

Annual General Meeting 2024

Tuesday, June 25, 2024



Land Acknowledgment

We acknowledge the traditional, ancestral, unceded territory of the Musqueam, Tseil-Waututh, Squamish, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Oayqayt, Sto:lo and Tsawwassen First Nations on which we are learning, working and living today. We take this opportunity to commit ourselves to the work of realizing the recommendations set out by the Truth and Reconciliation Commission (TRC) that highlight the struggle that Indigenous peoples have faced and continue to face against systems of oppression that have dispossessed Indigenous people of their lands and denied them their rights to self-determination.



Message from the Board President

On behalf of the Board and myself, I am once again delighted to congratulate Renata and all staff for an incredibly successful year. We continue to grow, to take on new homes and most importantly to carry out the essential work of supporting our clients. Our extraordinary fiscal growth has been over 70% in the past year, which has translated into increasing infrastructure needs and new staff recruitment. As a resilient agency, we have met these challenges while continuing to serve our clients with grace, compassion and excellent care in often very challenging circumstances.

Last year we began the journey forward to rebrand STLEO. With much input from all of you and the Board, we have accomplished much and are getting much closer to launching the new refreshed brand. The recent CARF accreditation process was very successful and many kudos go to the leadership group and every single staff member for representing our programs wonderfully. The accreditors had much praise and many strengths to offer regarding the work that each of you

contribute every day.

As a Board, we continue to be in conversation about current issues affecting our clients, our programs, the agency and the broader communities that we serve. We are extremely proud of the strong leadership shown by Renata, the leadership team and every single staff member. We look forward to continuing success in the coming year.

Marion Clauson, *Board President*



Message from the Executive Director

At some point in our life, grief comes to us, shows up uninvited and reminds us that we are capable of deep connections, love even, sufficient to collapse our sorrowed heart. More than exclusively human, grief is pan-species. Witness, for example, a dog who will not leave the side of her suffering human. Indigenous peoples tell us that the trees weep—a reminder that all living things are interconnected.

To walk with the people that we are entrusted to serve requires a sturdy step. After all, we are holding stories like stones in our pockets. There are days when these rocks are too heavy to carry, but carry them we do. Days when the grieving is too much and we worry our hearts may grow cold.

Then there are days when we marvel at the beauty of each stone. When, in spite of how heavy we feel, we see the cracks that catch the light.

If there are days when you wonder if you make a difference in the lives of others, remember the stones. Remember the many pathways that you walked and cut the brush for others to walk. Remember that together our stories build community and hold each other up.

On behalf of the board and myself thank you for another year made up from good practice, deep talks, commitment, and care.

Renata Aebi, Executive Director

“I have been very pleased with the quality of care provided. Staff are kind, professional, skilled in working with youth, and have addressed and managed crises and challenges effectively. We are very grateful for their care and support for our son with complex needs. Staff have been extremely responsive, caring, and collaborative. The cultural aspect is less relevant to our situation, but staff have addressed mental health and substance use in a kind and non-stigmatizing manner. Communication, response time, and updates have been excellent. Reports have been detailed and timely.”

- Parent of SHSS Youth

Our Programs and Departments: Child, Youth, and Family Services



Alison Grauer, Director of Child, Youth and Family Services

Alison Grauer has been working at STLEO's for over 25 years, starting with Esau House and currently privileged to be the Director of In-Community Programs: SMILE, Outlook Community Youth Services, Counselling and Family Development. She received her BA in Psychology at SFU back in the 1980's and launched into youth care with a summer job at a wilderness camp.

Having been through many periods of change within social service work, her belief that relationship is key and community connections are vital has not wavered. Completing Leadership 2020 was a highlight in her ongoing learning. Outside of work, she is happiest walking her dog, being on the ocean, traveling and reading.

Youth, Child & Family Development

In this service, we connect with families experiencing conflict and stress. Youth and Family workers provide short-term outreach services to children, youth and their families which:

- identifies strengths;
- offers strategies to improve parenting skills;
- facilitates connections to the community at large to foster long term connectedness and awareness of community based resources;
- links parents to other parenting programs, and specialized training;
- develops conflict resolution and crisis management strategies;
- increases the possibility of maintaining families together in their homes;
- engages street involved youth to return home.

Independent Living (Transitions): Youth Workers provide support for older adolescent youth in care of MCFD who are preparing to live independently. These youth may still reside in foster homes or group homes or be in semi-independent or independent living situations.

Youth Agreements (YAGS): Youth Workers support older high-risk youth who are currently not living at home to find stable housing and adhere to the terms of their youth agreement as required by their MCFD Social Worker. The Youth Worker supports the youth in becoming successful and independent in all areas of life.

For youth involved in either service stream, our Youth Workers:

- help prepare youth for independence by providing information and connection to resources;
- role model and teach independent living skills;
- respond to crises;
- promote pro-social activities;
- assist youth in exploring and accessing community resources;
- assist youth in developing support within the community or with family members;
- make referrals to community organizations.

Counselling: Child and Youth Access and Family Development counselling, referred by MCFD and CYMH.

Short term sessions for families, and individuals experiencing emotional, family, relationship and trauma stress. We provide individualized care by masters level practitioners, on-site and virtual.

Supervised Access: Provides safe space and supervision of visits for families with children in care of MCFD.

SMILE: Support to young parents under 26 in Burnaby/ New West—a variety of support provided through educational parenting groups, prenatal classes, self-care and community meals and connections. A warm and friendly on-site location for young parents to connect and be with others.

Our Programs and Departments: Child, Youth, and Family Services

Intensive Support and Supervision Program (ISSP):

A BC Provincial judge gives an ISSP order on a youth's probation order. ISSP Workers provide support to youth, focusing on decreasing their criminal behaviour in the community and increasing their pro-social behaviour.

The ISSP Workers role model positive community living, coach independent living skills, and encourage positive and healthy interactions in the community. The ISSP Worker also works with the family to provide support as needed, including mediation, conflict resolution, crisis intervention, and education.

Bail Curfew Checks:

Bail curfew checks consist of youth workers alternately calling and visiting youth at their homes to ensure they abide by the curfew stipulated by the courts on their bail order.

Community Work Service:

Community work service provides youth on probation or alternate measures with placements to carry out their community work service hours. Youth workers coordinate opportunities to match youth with non-profit work service projects that interest the youth and are beneficial to the community. Youth workers are responsible for monitoring and reporting the status of community service hours completed to probation officers.

North Fraser Youth Outreach Services (NFYOS):

The vision for this collaborative program is for youth faced with significant challenges to move toward a safer and healthier lifestyle and be more connected to their community and natural supports. The NFYOS program is designed to meet the needs of high-risk youth across the North Fraser SDA. It is a collaborative effort between PLEA, Purpose Society and St. Leonard's to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities.

Safe care Supports: Outreach to sexually exploited youth (SEY)

In this component, a youth worker connects on an outreach basis with high-risk youth and provides community-based interventions in partnership with other community agencies to address youth's individual needs (drug and alcohol treatment, counselling, education/vocational programs). The program participates in community awareness and education events as well.

OUTLOOK Learning Pathways Day Program:

In partnership with the Burnaby School District and MCFD, we provide the Outlook Day Program for high-risk youth between 13 and 18 years who have struggled in mainstream or alternative school programs due to social, behavioural and cognitive difficulties. The Burnaby School District provides a teacher and EA, and St. Leonard's provides the other support staff: a youth worker to support each youth's education and recreation activities and a Coordinator to provide case management, planning and support. Outlook provides all youth a breakfast/lunch program and bus passes to those requiring them. Outlook will serve up to 18 youth at once and has a continuous intake system. Participants at Outlook stay for an average duration of 9 months with the possibility of an extension as per individual needs.

Our Programs and Departments: Child, Youth, and Family Services

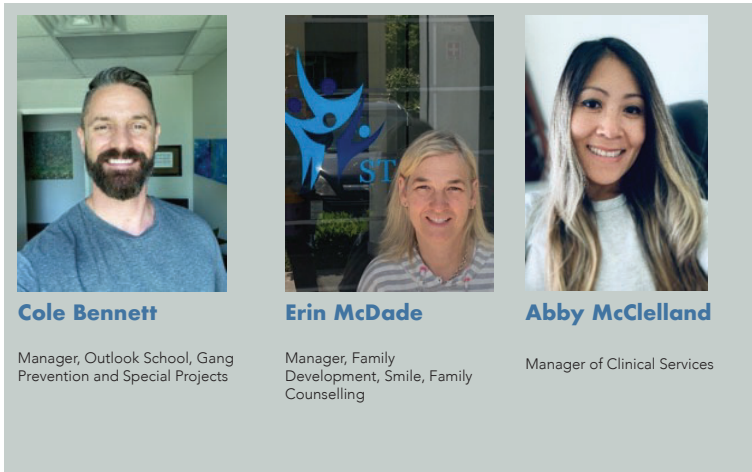
Grants from Vancouver Foundation, Civil Forfeiture, and a private donor, City of Burnaby, and Government of Canada:

Gang Prevention - Community Connectedness & Building Safer Communities:

Youth worker connects with youth at risk for gang involvement and support them in pro-social and athletic endeavours, employment and education.

Arts: We arrange a variety of art modes for youth who wouldn't normally have access. We have a music room and an art room and offer access to art events such as the Van Gogh exhibit, the Art Gallery, plays, and concerts.

Health and Wellness: Opportunities for clients to access personal training, yoga, boxing, and other wellness activities.



We thank our funders for their support and partnership



Our Programs and Departments: Specialized Homes and Support Services (SHSS)



Patrick Rogers, Director of Specialized Homes and Support Services (SHSS)

Patrick Rogers is the SHSS Director with St Leonard's Youth and Family Services. Patrick has spent his entire career with St Leonard's and started working for the agency after graduating from Simon Fraser University with a Bachelor of Arts degree. Thinking this would be a great temporary job to enhance his skills and gain valuable experience, he remains with the agency after more than 34 years.

STLEO'S SHSS

Specialized Homes and Support Services (SHSS) has been on an impressive growth journey in the last few years. Our Trauma-Informed practice reflects a deep understanding of the complex needs of the youth and children we serve. We are now comprised of 16 programs, including Emergency Placements, Long-Term Placements, Specialized Placements, and our most recent pilot project in Maple Ridge, Youth Emergency Shelter (YES).

The involvement of our Burnaby homes in the new MCFD SHSS contracts represents a significant step forward in expanding the reach and impact of specialized support services in the region. By partnering with the Ministry of Children and Family Development (MCFD) to implement these contracts in specific areas, including Burnaby, SHSS is strategically laying the groundwork for eventual province-wide coverage.

This year, St Leonard's had the opportunity to collaborate with MCFD to develop a resource where youth (15 to 18 years old) can self-refer to an Emergency Youth Shelter. The program has three components: the shelter, where youth have a safe place to rest; the outreach team; and the day programming, which works together to provide comprehensive support to vulnerable youth in the Maple Ridge area.

The shelter offers more than just a physical space; it provides a haven where youth can find respite and security and engage in healthy self-care practices. This aspect is crucial, as it ensures that youth have a place to feel supported and protected during times of crisis.

The outreach team plays a vital role in connecting with community youth, identifying their needs, and supporting those who may be homeless or facing other challenges. This proactive approach helps ensure that vulnerable youth receive the assistance they require, even if they may not seek it themselves.

The day programming component adds another layer of support by offering structured activities and resources tailored to the needs of youth in the Maple Ridge area. This helps keep youth engaged and occupied during the day and provides opportunities for skill-building, socialization, and personal growth.

The diversity within our team is a tremendous asset that enriches our practice and service to the youth and children we serve. Our teams' different backgrounds, religions, identities, and cultures give us a more comprehensive understanding of the people we serve and the challenges they may face.

SPECIALIZED HOMES AND SUPPORT SERVICES

Surrey Specialized Long-Term Beds:

Aspen House: 13 - 18 years co-ed 2-bed
 Maple House: 13 - 18 years male 2-bed
 Willow House: 13 - 18 years male 2-bed

Surrey Emergency Care Homes:

Beach House: 13 - 18 years co-ed 2-bed
 Newton House: 13 - 18 years co-ed 2-bed
 Delta House: 13 - 18 years co-ed 2-bed
 Cedar House: 13 - 18 years co-ed 2-bed
 (Contracted by Metis Family Services)

Surrey Short-term Stabilization Homes 13 and under programs:

Lilac House: 13 & under longer-term 1-bed
 Huckleberry House: 13 & under longer-term 1-bed
 Sunflower House: 13 & under emergency care 2-bed

Burnaby Specialized Long-Term Homes:










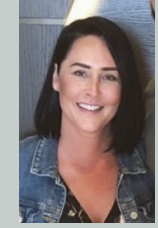




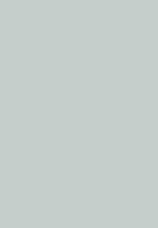



Southside House: 13 - 18 years co-ed 2-bed
 Rowan House: 13 - 18 years male 2-bed
 Esau Jr House: 13 - 18 years 1-bed

Burnaby/Coquitlam Emergency Care Homes:

Esau House: 13 - 18 years co-ed 2-bed
 Juniper House: 13 - 18 years male 2-bed

Maple Ridge Homes:

YES - Youth Emergency Shelter, Outreach, and Day

				
Lorie Antunes Residence Coordinator	Jasjit Billing SHSS Manager	Christina Cabrera SR Manager, SHSS	Sarah Duncan Residence Coordinator	Fatima Gulamhusein Case Manager, SHSS
				
Paleen Her Residence Coordinator	Michele Leong Residence Coordinator	Lesley Lloyd SHSS Manager	Heather Mallard SHSS Manager	Jennifer Morden SHSS Manager
				
Tanner Nickel Residence Coordinator	Tamikah Otanga Residence Coordinator	Jenna Rahn Residence Coordinator	Nikki Salindong Residence Coordinator	Sandeep Sall Residence Coordinator
				
Hailey Tyers SR Coordinator	Kristin Weidema Residence Coordinator	Madison Whiting Residence Coordinator		

Our Programs and Departments: Administration



Diane Robitaille, Executive Assistant Over the 32 years that Diane has worked at STLEO, her roles have expanded and changed and include her recent promotion to the position of Director. Diane's career path in administration started at the age of eighteen in the Woodward's Department Store, accounts payable department. Diane has also worked in business and at Revenue Canada

before realizing her passion for the non-profit sector. Other than work accomplishments and team connections, Diane states that she happiest as a Mother and Grandmother.



Jennifer Hanrahan, Director of Operations and Practice Standards

Jennifer studied Women's Studies and Sociology at Memorial University of Newfoundland. She came to BC in 2003 to study Social Work at The University of British Columbia, earning a BSW. After a number of positions in the non-profit sector, Jennifer joined STLEO in 2014 as the Director of Operations and Practice Standards. A strong advocate and educator, Jennifer has

presented at conferences on best practice models for staffed residential care and implemented complex care homes for children and youth. Born and raised in Newfoundland, Jennifer now resides in Surrey, BC with her husband and three children.



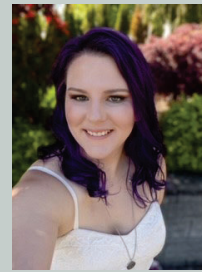
Sijing Xu, Director of Finance

Sijing Xu joined STLEO in March 2020 and currently serves as Director of Finance. Sijing is a Certified Professional Accountant with over 15 years senior experience in financial reporting, cash management, corporate finance, and government funding. Before joining STLEO, she has worked in multi-industry such as mining, real estate, renewable energy, and non-profit organizations.

Sijing earned a Bachelor of Accounting at British Columbia Institute of Technology and Bachelor of Education from PRC. Outside of working, Sijing enjoys travelling with family, walking & jogging, Yoga & music.



Tom Wangari
Manager of Admin



Devon Chubey
Health and Safety Officer



Harleen Sidhu
People and Culture Manager

Staff Recognition | 2023

AI Cote Award

The AI Cote Award is presented annually to an employee who best exemplifies the qualities that AI Cote has shared with our society. A founding member of the Society, AI was kind, compassionate and ethical. He contributed his time over two decades, serving as a volunteer member and holding the positions of Chair and Director on the Board.

Last year's recipient of the AI Cote Award was **Regina Banales-Lopez**.

We all have a story

Judgement Free Zone

A youth was referred to our SHSS services due to significant challenges in mental health, high-risk substance use, and conflict within the family home. This youth initially denied using any substances. Staff observed the youth spending hours in silence, staring into walls or talking to himself. They observed neglect of basic personal hygiene and lacking hope for the future.

The staff's commitment to this youth proved to be pivotal. The staff recognized the essential need to guide this youth with patience and persistence from a trauma-informed perspective and harm-reduction model. They provided consistent support and empathy, aiming to make the home safe and judgement-free. Due to the youth's drug use, the youth sustained significant injuries and experienced multiple overdoses. Staff continued to come on shift ready to administer lifesaving first aid and advocate with community professionals to help keep this youth safe. Through incentives and encouragement, staff were able to help this youth take responsibility for self-care, gradually instilling essential life skills and building trust by modelling healthy relationships and holding boundaries.

Staff started bringing their pets to work because this youth expressed and showed an affection for dogs. Strategies were implemented to promote engagement, and activities like walking, driving in the car, swimming, and dining out were introduced alongside empathetic conversations. These provided alternative outlets for the youth's emotions and fostered a sense of achievement and enjoyment. This youth has remained in our care, has reduced their drug use, and is preparing to transition to adulthood.

This youth has now been able to reconnect with their family, rebuilding bonds that are vital for their recovery journey. Improved communication with staff and family signalled significant progress, with the youth now aspiring to secure employment and pursue an education.

Connecting to culture

A young person we work with wanted to reconnect with their Indigenous heritage and requested to go to their Band's summer PowWow in Saskatchewan. Our youth worker advocated for the youth to attend, and with MCFD support, the trip was arranged. The client and their STLEO youth worker could fly out, drive a considerable distance to their traditional territory, and partake in the full PowWow over three days. They were super glad to connect with family and culture and very grateful that we could arrange the trip and accompany them to such an important event.



Data on Service Delivery

Clients served this fiscal year:	442 Individuals and Families
Hours of Service Provided – non-residential:	21,070
Days of service – Specialized Homes:	9,490

Clients by Program:

SHSS: Total Clients: 84

- Surrey Long-term Homes: Aspen, Aspen Jr, Maple & Willow: 8
- Surrey Emergency Homes: Beach/Delta Newton: 28
- Cedar (Metis Family Services): 9
- Surrey 13 and Under Homes: Lilac, Huckleberry & Sunflower: 9
- Burnaby Long-term Homes: Rowan, Southside, Esau Jr: 8
- Burnaby/Coquitlam Emergency Homes: Esau, Juniper: 22

In-Community Programs: 358

- Child and Youth Access: 72
- Family Development: 64
- SMILE: 40
- Outlook: 182

Demographics:

24% of clients served are Indigenous

33% Caucasian

41 % male | 52% female | 4% transgender | 3% non-binary (they/them)

Top 15 reasons for referral in order of prevalence:

1. Mental Health
2. Emotional Supports
3. Family Conflict
4. Behavioural Concerns
5. Parenting skills & support.
6. Education (7th last year)
7. Aggression/violence
8. Substance Misuse
9. Justice System supports.
10. Domestic Violence
11. Homelessness
12. Sexual Exploitation Concerns
13. Pregnancy Supports/Needs
14. Cultural Conflict
15. Life Skills

Of note:

In 2020, mental health concerns were number 7 in prevalence, and they jumped to number 1 in 2021, likely due to the pandemic, and have remained in the top 2. The top 5 referral reasons remained the same in 2023-24 compared to 2022-23.

Statement of Financial Position 03/31/2024

	Current Year	Previous Year
ASSETS		
Total current assets	\$ 5,589,198	\$ 5,700,423
Investments	2,700,000	1,200,000
Capital assets	3,662,009	3,665,324
TOTAL ASSETS	11,951,207	10,565,747
LIABILITIES AND EQUITY		
Total current liabilities	\$ 2,533,527	\$ 2,320,684
Net assets (equity)	9,417,680	8,245,063
TOTAL LIABILITIES & EQUITY	11,951,207	10,565,747



“STLEO is exceptional in all services they offer. I wish they could provide services in all the communities I serve”

- MCFD Team Lead, Outlook Programs

Statement of Operations Twelve months ending 03/31/2023

	Current Year	Previous Year
REVENUES		
MCFD	\$ 13,227,170	\$ 9,171,604
Donations	18,620	15,724
Interest	174,292	117,786
Grants/Other	146,477	158,270
TOTAL REVENUES	13,566,558	9,463,384
OPERATING EXPENSES		
Programs	\$ 11,327,930	\$ 7,926,512
Administration	1,066,011	795,850
TOTAL EXPENSES	12,393,941	8,722,362
EXCESS OF REV over EXP	\$ 1,172,617	\$ 741,022

Our Board of Directors



Marion Clauson,
President



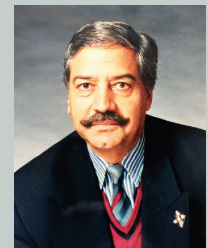
Deborah Hutchings,
Vice-President



Glenn Gardner,
Recording Secretary



Cathy Ebbehoj,
Director



KP Aujlay,
Treasurer

Strategic Plan At-A-Glance 2021 - 2024

**S
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E
O** **Service Excellence
Extraordinary Workplace
Strong Community
Strong and Sustainable Agency
Truth and Reconciliation**

Leadership in Practice

Relational
Collaboration and collective impact
Dialogue continuous learning
Resilient and Creative

Nineteen for 19

Engage 19 companies to walk with youth as they transition from care to the broader community. A community to provide mentorship, friendship and guidance that supports young adults to achieve their employment and personal goals.

Succession we are

Staff engaged in agency leadership
Strong cross agency communications
Continuous Learning
Mentorship

Cultivating kindness is more than being nice.

Everyone in our agency is connected and participating in our mission
Communication honours relationships
Value based leadership

Decolonizing our Practice and Living into Reconciliation

Examining our practice standards
Listening to the experience of others
Educating ourselves
Standing on our shared values
Working together to realize the TRC recommendations

Building our foundation

Business continuity (risk management, emergency preparedness)
Growth strategy
Communication Plan Implemented
Strategic Community partnerships