9	18	3	0
Seeking Safety	4	8	34	24	28	0	16	6	15	3	6
STABLE & ACCUTE 2007	0	0	3	3	0	3	3	0	0	0	0
IDA	0	2	8	8	0	0	0	8	2	0	0
<b>Totals</b>	<b>74</b>	<b>83</b>	<b>438</b>	<b>334</b>	<b>108</b>	<b>167</b>	<b>219</b>	<b>99</b>	<b>150</b>	<b>42</b>	<b>83</b>

**GROUP PROGRAMMING 2022-2023**

- Seeking Safety (continuous group for both community and HMP)
- Safety and Repair – Seven groups completed (one group virtually)
- Community Maintenance Program – continuous group
- Anger Management – two groups completed (one group in HMP)
- Dads Community – one group completed
- IDA – one group completed

Anger Management referrals are lower than average this year resulting in the completion of one community group. A review and comparison of referrals over several years suggests a lower number of secondary referrals to Anger Management. Previously participants who completed the Intimate Partner Violence program (OASIS) would then be referred to Anger Management for additional emotional support. However, with the shift to Safety & Repair, emotional regulation support is not always an outstanding concern and therefore participants are not being referred to the Anger Management. JPS were informed that LRP was undergoing program changes from Anger Management to Anger Solutions and therefore referrals were held to be referred to the new program. Safety and Repair has completed seven groups this year, which is up from three groups in past years.

**2022-23 VISITS**



**Signing of the Proclamation for JHS Week with Minister Hogan**



**RNC Mounted Unit**



**MUN Social Justice Program Students**



**JUSTICE PROJECT**

In addition to the LRP statistics, LRP has accepted a temporary assignment of the Justice Project from January 13 - March 31, 2023, and therefore, below are the statistics for the interventions that were completed for the 13 inherited participants. Collectively there were 709 interventions entered into JHS-NL Accountability and Records Management System (ARMS). These inventions are broken into various

categories such as HMP In-reach, community check-in, goal setting/review etc.

Participants in this program are faced with several barriers and challenges including basic needs such as food, shelter, hygiene, clothing etc. Part of the role of the Intensive Case Manager (ICM) is to help the participants access the resources to meet their basic needs. Transportation is a major barrier as some do not have individual means for transportation. Public transport may pose a challenge for some and therefore a large part of the role is helping participants navigate how to get where they need to go in St. John's and build independency. The ICM traveled a total of 1664 km in this reporting period to meet participant needs. This included but was not limited to attending doctor appointments, probation appointments, housing support, shelter transportation, pharmaceutical pickups, etc.

LEARNING RESOURCE PROGRAM cont'd

**JUSTICE PROJECT REFERRALS AND OUTCOMES 2022-23**

Referrals	Intake	Accepted	Completed	Disengaged	Carried Over
13	13	13	0	0	13

**JUSTICE PROJECT PARTICIPANT INTERVENTIONS 2022-23**

Intervention	Numbers	Intervention	Numbers
Collateral Contact (Family, Community, Government)	6	HMP In-Reach	18
Community Check-In	120	Housing Search	10
Counselling	24	Hygiene Items	0
Court Assistance & Support	13	Income Support Application	32
Crisis Intervention	19	Letter Of Advocacy	1
Doctor/Hospital Support	31	Life Skills Workshop	1
Employment/Education Support	29	Life Skills Goal Acquisition	1
Eviction Prevention	4	Legal Aid Applications & Support	13
Fax	1	Pharmacy/Medication Transport Support	44
Food Bank/Grocery	6	Probation Support	23
Gift Cards	15	Referrals	21
Goal Setting & Review	57	Transportation	57
Housing Collaterals (NL Power, NLCH, Eastern Health, End Homelessness, Rogers)	28	Other	135
<b>Total of Completed Interventions</b>			<b>709</b>

**INTEGRATED CORRECTIONAL PROGRAM MODEL, MULTI-TARGET (ICPM)**

LRP holds a contract with CSC to provide the Community Maintenance Program (CMP). This year LRP had 25 referrals to CMP, all 25 participants were assessed and joined program. Of the 25 referrals 14 successfully completed and 10 disengaged from program. There was one participant carried over to the next fiscal year.

**CMP PARTICIPANT REFERRALS AND OUTCOMES 2022-23**

Referrals	Intake	Accepted	Completed	Disengaged	Carried Over
25	25	25	14	10	1



### PROFESSIONAL DEVELOPMENT

Professional development allows employees to extend their depth of knowledge and understanding by ensuring that staff capabilities are keeping pace with current standards. Providing these opportunities to staff, we hope demonstrates the value JHS-NL places in providing the employees with the skills and training they need to be effective in meeting participant's needs. Facilitators participated in the following:

- Respectful Workplace
- ASIST
- ARMS Training
- Provincial Opioid Treatment
- NAVNET Making Connections & Mapping Systems – Eastern Health Mental Health and Addictions
- Anger Solutions – Train the Trainer
- Anger Solutions – Certified Facilitator
- Dialectic Behavioral Therapy
- Solution Focused Brief Therapy
- Parole Board Canada – Record Suspension eligibility presentation
- Association for New Canadians presentation
- Neil Croke – New Correctional Facility presentation
- Panel Discussion, Why Diversity & Inclusion Matters – ANC, Quadrangle, First Light, Status of Woman, & Howard House
- Jesse Crosson – Second Chancer
- Safety and Repair – Virtual Delivery Training

### COMMUNITY INITIATIVES AND INVOLVEMENT

LRP participates in a couple committees in the community as well as provides professional development presentations to other organizations. Manager of LRP, Melissa Noseworthy, has offered a Trauma Informed Practice presentation to the management teams of the correctional institutions in NL. Further, Melissa has trained both the LRP and CBIP in Anger Solutions and has scheduled training for six members of Nunatsiavut Government Social Workers in Anger Solutions in the new fiscal year, this training will allow the social workers to bring the program to Labrador Correctional Center(LCC).

In support of other community organizations, LRP staff also participated in various committees:

- Sisters in Spirit, annual to plan the vigil for missing and murdered women
- The Youth Outreach Committee
- Purple Ribbon ceremony in recognition of intimate partner violence in our community



LRP held the 4th Annual Christmas Card Contest at HMP. LRP staff took 104 Christmas pictures of individuals at HMP then printed and delivered them to send home to their loved ones. During Christmas, JHS-NL prepared and distributed approximately 150 loot bags at HMP and 30 gift bags for community participants.

In the summer, LRP and Next Steps held a participant BBQ where participants were invited to attend head office for a free BBQ lunch and staff were available to provide resource information and support to anyone that attended.

In December, LRP and Next Steps held a participant breakfast at head office. Staff prepared a full breakfast and participants were invited to sit and enjoy their food and connect with staff and resources before the Christmas holiday.

**2022 Christmas  
Card Contest  
Winner**

Bell Let's Talk Day, January 25th, 2023, was in recognition of mental health awareness, a "Kindness Korner" board was created for the main lobby and participants were invited to contribute with encouraging words to reduce stigma around mental health. Participants asked that the board remain in the lobby after January 25th as a message of community.



John Howard Week in February, a valentine's basket was created with gift cards and valentines themed merchandise. At week's end a name was drawn for the basket.

### STAFF RECOGNITION ACTIVITIES

In August, the staff of all St. John's locations attended a wellness walk in Bowring Park and then attended the home of Executive Director, Cindy Murphy for a staff appreciation BBQ. The weather was beautiful for the day and the event gave staff the opportunity to socialize with other shops and get to know other co-workers within the organization.

In December, LRP and Next Steps, Employment Services had their own traditional Jiggs dinner with stuffed turkey prepared in head office. The staff gathered for food and a Christmas themed team-work gift wrapping activity that offered some laughs and Christmas cheer. Additionally, the St. John's staff and board members were invited to attend Bally Haly for a catered meal on December 23rd. Once again, the staff of the various shops came together to celebrate the season.



*LRP & main office Staff*

In February, the staff in St. John's were shown appreciation during John Howard Week with a staff lunch and service award ceremony catered by Network Café. The lunch was originally scheduled to take place with some professional development activities however increment weather delayed the celebration until the end of the week. Therefore, a lunch was completed on Friday and the professional development was rescheduled to a later date. During the lunch, staff service awards were presented, in

head office, Tracy Oakley, Jill White, and Jessica Slade were presented with their five-year service awards and Melissa Noseworthy and Robyn MacDonald were presented with their three-year service awards.

Lastly, in honour of Social Work Month in March the LRP staff were shown appreciation with a morning Tim Hortons order of their choice picked up and delivered to the monthly team meeting.

### STAFF APPRECIATION

I want to thank the LRP staff for their commitment to this work. Programs are constantly evolving and changing, there are new pressures from community to meet the different needs of our participants and to remain person-centered and evidence based. This work is challenging at the best of times.

We talk a lot about self-care and how to maintain good self-awareness throughout the challenges. While some of the work can feel emotionally taxing, the benefits you get from this work, outweigh the costs. It would not be as easy to love this work if we did not have a supportive team to carry us through, so to each staff member I personally thank you for your reach every day.

## LEARNING RESOURCE PROGRAM cont'd

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Thank you, Daphne O'Keefe, Manager of CBIP, for all your support and consultation as we work together for program continuity with LRP and CBIP. I would also like to extend thanks to all the managers of JHS-NL for your continued support in hiring/interview processes and general consultation. Lastly, I want to extend gratitude to Executive Director, Cindy Murphy for her commitment to JHS-NL, the Society's participants and endless support and consultation as we navigate each challenge and transition.

I also want to take a moment to wish former Provincial Manager of Institutional Programs, Heather Yetman all the best in her retirement. Heather has worked closely with the LRP for many years providing support for programs within the institution. Heather juggles many tasks effortlessly and was always available to problem solve, her dedication to the work is admirable and appreciated.

Lastly, I would like to acknowledge and thank the staff and management at Probation; Intimate Partner Violence Intervention Court; Her Majesty's Penitentiary; Howard House; Correctional Services Canada; and the community organizations whom we work with daily to help our community members receive the programs and services they need to keep our community safe.

**MELISSA NOSEWORTHY, MANAGER OF PROGRAMS**



# COMMUNITY BASED INTERVENTION PROGRAM

**COMMUNITY BASED INTERVENTION PROGRAM (CBIP)** is offered through our Main Street office in Stephenville. It provides rehabilitative programming for adult individuals who have criminal justice involvement or risk of involvement in Stephenville, Corner Brook and Port aux Basques areas, by addressing issues which contribute to criminal behavior and associated risk factors.

The various programs offered are designed and delivered to support participants in lowering the recidivism rates by helping participants feel safe, build trust, and assist them in developing new skills and in making healthy choices in their relationships with others. Facilitators are able to work within the four R's of trauma informed practice which include: realizing that trauma can have vast effects on people and communities, resisting re-traumatization, recognizing trauma symptoms, and responding appropriately to individuals experiencing trauma symptoms.

**PROGRAMS DELIVERED IN 2022-2023**

- Adult Diversion (two session program)
- Adult Diversion
- Anger Management
- Anger Solutions
- Criminal Behaviour Awareness (CBA)
- Dads Program
- Seeking Safety
- Safety & Repair
- Pathways to Acceptance & Recovery (PAR)
- Impaired Driving Awareness (IDA)
- Maintenance

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*"I enjoyed the program and was very thankful to attend."*

***Anonymous Participant***

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*"I like how easy the program was to understand and how well the various topics applied to me.."*

***Anonymous Participant***

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**REFERRAL CHARACTERISTICS**

Referral sources in the Stephenville, Corner Brook and Port aux Basques regions include the Intimate Partner Violence Intervention Court (IPVC) in Stephenville, Adult Corrections Division of the Department of Justice (JPS); West Coast Correctional Centre (WCCC); West Bridge House (WBH); and self-referrals. For the 2022-2023 year, CBIP had 37 participants continuing with services from the previous year and received 116 new referrals, with 36 participants still continuing with services at the end of our year.

## COMMUNITY BASED INTERVENTION PROGRAM con't

### PARTICIPANT REFERRALS AND OUTCOMES 2022-23

Program	Carried Over	Referrals	Assessed	Engaged	Completed	Carried Forward
<b>Community</b>						
Adult Diversion	4	31	27	27	24	8
Anger Management	2	4	4	4	3	1
CBA	2	2	1	1	3	0
Dads	0	1	1	1	0	1
Maintenance	3	8	5	5	6	1
Seeking Safety	11	20	9	9	8	8
PAR	1	1	1	1	1	
Safety & Repair - IPVIC	3	9	9	9	9	2
Safety & Repair Reg Court	11	22	17	15	13	9
Anger Solutions	0	1	1	1	0	1
Impaired Driving Awareness	0	1	1	1	1	0
<b>West Coast Correctional Centre</b>						
CBA	0	15	15	15	8	5
Anger Management	0	1	0	0	0	0
Dads						0
<b>Totals</b>	<b>37</b>	<b>116</b>	<b>91</b>	<b>89</b>	<b>76</b>	<b>36</b>

### STAFF TRAINING



**CBIP Staff**

During 2022-23, CBIP staff took part in several professional training opportunities including the following: First Aid; Applied Suicide Intervention Skills (ASIST); Naloxone Refresher training; Ontario Domestic Assault Risk Assessment (ODARA); Occupational Health and Safety; Stable and Acute Assessment on-line training; Anger Solutions Facilitator training.

Throughout the year, CBIP staff have been continuing to meet with the JHS-NL Learning Resources Program (LRP) staff through virtual

bi-weekly meetings to improve skills in providing our programs to participants. All staff are to be commended for their hard work and dedication to program developments. Many thanks go to LRP Manager, Melissa Noseworthy, and to Alex Asamoah, Program Services Coordinator, for leading this work and offering guidance and support every step of the way.

We also thank Melissa Noseworthy for providing facilitator training for all CBIP staff to qualify them to facilitate our new Anger Solutions program. We are very excited to have this up-to-date research-based program to replace our previous Anger Management program for our participants.

## COMMUNITY BASED INTERVENTION PROGRAM con't

Staff attended several virtual presentations and webinars for professional development including Respectful Workplace Training Workshop; Exploring Empathy – A Canadian Conversation; We have the Courage to Act: A National Collaboration to Address and Prevent Gender-Based Violence at Post Secondary Institutions in Canada; Indigenous Perspectives of healing from PTSD; Understanding Schizophrenia and Psychosis for Case Management; Promoting Healthy Masculinities during the Covid-19 pandemic; Cannabis and Mental Health: Turning a New Leaf on Cannabis Education; The Supreme Court of Canada's Extreme Intoxication Decisions: Why We Should Care; Rethinking Child Welfare Services: Trauma-Informed Approaches; Responding to On-line Child Sexual Exploitation; Understanding Coercive Control Against Children: Impacts and Supportive Responses; Children Bereaved by Domestic Homicide: The Implications for Home, Relationships and Identity; Intentionally Marginalized Communities: The Violence we See in Relationships, Families and Systems in Canada; Indigenous Justice: Pathways to Reconciliation; After 20 Years, what can the YCJA teach the Adult System; Accessing Correctional Information; Parole Board of Canada Information Session; Microaggressions in the Workplace; and Second Chance.

### COMMUNITY INITIATIVES AND INVOLVEMENT



*Pink Shirt Day*

CBIP's community involvement throughout the year included attending WBH Admissions Committee meetings; IPVC; Community Drug Response Committee; Virtual IPVIC Steering Committee meetings; bi-weekly program meetings (virtual) with LRP; and WCCC Service Fair. Staff gave presentations to participants of the Horizons program on Healthy Relationships, Anger Management, Alcohol/Drug Awareness and assisted interviewing participants for Horizons Program.

We were very thankful that the community was finally safe enough following the Covid-19 pandemic that we could remain working in our offices for the entire 2022-23 year. This degree of safety allowed us to go back into the WCCC for in-person group programming during the second quarter and we could do so for the remainder of the year. It also allowed us to have gatherings for staff and participants on special occasions which were enjoyed by everyone.

It was wonderful when staff of CBIP were finally able to take part in John Howard Society Week activities without having to follow all the strict restrictions of the pandemic. We hosted our first Open House since 2019 and the staff of WBH and several community partners attended. It was a great time to thank our partners for their continued support as we work with our participants throughout the year.

A full year of not having to work within pandemic shutdowns can sometimes make it seem like it was all in the distant past. However, it was not long ago, and it brought many challenges. However, we have been continuing with some of the positives we gained from such a scary time.



*CBIP at WCCC with Christmas gifts*

We now continue to offer programming by telephone or virtually so that participants do not have to miss program sessions due to work, health issues or lack of transportation, etc. It is now almost impossible to imagine living without making the best use of these connections as they are so beneficial for our participants. These methods are sometimes the reasons programming can take place. They can also help to maintain program flow and participant motivation and allow us to support participants in their most challenging and isolating times.

### **SAYING FAREWELL**



*Daphne O'Keefe, Charlie Young & Shelley Garnier*

In September we had a surprise retirement social for our Regional Director, Mr. Charlie Young. It was attended by community partners and JHS-NL staff from Stephenville and Corner Brook. Managers in St. John's also dropped in via Zoom to say goodbye and to give Charlie their best wishes. The great attendance and kind words showed how much Charlie was liked and respected by so many. We are all very grateful for the 14 years he spent with us and for being such a great Regional Manager. It was very difficult to say goodbye, but we were all very happy for him as he begins his next chapter, and we know he will stay connected with JHS in any way he can.

### **ACKNOWLEDGMENT**

We are again very grateful to our Executive Director, Ms. Cindy Murphy, for her guidance and support throughout the year and many thanks to Melissa Noseworthy, Manager of LRP, for her endless support. We extend our appreciation to the staff of the Department of Justice and Public Safety, The Intimate Partner Violence Intervention Court as well as to all our community partners.

My personal thanks and much admiration go to the program facilitators of CBIP for continuing to meet the needs of our participants daily, in whichever way works best for the participants. Their dedication and commitment to the goals of the John Howard Society are always strong and their love of the work they do is always easy to see. We have a fantastic team!

Everyone at CBIP is very pleased to have worked the past year in a much more normal society and working conditions and with even better ways to serve our participants. We are looking forward to working with our present and new participants of the Department of Justice and Public Safety, JHS-NL staff and all our community partners in 2023-24. Our goal is to continue offering effective programming so that we can help to make society a safer and happier place for all.

### **DAPHNE O'KEEFE, MANAGER OF PROGRAMS**



## NEXT STEPS - EMPLOYMENT SERVICES

**NEXT STEPS** (formally Employment Services Program) located in St. John's has seen exponential growth throughout 2022-2023 through merging of east and west coast programs, creating new programming, securing a new dedicated employment office suite, expanding record suspension support services and growing the team along the way. The Next Steps program continues to expand and offer innovative services to new and existing JHSNL participants across the province.

Acquiring employment with a current or past criminal record can be a stressful and difficult process, especially without support. Many individuals struggle to secure employment when unable to provide a clear certificate of conduct, while others have been removed from the labour force for extended periods of time and are unsure of where to start. The program provides support and career counselling to individuals who have been involved with the criminal justice system. Using a trauma informed and person-centered approach, employment practitioners meet with participants to determine their skills, interests and goals to build an appropriate action plan. Gainful, meaningful employment can be a key factor in reducing recidivism and fostering independence for participants, so the Next Steps team works to help participants re-attach to the labour market.

### PROGRAMS

#### **IN MOTION AND MOMENTUM PLUS (IM&M+); RANDOM CONTROL TRAIL PROJECT**

IM&M+ is a pre-pre-employment program offered to select community organizations in the country by the Canadian Career Development Foundation (CCDF). The program is meant to be a starting point for participants who are feeling stuck in life and as a result, are not yet job ready.

In September 2021, JHS-NL was among a select 14 Canadian organizations to be granted the ability to continue offering IM&M+ as part of a new random control trial project, coordinated by CCDF. Throughout 2022-2023, 69 participants took part in this research project. This project is currently ongoing and set to conclude on August 31<sup>st</sup>, 2023.

#### **IM&M+VIRTUAL**

Following meetings with the management team at Her Majesty's Penitentiary (HMP), Labrador Correctional Center (LCC) and the West Coast Correctional Centre (WCCC), JHS-NL staff were granted approval to facilitate the program virtually within institutions, allowing us to reach a group of participants that were previously inaccessible. Three facilitations of IM&M+ occurred at WCCC throughout 2022-2023 and once at the LCC in February 2023. This marks the first Labrador exclusive program and all indigenous group in JHS-NL's history. Next Steps is thrilled to have the opportunity to reach these communities through relevant, virtual programming.

#### **RECORD SUSPENSION SUPPORT PROGRAM**

In early 2022, The Parole Board of Canada reduced the price for applying for a record suspension from \$650 to \$50. This made applying for a record suspension much more affordable and likely for individuals. In turn, we saw a large increase in the number of referrals for record suspension application support. JHS-NL has offered support surrounding record suspension to participants for more than 20 years.



## NEXT STEPS EMPLOYMENT SERVICES con't

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However, the service was done when time and resources allowed as there was no dedicated funded staff member to assist. Therefore, the service was often subject to waitlists and delays between appointments. With additional funding secured through Public Safety Canada the organization hired two staff fully dedicated to record suspension support allowing the employment team to move to a new location, focus on assisting participants obtain a record suspension and begin finding meaningful employment. The addition of record suspension staff allowed the organization to reach record suspension seekers and promote awareness across the province resulting in a large increase in record suspension referrals and allowing participants to navigate and complete the process quicker than ever before.

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*“Working with the Next Steps team has been an overall amazing experience for me. Receiving my record suspension has given me hope for the future again”*

**Anonymous Participant**

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### **HORIZONS**

Participants begin a four-week job skill orientation, which is followed up by a 26-week job placement. Throughout the placement, biweekly sessions are held for participants to address any issues they may encounter during their placement, such as problem solving, addressing conflict and time management.

During 2022-2023, the Horizons program selected five participants who live in the Bay St. George area who are over the age of 29, have been in contact with the law and exhibit low levels of literacy and job skills. Three of the five participants completed the program. Thank you to the employers in the Bay St. George area for your support for this program over the years and we are excited to continue to offer the Horizons program again in 2023-2024.

### **SERVICES**

Improving employability for JHS-NL participants takes on many forms as some participants benefit best from group programming to build pre-employability skills, others appreciate a more personalized, one-on-one approach by having scheduled meetings with employment practitioners to review resume editing, job interview strategies and peruse job postings. Every job seeker is at a different point on the employment spectrum and Next Steps is proud of our person-centered and individualized approach to career development.

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*“My employment practitioner went above and beyond for me, and I will be forever grateful. I will recommend John Howard to everyone I know!”*

**Anonymous Participant**

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### **SERVICES PROVIDED:**

- Career planning and resume building
- Interview skill development
- Online job search
- Record suspension application support
- Liaising with IPGS on behalf of social service recipients
- Funding application support
- Prospecting potential employers

## NEXT STEPS EMPLOYMENT SERVICES con't

- Employer engagement
- Community outreach
- Community Collaboration Workshops
- A Step Ahead: Paid Job Skill Training
- Group based programming
- Assistance with post-secondary applications

### NEXT STEPS PROGRAM & SERVICE OUTCOMES ST. JOHN'S (EAST)

Programs & Services	Carried Over	Referrals	Assessed	Completed Served	Ineligible Disengaged	Carried Forward
<b>PROGRAMS</b>						
IM&M+	14	69	69	48	3	32
Upskills	2	8	8	10	0	0
<b>SERVICES</b>						
Prime Assessments	53	27	27	27	0	80
Employment Preparation	344	120	120	105	89	270
Training Courses	0	9	9	9	0	0
Employed	0	43	43	43	0	0
Return to School Preparation	5	5	5	10	0	0
Enrolled - Education	0	5	5	5	0	0
Record Suspensions	159	151	151	87	39	184
Other Supports	0	0	0	122	0	0

### NEXT STEPS PROGRAM & SERVICE OUTCOMES STEPHENVILLE (WEST)

Programs & Services	Carried Over	Referrals	Assessed	Completed Served	Ineligible Disengaged	Carried Forward
<b>PROGRAMS</b>						
Horizons	3	11	7	8	6	0
Upskills	7	12	12	19	0	0
<b>SERVICES</b>						
Employment Preparation	12	22	22	12	0	22
Training Courses	0	17	17	17	0	0
Employed	0	10	10	10	0	0
Institutional Visits	0	29	29	29	0	0
Record Suspensions	7	10	10	5	0	12
Other Supports	2	46	46	48	0	0

### STAFFING & PROFESSIONAL DEVELOPMENT

Practitioners are well-versed and trained in a multitude of career development strategies such as job brokering, resume building, mock interview facilitation, employment program facilitation, conducting employment assessments and many more. Additionally, Stephenville's employment practitioner facilitates multiple training sessions throughout the year in Mental Health First Aid for participants, staff and community partners.

Professional development in the career development field is paramount to providing exceptional service to participants. During the fiscal year, staff have participated in the following training opportunities:

- ABC Life Literacy Training: Upskills
- Aboriginal Cultural Awareness Training
- Applied Suicide Intervention Skills Training
- ARMS Refresher Training
- Career Development Theories Course-CCDF
- Career Development Practitioner Training
- CDP Certification Information Session
- CVITP: Organizing Tax Clinics Workshop
- First Aid Instructor Training
- Gender Based Analysis+ Training
- Harm Reduction Workshop
- IM&M+ Facilitation training
- Mental Health First Aid Training
- Monthly Yakety Yak sessions and Job Broker meetings with Community Employment Collaboration
- Naloxone Refresher Course
- Parole Board of Canada Information Session
- Provincial PRIME Training- IPGS and CCDF
- Respectful Workplace Training
- Standard First Aid Training



Through secured funding from Public Safety Canada for an expansion to JHS-NL's record suspension services the program was able to relocate to a new dedicated employment office located at 702 Water Street. The change in location coincided as an opportunity to re-brand the employment services program to "Next Steps", symbolizing and highlighting how key life skill building, securing gainful employment, educational opportunities and receiving a record suspension is to propelling participants forward in life and society as a whole.

### MERGING OF EAST AND WEST COAST SERVICES

Employment supports are offered to participants in both St. John's and Stephenville for a number of years however, the programs are similar but have always operated separately. Upon transitioning the employment office into Next Steps, JHS-NL unified the programs as one provincial team, to best serve participants coast to coast.

Leanda Morris, who has been an employment practitioner with JHS-NL for 14 years on the west coast, officially joined the Next Steps team in September 2022. She has been instrumental in assisting the team with a provincial scope of service through her work with Horizons, Mental Health First Aid Training and IM&M+, while promoting record suspension support and Net-Work.

**NET-WORK PROGRAM**

In late 2022, Immigration, Population Growth and Skills (IPGS) requested a proposals surrounding creation and facilitation of a new employment program for adults. The program addresses the lack of available programming for social assistance recipients living outside of St. John's. The proposal was approved in late March 2023 and is slated to begin its first of four groups in May 2023. The team is thrilled at the opportunity to offer original and innovative programming, while also reaching new participants all across NL.



**HMP INMATE SUPPORT FAIR**



*Inmate Support Fair*

In March, LRP Manager, Melissa Noseworthy, Next Steps Manager, Adam Power, Community Liaison, Elayne Greely and Manager of Programs HMP, Heather Yetman, hosted a community support fair at HMP. There were 26 community organizations that attended and offered supports in counselling, housing, programming, income support, employment, education and much more.

**EMPLOYMENT SERVICES TEAM DEDICATION**

Leanda Morris continues to expertly facilitate both IM&M+ and Horizons in Stephenville. Her experience and insight are invaluable to the team. Caitlin Penton and Laura Strong, provide guidance and exceptional service to participants and it has been a pleasure to have them as long-term members of the team. Cody Joy and Kenny Ilyas joined JHS-NL as part of record suspension support expansion in late 2022 and their impact on participants and morale in such short time is undeniable. Next Steps welcomed two students to our team this year: Trevor Blackler and Sasan Heidarzadeh. We thank you greatly for your contributions throughout the year and are honored to be a part of your educational journeys. My sincerest gratitude goes to Taylor Cassell, Caitlin Dillon and Christiane Murdey, who provided supplemental support with IM&M+ and record suspensions support throughout the year. We greatly appreciate the support and wisdom you provided as the team was growing throughout the year. I feel incredibly grateful to have worked closely with all the Next Steps staff and thank you all for your dedication, optimism and commitment to exceptional service throughout the year. On behalf of the Next Steps Program and its participants, I thank you greatly.

**ACKNOWLEDGEMENT**

Next Steps wishes Heather Yetman, HMP Manager of Programs all the best in her retirement and thanks her for all the support she has provided staff, inmates and participants over the years. Thank you to the following community partners/collaborators for their collaborative efforts and support, which greatly improve the quality of the service we are able to provide to our participants: The Department of Justice and Public Safety; Immigration Population Growth and Skills; The Parole Board of Canada; Canadian Career Development Foundation; ABC Life Literacy; Choices for Youth; First Light NL; Stella's Circle; Waypoints Inc.; Thrive; Single Parents Association of NL; Community Centre Alliance; The Association for New Canadians; End Homelessness St. John's; Home Again Furniture Bank; Women in Resource Development Corporation; Community Employment Collaboration; Quadrangle NL and The Canadian Mental Health Association.

**ADAM POWER, MANAGER, NEXT STEPS - EMPLOYMENT SERVICES PROGRAM**

## SUPPORT & IN-REACH





## HMP LIBRARY PROGRAM

2022-23 was another very challenging year for the library at Her Majesty's Penitentiary (HMP). Library visits were significantly curtailed as volunteers were granted access to open the library on five occasions. As volunteers were available each week to open the library access was limited through the combination of Covid-19 measures and on-going staffing issues within the penitentiary.

Due to the limited access to the library, inmates have reached out expressing their dismay over not having access to reading material and the overall effect on them. This being said, collaborative efforts has been ongoing between correctional staff and JHS-NL to devise an alternate plan to ensure regular access to reading material. It was mutually agreed, until staffing issues are resolved, volunteers will prepare reading material and correctional officers will deliver them weekly.

The library, which is operated by volunteers, receive a wide variety of books and magazine for inmates at HMP. Thank you to the following companies and individuals for their generous donations: The Downhome, Buy and Sell, Friends of the Library, Sister Helen Martinez, and Levina Neil.

Special thanks to our volunteers Shannon Lawlor, Keisha Kelly and Jayden Byrne who continue to be available despite the challenges. We are hopeful things will turn around in 2023-24 and we can once again provide an essential library service to HMP.

**FLORENCE BARRON**, VOLUNTEER COORDINATOR



## 1-2-1 PRISON VISITATION PROGRAM

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

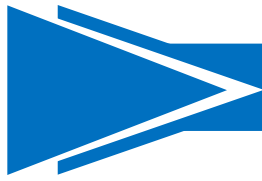
1-2-1 is planned to be held on a weekly basis, each Thursday evening, at Her Majesty's Penitentiary (HMP). A small group of volunteers meet outside the gates at 6:30, where we are processed and escorted through the facility, towards the multipurpose room. A group of inmate participants will then be brought to meet us, and each volunteer will sit down and have a conversation with the participant they have been matched with that given week. Once the session has finished, 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.

In 2022, the global COVID-19 pandemic gradually began to dissipate, and we were able to resume more normal operations for 1-2-1 with less pandemic-related restrictions. Our participants continue to enjoy contact with our volunteers and we continue to add new board games to our collection for the participants. We have a variety of inclusive games available including some that do not require literacy skills. Unfortunately, institutional challenges (low staffing levels) at HMP this year have impacted programming and we have not been able to hold 1-2-1 as consistently as we have in the past.

In 2022 we also said good-bye to two of our longtime volunteers; Victoria Featherstone and Allan Croke. We are appreciative of their commitment to the program and wish them all the best in their new respective employment and educational endeavours. The 1-2-1 program is entirely volunteer based and would not be possible without the dedication of our volunteers.

We would like to thank the dedicated staff of JHS-NL, 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. We look forward to another year with our participants and volunteers.

**DIANNA BROOKS, VOLUNTEER COORDINATOR**



# ANNUAL GENERAL MEETING MINUTES

Annual General Meeting  
September 29, 2022  
Capital Hotel, Salon A  
St. John's, NL

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On Thursday, September 29, 2022, Leslie MacLeod, President for the Board of Directors of the John Howard Society of Newfoundland and Labrador, welcomed approximately 45 people in attendance to the hybrid Annual General Meeting.

## **Previous Meeting Minutes**

The Minutes of the AGM of 2021 were noted and access to the full document is in the Annual Report on the website.

## **President's Report – Leslie MacLeod**

The President tabled her report for 2021-22 and made the following remarks: The challenges and accomplishments faced by the Society in providing programs, services and supportive housing during the pandemic; the strength of the organization and how it has grown in continuing to support and assist participants; highlighted the organization's milestones in the Year in Review Report and referenced the detailed Annual Report available on the Society's website. She thanked and extended congratulations to staff, management and volunteers for their hard work, commitment and success throughout the year.

Ms. MacLeod announced her resignation as President and her experience on the Board of Directors. She thanked the Board for their hard work and dedication and the Executive Director for her immense leadership. She further thanked the Society's government and community partnerships for their belief and support in assisting the Society with all its accomplishments.

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

The Executive Director tabled her report for 2021-22 with the following comments: During the past year, the Society was able to maintain all existing programs and services and worked to expand in the areas of employment and education, and intimate partner violence. Work continued to expand services into the Labrador region as well as the central part of the province, Overall, it was a very productive year and with many challenges facing corrections; we look forward to the year ahead.

Ms. Murphy personally thanked Leslie MacLeod for her support and leadership and the Board of Directors for their guidance. She further thanked the Board, staff, management and volunteers for their hard work and commitment to the Society.

## **Treasurer's Report**

Ben Lewis, Treasurer of the Board of Directors, presented a brief summary of the audited Financial Statements, highlighting and explaining some of the variances from the previous year. Revenues and expenses have increased over the past year due to an increase in bed days, and staff returning to offices. We have more than enough cash on hand to cover our liabilities.



Harris Ryan identified no problems with the audit, and we have adequate controls in place. Mr. Lewis thanked Joanne Symonds, Director of Finance, for her skills and professionalism.

**Resolutions:**

**Appointment of Auditors 2021-22**

The Executive Director advised after a call for proposals, Harris Ryan was appointed as the auditing firm for the John Howard Society of Newfoundland and Labrador for 2022-23

**Nominating Committee**

Leslie MacLeod, on behalf of Debbie Sue Martin, presented the Nominating Committee Report for 2022. Those who were nominated and agreed to serve for a three-year term were Joan Atkinson, Anne Morris, Debbie Sue Martin, Joan Dawson and Dan Goodyear.

Ms. MacLeod advised of one board vacancy remaining.

**Motion to adjourn: Leslie MacLeod**

**Recorder: Tracy Oakley**

# FINANCIAL REPORT

## Summary of 2023 Audited Financial Statements

### Condensed Statement of Financial Position

March 31, 2023	2023	2022
<b>Assets</b>		
Current assets	2,725,216	2,410,290
Investments	23,411	23,179
Capital assets	2,755,708	2,882,203
	<b>5,504,335</b>	<b>5,315,672</b>
<b>Liabilities</b>		
Current liabilities	1,113,969	1,035,002
Long term debt	1,050,000	1,110,000
Deferred capital contribution	42,236	42,236
	<b>2,206,205</b>	<b>2,187,238</b>
<b>Net Assets</b>		
Donated surplus	435,000	435,000
Net investment in capital assets	1,705,708	1,772,203
Restricted	504,111	503,879
Unrestricted	653,311	417,352
	<b>3,298,130</b>	<b>3,128,434</b>
	<b>5,504,335</b>	<b>5,315,672</b>

### Condensed Statement of Operations

Year ended March 31, 2023	2023	2022
Revenue	4,967,157	4,665,020
Expenses	4,857,693	4,597,769
Excess (deficiency) of revenues over expenses from operations	109,464	67,251
Other Income	60,000	60,862
Excess revenue over expenses	<b>169,464</b>	<b>128,113</b>

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

## APPENDIX A - JOHN HOWARD SOCIETY OF NEWFOUNDLAND AND LABRADOR

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### OUR MISSION:

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

### OUR 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.

### LEADERSHIP TEAM

#### EXECUTIVE COMMITTEE

Joan Dawson, President  
Donna Luther, Vice President  
Leslie Macleod, Past President  
Ben Lewis, Treasurer  
Dan Goodyear, Secretary

#### DIRECTORS

Joan Atkinson  
Catherine Gogan  
Jackie Compton-Hobbs  
Kimberly Legge  
Debbie Sue Martin  
Anne Morris  
Jason Power  
Michelle Short  
Dick Spellacy

#### NOMINATION COMMITTEE

Leslie Macleod  
Joan Dawson  
Debbie Sue Martin  
Anne Morris  
Michelle Short  
Cindy Murphy (Ex-Officio)

#### SENIOR MANAGEMENT TEAM

Cindy Murphy, Executive Director  
Joanne Symonds, Director Of Finance

#### MANAGEMENT TEAM - PROGRAMS

Melissa Noseworthy, Manager Learning Resources Program, St. John's  
Daphne O'Keeffe, Manager Community Based Intervention Programs, Stephenville  
Adam Power, Manager Next Steps: Employment Services, St. John's

#### MANAGEMENT TEAM - RESIDENTIAL

Val Flynn, Manager Of Adult Residential Services, Howard House, Garrison Place & Community Housing, St. John's  
Shelley Garnier, Residential Manager West Bridge House, Stephenville  
Lucretia Brown, Coordinator Home For Youth, St. John's  
David Penney, Coordinator Loretta Bartlett Home For Youth, Corner Brook

## APPENDIX B- INTERVENTION, PROGRAM AND SERVICE DESCRIPTIONS

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### INTERVENTIONS DELIVERED BY LRP, ST. JOHN'S & CBIP, STEPHENVILLE

#### **Seeking Safety**

Seeking Safety is 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. Participants give very positive feedback regarding how extensively this program helps them to move forward in their lives.

#### **Safety and Repair**

The Safety and Repair program is a gender-based violence program that addresses the needs of individuals and groups who have used abusive behaviors in their current intimate-partner relationship. Safety and Repair draws on Restorative Justice and Narrative Therapy approaches. The program is divided into two phases, safety and stabilization and individual repair. This process is completed using both individual and group sessions. Participants are guided to establish values and safety and understand abuse and repair. Further, participants are lead through conversations around personal abuse, repairing the self and ending violence.

#### **Journey to Transformation – Anger Solutions**

The program is offered to participants who have difficulty responding to intense emotions related to anger. The program utilizes multiple therapeutic modalities including but not limited to Rational Emotive Behavioral Therapy, Reality Therapy, Cognitive Behavioral Therapy, and Dialectical Behavioral Therapy to support participants with emotional awareness, skill acquisition and application for effectively expressing intense emotions. Over a period of 10 sessions, participants are guided through a trauma informed lens to understand their own emotional responses and are provided opportunities to acquire new skills and put them into practice. Offered in Community as well as HMP.

#### **Criminal Behavioral Awareness (CBA)**

The 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.

#### **Pathways to Acceptance and Recovery (PAR)**

The PAR program is designed for participants who present a risk to reoffend sexually. The program is divided using a good lives model to guide the participants in the adoption of healthy and prosocial lifestyles. The aim of this program is to use a trauma informed lens to reduce recidivism by building awareness around personal relationships, thoughts, emotions, and behaviors.

#### **Dads**

Dads is a 10-session program offered once a week for 10 weeks in a group setting. Dads focuses on helping fathers understand the realistic expectations for their children's different developmental stages and helps navigate discipline and parenting approaches for children who have experienced trauma.

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 (IDA)**

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

### **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 two team members trained in conducting assessments.

### **Mental Health and Addictions Counselling**

Referrals are received internally through the Employment Services Program and LRP. This program assists participants with anxiety, depressions, grief, trauma, and addictions. The program gives participants added support in healing and is critical in helping build resilience, develop skills in emotional regulation and impulse control and reduce recidivism

### **Adult Diversion Program**

The Adult Diversion 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.

### **ICPM**

The Employment Services Program operates an 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.

## **PROGRAMS, SERVICES & SUPPORTS PROVIDED BY EMPLOYMENT SERVICES PROGRAM, ST. JOHN'S**

### **In Motion & Momentum+**

In Motion & Momentum+ (IM&M+) is an innovative action-oriented program that supports individuals at a pre-pre-employability stage of their careers. IM&M+ is a strengths-based program that provides experiences and opportunities for those who may have experienced repeated setbacks with traditional learning and/or work. IM&M+ moves participants from feeling stuck to moving forward.

### **Up Skills**

Up Skills assists participants in the development of pre-employment skills and readiness. This program is completed in three group sessions at a duration of 3-4 hours. 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. 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.

### **Record Suspensions**

The John Howard Society will assist individuals in applying for a Record Suspension (formerly pardon) through the Parole Board of Canada.

A record suspension allows people who were convicted of a criminal offence but have completed their sentence and demonstrated that they are law-abiding citizens for a prescribed number of years, to have their criminal record kept separate and apart from other criminal records.

### **Tax Clinic**

Canada Revenue Agency has a volunteer that is committed to providing individual tax clinics to JHS-NL participants. The employment 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.

### **Community Collaboration Workshops**

Employment Practitioners has liaised with community organizations to offer educational presentations to the community on topics such as record suspensions and employment readiness. ESP has provided these presentations at the Salvation Army Centre of Hope, Community Centre Alliance and The Murphy Centre.

### **A Step Ahead**

In September of 2019, JHS-NL NL received a donation from Canopy Growth Corporation. The program allows ESP's employment practitioners to access training for participants who need to re-certify 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.

### **Horizons**

The program provides a four week orientation training takes place to help prepare participants for their employment placements. This program provides valuable assistance towards the rehabilitation of persons involved with the criminal justice system and contribute to the likelihood of a positive transition back into the workforce.

## **PROGRAMS, SERVICES & SUPPORTS PROVIDED BY THE HOME FOR YOUTH**

### **Weekly Case Management Meeting**

These meetings are an opportunity for the youth to identify areas of strengths, goals, 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.

### **The Point System For Resident Evaluation (PSRE)**

PSRE is an incentive-based, self-behavioral modification program in which the youth earn points during the day based on several 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 considers life skills training such as personal hygiene, household maintenance, chores, cooking, and general skills required in day-to-day living. This program helps youth to learn they are responsible for their own success.

### **Weekly Group Discussions**

Discussions focus on current issues such as bullying, addictions, communication skills, anger management, healthy relationships, STI's, health, sexual orientation, and racism.

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.

### **Feel Well Program**

The objective of this ***strengths-based*** motivational wellness program is to promote a balanced approach to healthy living with focus in **3** specific areas:

#### **Fitness/Exercise**

This would include any sort of activity that would promote overall ***physical*** health. This may include (but not be limited to): playing a sport, walking, running, hiking, biking, strength training, swimming, bowling, etc. The goal here is to engage in any exercise that increases heart rate and provides benefit to the physical self. Activities can be completed both in-house and in the community.

#### **Education**

This would include any sort of ***learning*** activity that would provide increased knowledge and understanding on a very broad range of topics. This activity would be optionally completed and take place outside of any required/mandatory educational learning programs that a resident is expected to complete (school, "Group", counselling, etc.)

#### **Lifestyle**

This would include any sort of ***experiential*** activity that promotes overall positive mental health and can be classified as personal "self-care" – "the practice of taking an active role in protecting one's own well-being and happiness, in particular during times of stress". Essentially, the focus here should be on doing an activity that makes you happy and/or reduces anxiety. Examples may include (but not be limited to): reading, writing, drawing, coloring, playing an instrument, cooking, working out, playing a sport, completing an outdoor activity, etc.

## APPENDIX C – 2022-23 STAFF AND VOLUNTEER

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### HEAD OFFICE

CINDY MURPHY, EXECUTIVE DIRECTOR  
JOANNE SYMONDS, DIRECTOR OF FINANCE  
TRACY OAKLEY, ADMINISTRATIVE COORDINATOR

### STEPHENVILLE OFFICE

DONNA JENKINS, WEST COAST ACCOUNTING  
ADMINISTRATOR

### LEARNING RESOURCE PROGRAM

MELISSA NOSEWORTHY, MANAGER OF PROGRAM  
JILL WHITE, ADMINISTRATIVE ASSISTANT

#### PROGRAM SERVICE COORDINATORS

ALEX ASAMOAH & JESSICA SLADE

#### PROGRAM FACILITATORS

TAYLOR CASSELL, CAITLIN DILLON, ANNA LAMSWOOD,  
ROBYN MACDONALD, CHRISTIANE MURDEY,  
CHRISTY SPRACKLIN & TEADY O’ROURKE

#### STUDENTS

MELISSA MORALES (MUN, BSW) & STEPHEN DUBUC (YORKVILLE, MC)

#### RESIGNED

AMANDA ANTLE, TYLER GALLANT & HANNAH SPARKES

### JUSTICE PROGRAM

MELISSA NOSEWORTHY, PROGRAM MANAGER  
KRISTI LAVALLEE, INTENSIVE CASE MANAGER

### COMMUNITY BASED INTERVENTION PROGRAM

DAPHNE O’KEEFE, MANAGER OF PROGRAMS

#### PROGRAM FACILITATORS

CRYSTAL FORMANGER, ROBYN HINKS & CORRINE SLADE

### NEXT STEPS - EMPLOYMENT SERVICES

ADAM POWER, MANAGER OF EMPLOYMENT SERVICES  
JILL WHITE, ADMINISTRATIVE ASSISTANT

#### EMPLOYMENT PRACTITIONERS

KENNY ILYAS, CODY JOY, LEANDA MORRIS,  
CAITLIN PENTON & LAURA STRONG

#### MBA-SEE STUDENTS

TREVOR BLACKLER & SASAN HEIDARZADEH

#### RESIGNED

TAYLOR CASSELL



## **HOWARD HOUSE**

VAL FLYNN, MANAGER OF ADULT RESIDENTIAL SERVICES  
YVONNE MCDERMOTT, SENIOR RESIDENTIAL COUNSELLOR  
KARINA MARSDEN, ADMINISTRATIVE ASSISTANT

### RESIGNED

HOLLY WHITE, ADMINISTRATIVE ASSISTANT

### RESIDENTIAL STAFF

NAT HUTCHINGS & JULIA SNOOK

### OVERNIGHT RESIDENTIAL STAFF:

DANIEL AGBESSE & STACEY POWELL

### RELIEF STAFF

HARSHA AJITH, COURTNEY BEST, BRANDON HINTON, RHONDA LAYMAN, ISOBEL MCMAHON, RACHEAL PIKE, KAYLA STRATTON, ALEX SULLIVAN & NICK TUCKER

### RESIGNED RELIEF

HEATHER ALEXANDER, NATASHA BOLAND, HILLARY DAGG, CHANTAL HOWARD, ROBERT HOGAN, JOHN PURCHASE, LACEY ROBERTS & JODI SHANNAHAN

### VOLUNTEERS

JAYDEN BYRNE, COLBY DOUGLAS, FAITH CAUL, JASON PEARCE-EVANS, ERIKA HISCOCK & ISOBEL MCMAHON

### RESIGNED

RYAN SLANEY

## **GARRISON PLACE**

LEAH WALSH, HOUSING SUPPORT WORKER

## **COMMUNITY HOUSING**

JESSICA KELLY, HOUSING FOCUSED CASE MANAGER  
BETHANY GOSSE, HOUSING SUPPORT WORKER

## **WEST BRIDGE HOUSE**

SHELLY GARNIER, RESIDENTIAL MANAGER  
CHANTAL DRAKE, SENIOR RESIDENTIAL COUNSELLOR

### RESIDENTIAL STAFF

BLAKE HYNES, SHERRY HUMBER & LORNA BUNGAY

### RELIEF STAFF:

MELANIE BUTLER, RHONDA CRITCHLEY, TJ KEARLEY, KEVIN STANLEY & ALEXANDRA LAGATDU

### RESIGNED:

ROBYN HINKS & TIFFANY BENNETT

## **HOME FOR YOUTH**

LUCRETIA BROWN, COORDINATOR

### COUNSELLORS:

BONNIE MOGRIDGE, SCOTT CONWAY, SEAN FOLLOW, DAN LIDSTONE

### OVERNIGHT STAFF SUPERVISORS:

MIKE BARROW, GREG DODGE & CHRIS KEATS

### RELIEF STAFF:

NICOLE AYLWARD, KELLY BENNETT, BRIANNA BUTT, NICOLE BUTT, LYNDSEY COLLINS, DARLENE DICKENSON, LAURA GIBBONS, GRAHAM LUCAS, KAREN PENNELL & DAVID VINCENT

### RESIGNED:

NICOLE BUTT

## **LORETTA BARTLETT HOME FOR YOUTH**

DAVID PENNEY, COORDINATOR

### COUNSELLORS:

DANICA POWER, SHELDON O'NEIL, JANICE MAXWELL, PAULETTE BURRIDGE, BILL SHORT, JANICE KERRIVAN & AMANDA POWER

### RELIEF STAFF:

CHRISTINA HEPDITCH, SONYA HOUSE, JUDY SNELGROVE, KATHLEEN SLAUNWHITE & MOYA ROBERTS

### RESIGNED:

ZACK WHEELER

## **IN-REACH VOLUNTEERS:**

### HMP LIBRARY

FLORANCE BARRON, VOLUNTEER COORDINATOR  
SHANNON LAWLOR, KEISHA KELLY & JAYDEN BYRNE

### 1-2-1 VISITATION PROGRAM

DIANNA BROOKS, VOLUNTEER COORDINATOR  
MELISSA HOSKINS, BOYD KELLY, NICOLE POWER, & RILEY STOYLES

## Provincial Office Locations

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