



# Cameray Community Fund

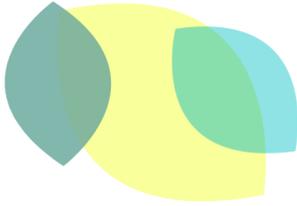
## 2016 Annual Report

#201—5623 Imperial Street  
Burnaby BC V5J 1G1

Stronger Children,  
Stronger Families,  
Stronger Communities

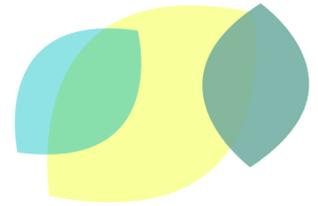
Serving Burnaby and  
New Westminster since 1972





# CAMERAY COMMUNITY FUND

#201 – 5623 Imperial Street Burnaby BC V5J 1G1  
604-436-9449



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## **ABOUT CAMERAY CHILD & FAMILY SERVICES**

The mandate of Cameray Community Fund is to provide free counselling, education, outreach and advocacy services to residents of Burnaby and New Westminster in the pursuit of strengthening families.

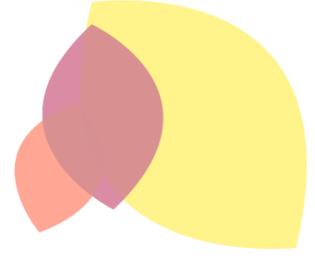
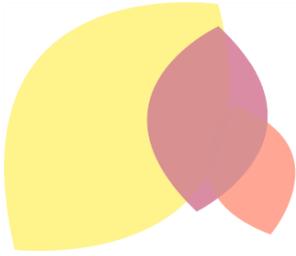
Cameray Child and Family Services has been offering programs free of charge through funding from the Ministry of Children and Family Development and the generous support of numerous donors in our community since 1972.

The core values which guide the agency and its Board / Staff / Management include: Healthy Families, Cooperation and Collaboration, Accessibility, Contribution and Service, Social Justice, Empowerment, Authenticity, Challenging Work, and Hope. Cameray strives to build stronger children, stronger families and stronger communities.



### **Mission Statement**

Cameray Child and Family Services is a community-based agency committed to the strengthening of individuals and families through a spectrum of services including counselling, education, outreach and advocacy.



## REPORT FROM THE CO-PRESIDENTS: 2016

Cameray Child and Family Services had a busy and productive year in 2016!

Cameray has continued with our branding and social media presence this year. After adopting a new logo and redesigning the website and brochures in 2015, Cameray has developed a Social Media Policy and established a social media presence on Facebook and Twitter in 2016. The production of a series of short promotional videos highlighting the agency as a whole, the Counselling Program, and the Parent Support Program is underway.

Community participation is an important aspect of visibility and we were there in numerous community events: Hats Off Day, Preschool Fairs, and United Way's "United for Refugees Welcome Lunch".

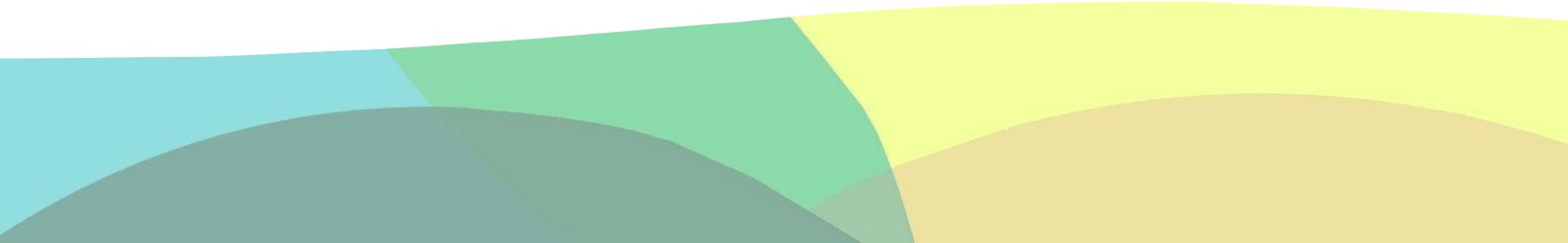
Fundraising continues to be a primary focus of the Board, and our third annual fundraising workshop was a great success. The topic was "Working with Families in Separation and Divorce: Building your Toolbox". We are grateful to our speakers in the legal and therapy communities for their informative and engaging presentations.



This year, Cameray has continued to provide a wide spectrum of services ranging from counselling children, youth and their families, including sexual assault victims, one-on-one and in a group setting, support and accompaniment of child victims during the court process, parenting training to promote the wellbeing of our youngest community members (toddlers and pre-schoolers), supporting our Grade 6-7 students for successful transitioning to high school, and more.

With additional grants this year, Cameray has been able to offer training, group development and facilitation, and 23 additional Community Kitchens. Additional funding received by the Parent Support Program has enabled the provision of evening and outreach parenting groups.

Thanks to a United Way grant, Cameray partnered with the New Westminster School District to provide training to their staff on recognizing trauma in refugee families, and has developed a program for providing outreach counselling to Syrian refugee families who have experienced trauma. Cameray has recruited new staff and volunteers who speak the languages (Arabic, Farsi, and Mandarin) of our diverse client communities.



Our staff have been working harder than ever before to reach our clients and provide effective services while patiently coping with our limited office space and working within it. We are looking forward to getting additional space in the coming year.

We would like to take this opportunity to thank all the funders, donors, and community partners who have helped Cameray to fulfill our mission in 2016. The numerous donations of money we have received, both large and small, have been invaluable in assisting us to achieve our mission. In addition, generous donations of food, toys, and grocery gift cards have enabled us to make life just a little easier for some of our clients in need.



Finally, we would like to acknowledge the Board, management, staff, and volunteers for all their contributions to making Cameray the exceptional agency it is, providing such quality services to children and families in Burnaby and New Westminster. We look forward to another year of successful service provision.

Don Macdonald  
Sarina Kot  
Co-Presidents of the Board



## **MEMBERS OF THE SOCIETY – 2016/2017**

### **OFFICERS**

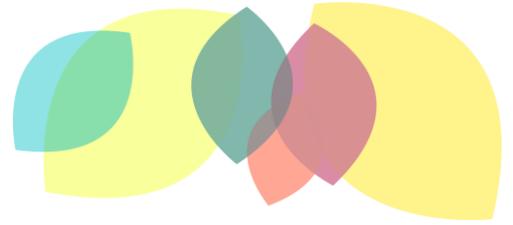
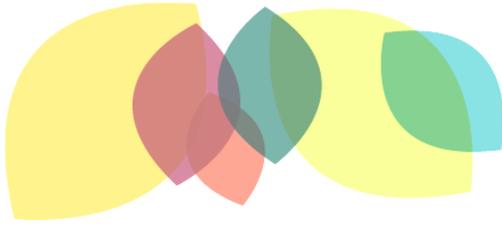
Co-Presidents	Sarina Kot and Don Macdonald
Vice-President	Nancy Maloney
Secretary	Nazarina DiSpirito
Treasurer	Brian Shuster

### **BOARD OF DIRECTORS**

Alexander Chiang	Brian Shuster	Bruce Landon
Don Macdonald	Nancy Maloney	Nazarina DiSpirito
Sarina Kot		

### **OTHER MEMBERS**

Beatrice Fogelberg	Christy Waisman
Janine Sakai	Jessica Kam
JJ Edwards	Kristin Schneck
Mary Bolton	Mena Perrotta
Roxane Veltkamp	Sheldon Klein
Susan Roberts	Tracey Rusnak



## **FUNDERS:**

Ministry of Children and Family Development

Fraser Health

Ministry of Children and Family Development – Children First

United Way – Success By Six

Ministry of Public Safety and Solicitor General

*-Victim Services and Crime Prevention Division*

*-Community Safety and Crime Prevention Branch*

## **DONORS:**

Burnaby Empty Bowls

C.B. Island Fisheries Limited

City of Burnaby Parks Recreational and Cultural Services

Coast Capital Savings

Lisa Hamilton

Mary Bolton

Nancy Maloney and Bruce Landon

NutritionLINK Services Society

Pacific National Exhibition

Shop and Share.ca

Stoney Creek Community School Council

TD Bank

Calkins & Burke Limited

Chris and Sheila Hildred

KCNW Orphans' Fund

Kris Hubler Law Corporation

Lucy Fasciana

Metropolis at Metrotown

Nazarina DiSpirito

Orbis Investments (Canada) Limited

Patricia Glendinning Hogg

Stan Milacek

Supporting Burnaby Youth Society

United Way Campaign

## **PARTNER DONORS:**

Canadian Diabetes Association Food Skills for Families

Kids Up Front

United Way of the Lower Mainland

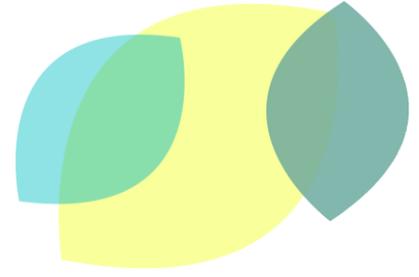
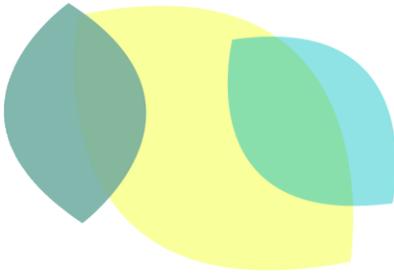
## **COMMUNITY PARTNERS :**

Burnaby Early Childhood Development Community Table

Burnaby-New Westminster Task Force on Sexually Exploited and At Risk Youth

Burnaby School Age Initiative

Kids New West Child Development Committee



**AFFILIATIONS:**

Council On Accreditation  
BC Council for Families  
First Call

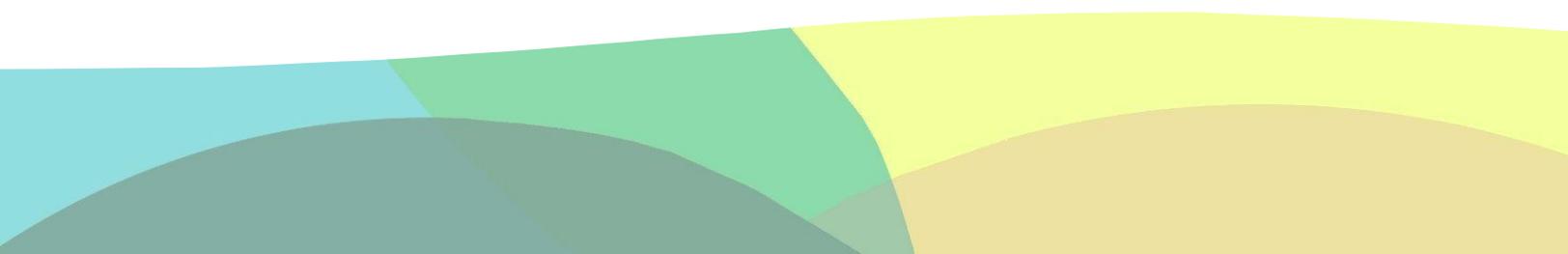
**VOLUNTEERS:**

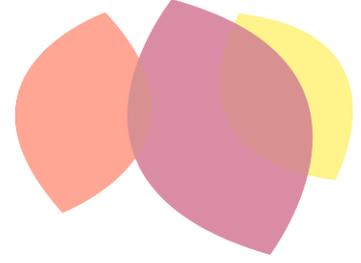
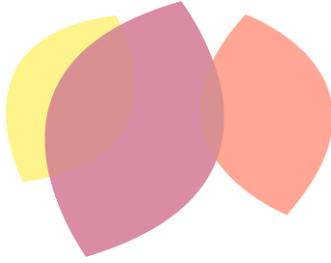
		<u>Hours</u>
38	A.C.T.S. - Mentors	1,317
2	Parent Support Program	112
3	Interpreters	6
1	Website	2
<u>7</u>	Practicum Students	<u>1,674</u>
<b>51</b>	<b>TOTAL</b>	<b>3,111</b>



*thank you!*

Cameray would like to thank all our Volunteers. We could not do what we do without you!





## COUNSELLING PROGRAMS

At Cameray, we offer many types of counselling programs to children, youth, and their families in Burnaby and New Westminster, based on their needs. Each of these programs may include individual counselling for the child or youth, parent support, and/or family therapy. Counselling programs are offered free of charge through funding from the Ministry of Children and Family Development.



### FAMILY COUNSELLING PROGRAM

The family counselling program, which started in October 1988, provides up to 12 sessions for children or youth under 19 with a range of family issues. Referrals may come from any source. Cameray has continued partnerships with various schools in Burnaby and New Westminster, providing outreach services to nine schools, including one high school.

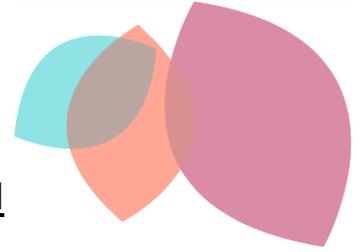
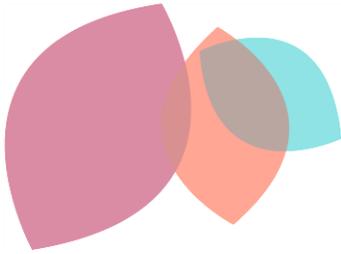
*“The counsellor helped me and my kids transition to a new country. The support system was amazing!”*

Total Children Seen	Burnaby	437
	New Westminster	<u>136</u>
	<b>Total seen</b>	<b>573</b>

### SEXUAL ABUSE INTERVENTION PROGRAM

This program began in February 1991 for children or youth under 19 who have made a clear disclosure of sexual abuse. Clients receive up to 24 sessions. Referrals may come from any source.

Total Children Seen	Burnaby	18
	New Westminster	<u>8</u>
	<b>Total seen</b>	<b>26</b>



## **TRAUMA COUNSELLING PROGRAM**

This program provides trauma counselling for children or youth and their families, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Children Seen	Burnaby	9
	New Westminster	<u>6</u>
	<b>Total seen</b>	<b>15</b>

## **CHILD AND YOUTH MENTAL HEALTH COUNSELLING PROGRAM**

This program started in October 1991 for New Westminster residents, and expanded to Burnaby in May 2001 through contract reform. The focus for children and their families is on brief intervention therapy, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development's Child and Youth Mental Health (CYMH) Program.

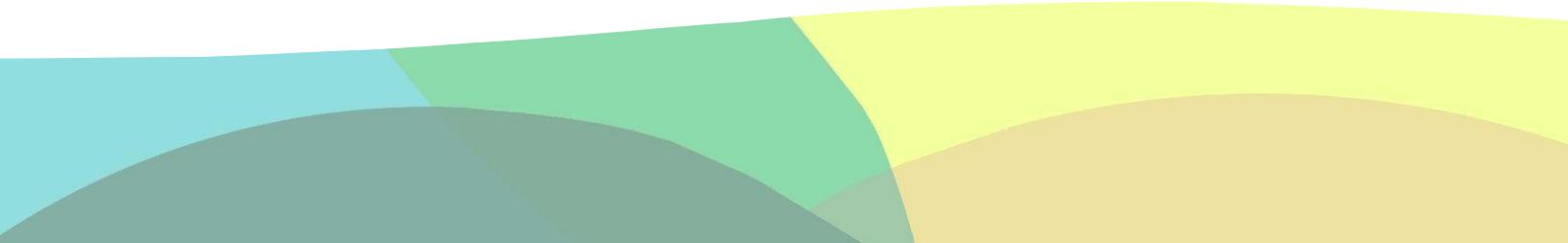
Total Children Seen	Burnaby	27
	New Westminster	<u>31</u>
	<b>Total seen</b>	<b>58</b>

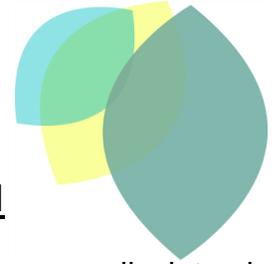
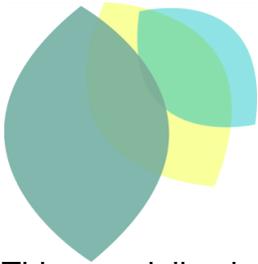
## **BRIEF SEXUAL ABUSE COUNSELLING PROGRAM**

The Brief Sexual Abuse Counselling Program was started in August 1989 for new disclosures of sexual abuse being investigated by the Ministry of Children and Family Development and/or the police. Clients are seen for up to 8 sessions and there is no waitlist. Referrals may come from any source.

Total Children Seen	Burnaby	11
	New Westminster	<u>8</u>
	<b>Total seen</b>	<b>19</b>

*"Cameray helped us work through our struggles. We became stronger and more united as a family"*





## **SEXUAL HEALTH INTERVENTION PROGRAM**

This specialized program began in 1994 for children under 12 exhibiting sexually intrusive behaviours. The counselling is for up to 12 sessions and involves both the children and families. There is also a community/consultation component.

Total Children Seen	Burnaby	4
	New Westminster	<u>2</u>
	<b>Total seen</b>	<b>6</b>

## **BRIEF FAMILY (CRISIS) COUNSELLING**

This program received funding in August 1992 through the Ministry of Children and Family Development. The program is short term counselling of up to 8 sessions for any family experiencing a situational crisis. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

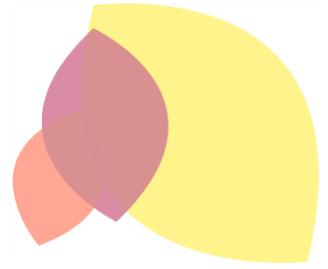
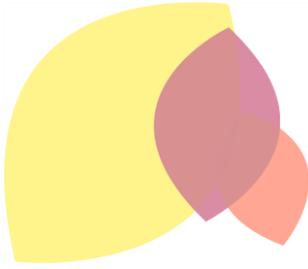
Total Children Seen	Burnaby	14
	New Westminster	<u>15</u>
	<b>Total seen</b>	<b>29</b>

## **HIGH RISK YOUTH PROGRAM**

This program was developed in the fall of 2003 to work with the Ministry of Children and Family Development Integrated Youth Team to support youth exhibiting high risk behaviours. This program provides up to 12 sessions for high-risk youth under 19. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Youth Seen	Burnaby	0
	New Westminster	<u>2</u>
	<b>Total seen</b>	<b>2</b>

*“We would not be where we are now if it was not for our counsellor. She made us believe that what we are doing is perfect and my son has grown so much because of the love and respect she has shown.”*



## PARENT SUPPORT PROGRAM

This program began as a Building Blocks project in 1997 and was restructured over the years. The current program offers prevention and early intervention services to both parents of young children and parents-to-be that strengthen family resiliency. They are offered as individual parent support sessions as well as interactive and psycho-educational groups.

Total Families Seen	Burnaby	231
	New Westminister	<u>58</u>
	<b>Total seen</b>	<b>289</b>
Total Group Hours		<b>556</b>

This program is funded by the Ministry of Children and Family Development with additional contracts from Success by 6, MCFD Children First and MCFD Kids New West.

## COMMUNITY KITCHENS



A Community Kitchen group is formed with 8-10 people who meet with the Co-ordinator to cook tasty recipes, gain new ideas, and create new friendships. Once meals are prepared, participants take home their portions.

The Community Kitchens Program is open to residents of Burnaby and New Westminister who are interested in learning new skills, trying new recipes and learning to cook low cost, nutritious meals in the kitchen. Guest speakers are invited occasionally and free childcare is provided.

This program is funded by the Ministry of Children and Family Development, Burnaby Empty Bowls, and NutritionLink Services Society, or was provided in partnership with Canadian Diabetes Association Food Skills for Families program.



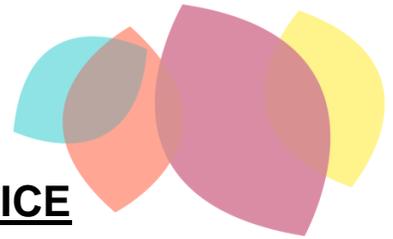
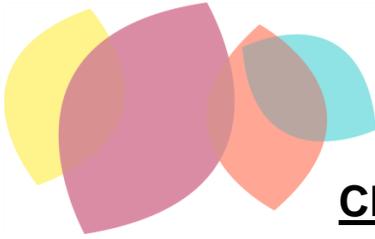
Total Families Seen	<b>221</b>
Total Kitchen Hours	<b>81</b>

## **ASSISTING THE COMMUNITY WITH TRANSITIONING STUDENTS (A.C.T.S.)**

The A.C.T.S. Program mentors, guides, and builds life skills in children in grades 5-7 to assist them with the transition to high school. The program is held in a variety of Burnaby schools, and provides Homework Clubs, group activities, and individual support. There is also a mentorship component. This program was developed by Bev Ogilvie and Joanne Doonan and originally funded through a National Crime Prevention Grant. The Ministry of Children and Family Development took over funding it in August 2004.

Unique individual students receiving service	777
Combined number of student participants	5,141
Social / Group Activities Hours	604
Number of Social / Group Activities	287
Individual Support Hours	206
Number of Individual Sessions	298
Homework Club Hours	406
Homework Clubs	101
Public Education / Awareness / Advisory Group Hours	15

*"Learned about emotional expressions and accepting negative feelings as normal. Cameray provided me with some peace of mind when the counsellor commented that my daughter is resilient and has a strong relationship with myself and my partner."*



## **CHILD VICTIM SUPPORT SERVICE**

Cameray's Victim Support Service program provides support to persons under the age of 19 who are victims or witnesses of crime, along with their non-offending family members. This program began in December 2000. Funding is through the Ministry of Justice, Victim Services and Crime Prevention Division. The program provides support to child victims of physical and sexual abuse and child witnesses.

Total Children Seen

**87**

## **BURNABY YOUTH CLINIC**

Counselling is provided for youth at the Burnaby Youth Clinic by Cameray counsellors in partnership with Fraser Health Authority.

Total Youth Seen

**207**

## **CONNECT PARENTING GROUP**

Connect is a 10 week program developed specifically to support parent and caregivers of pre-teens and teens who struggle with difficult behavioural and emotional problems. Each session provides parents with a new perspective on parent-teen relationships and adolescent development. Connect groups are led by trained Connect leaders. The program is offered in partnership with MCFD Child and Youth Mental Health.

Total participants

**283**

Number of groups provided

**27**

*"I feel as though I have more control over my thoughts and I feel less overwhelmed by emotions."*

## COST BREAKDOWN for 2016

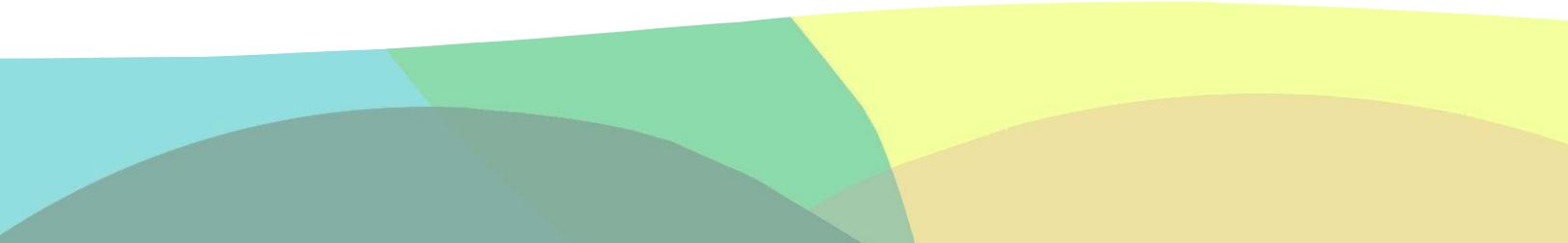
### Programs

### Clients/ Families

Family Counselling Program	573
Sexual Abuse Intervention Program	26
Trauma Counselling Program	15
Child and Youth Mental Health Counselling Program	58
Brief Sexual Abuse Counselling Program	19
Sexual Health Intervention Program	6
Brief Family (Crisis) Counselling Program	29
High Risk Youth Program	2
Parent Support Program	289
Community Kitchens	221
A.C.T.S. Program	777
Child Victim Support Service	87
Burnaby Youth Clinic	207
Connect Parenting Group	283

Total children/families seen in 2016 **2,592**

Average cost per family in Agency \$558.12



## 2014-2018 LONG TERM PLAN STATUS UPDATE

The 2014-2018 Long Term Plan was developed in order to provide direction to the agency as we fulfill our mission, to increase our impact in the community, and to assist us in our continuous pursuit of excellence. 2016 saw the agency complete its second in a series of four annual short-term plans to meet the goals of the Long Term Plan.

The status of these goals are as follows:

Goal 1: Organizational Excellence - as evidenced by:

- Financial stability - diversified, predictable and adequate
- Workplace satisfaction - positive culture and staff retention
- Highly Effective Organization - involving technology, space, and systems review

The Cameray Board of Directors continues to make fundraising a priority in order to diversify funding. The Fundraising Workshop committee planned a third annual successful professional training workshop, and production has almost been completed on a series of short promotional videos in order to assist with this goal. In addition, Cameray was successful in procuring a number of grants from diverse sources.

In addition, our annual personnel satisfaction survey indicated continued high workplace satisfaction, which increased significantly the prior year. Staff turnover rates were extremely low in 2016.

Finally, the organization has continued to work toward efficacy in technology and space. In 2016, we started a four-year plan to upgrade all computers and are on target to complete this by 2020. We also were successful in procuring additional space for our administration and program offices, which will be ready for occupation in 2017.



Goal 2: Program and Service Excellence - as evidenced by:

- Re-accreditation status
- Improved accessibility - decreased waitlists and distance
- Quality services that respond to community growth and diversity



Cameray achieved re-accreditation in 2015 and is now accredited through October 31, 2019.

Both the Parent Support Program and the Counselling Program continue to provide outreach services in order to improve accessibility to clients. Waitlists have been a challenge in the Counselling Program in 2016, but is being addressed by additional funding from MCFD to hire additional staff in 2017.

Finally, we have made concerted efforts to respond to community growth and diversity, and have hired an Arabic-speaking Counsellor to work with Syrian refugee families in the community. We have also continued to recruit volunteer interpreters to assist us and we currently have interpreters for Spanish, Korean, Cantonese, Mandarin, Farsi, and Turkish-speaking clients.

Goal 3: Strong Community Profile - as evidenced by:

- Increased community awareness - through marketing/branding, social media, visibility, and support
- Partnerships and collaboration

In order to increase community awareness, Cameray has continued with marketing efforts in 2016. This has included the production of a series of promotional videos, which is near completion. We also developed a social media policy and started a social media presence on Facebook and Twitter. We participated in Hats Off Day in June (hosted by TD Bank) as well as other community events. In addition, we have increased our partnerships with other community agencies, in particular through a Civil Forfeitures grant we received to develop a cross-sector response to sexual assault. This grant allows Cameray to provide groups for girls who have experienced sexual assault, in partnership with Victim's Services and Fraser Health (Burnaby Youth Clinic).



## **PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2016**

Cameray Child and Family Services is committed to providing quality services, which is accomplished through our Performance and Quality Improvement (PQI) Plan. Our priorities are in the programs or services through the PQI process, corrective action will ensue. There is a continuous feedback loop of data reporting and analysis, corrective action, and evaluation of changes made.

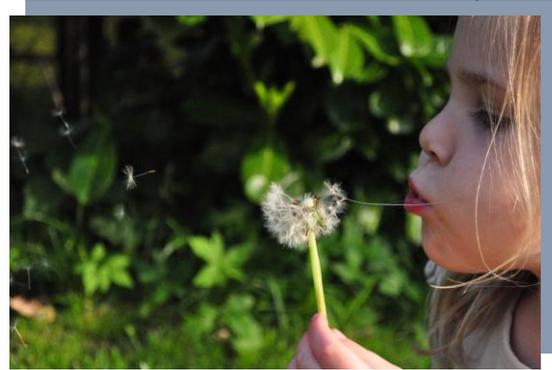
The PQI Team is comprised primarily of the Executive Director, Executive Administrator, and the Coordinators, but the process involves all staff, Board members, clients, and other stakeholders. The PQI Team works together to make certain that all of the services Cameray provides are impeccable. The Board of Directors develops the agency Long Term Plan and regularly reviews all PQI information, makes recommendations for improvement, and supports changes as a result of feedback from the PQI process. Staff at all levels are involved in the creation of the Long Term Plan and annual Short Term Plans, quarterly case record reviews, and reviewing PQI information and providing feedback. Clients provide valuable information through evaluations and outcome measurement tools. Funders aid in the development of statistic reporting processes, and review program strengths and struggles.



and personnel satisfaction), and Cameray's long-term strategic plan.

## OUTCOME MEASUREMENT

The Counselling Programs, the Parent Support Program, A.C.T.S., and the Child and Youth Victim Support Service Program use Outcome Reporting Forms to evaluate client progress and program effectiveness. These forms are collected upon termination of service and the data is compiled into a report to be shared with all staff, management and the Board of Directors. The results indicate that the goals of the program are being met through the service to our clients.



**62%** of Counselling Program clients returned completed outcomes

**80%** improved overall

**14%** of Parent Support Program (PSP) clients returned completed outcomes

**100%** improved overall

**91%** of Assisting the Community with Transitioning Program (A.C.T.S.) clients returned completed outcomes

**60%** improved overall

**56%** of Child Victim Support Service Program clients returned completed outcomes

**80%** improved overall

**90%** of Community Kitchens Program clients returned completed outcomes

**77%** improved overall

*“Our first appointment was with the CVSS worker and she was very helpful. Life was very stressful, very overwhelming and the worker helped us right away with our worries. She guided us. She was very helpful”*

## MEASUREMENT OF CONSUMER SATISFACTION

Evaluation forms are used in each program to obtain feedback from all consumers (adults, youth and children) and to assess all levels of the client's experience at Cameray from the time of the referral (Pre-Service Evaluation) to termination. The results of these forms are tallied into reports and have been very positive. High percentages of the clients were pleased with the service they received from Cameray. Any areas that clients reported as being a concern or needing improvement were discussed and, wherever appropriate, corrective action was taken.

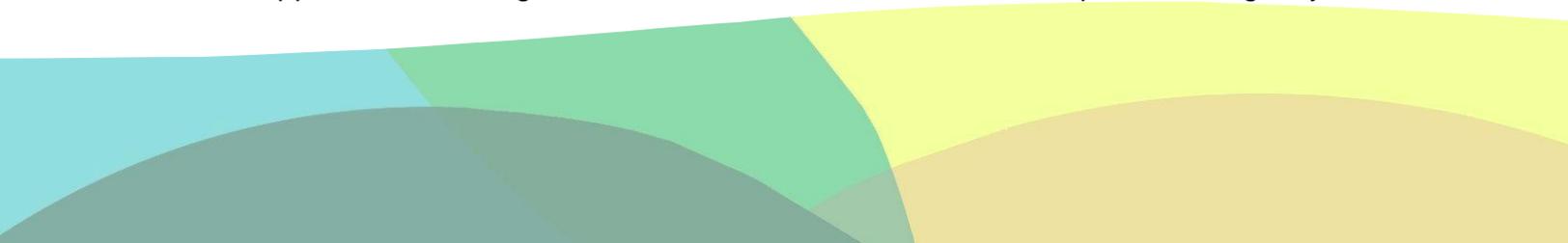
*"Where our lives would be right now without our counsellor I can't even imagine. My son's future is so much brighter because of her. No words can describe not only what she has done for him but also for me as a father. We will forever be in her debt. Thank you!"*

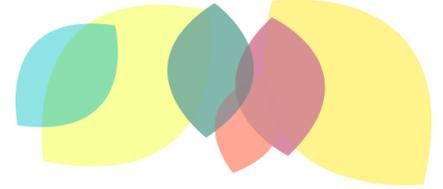
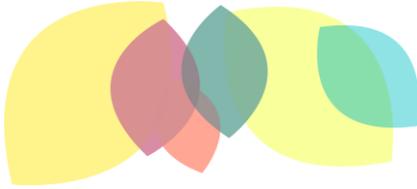
- 63%** of Counselling evaluations returned
- 98%** of Counselling clients satisfied with services
  
- 70%** of PSP's evaluations returned
- 100%** of PSP's clients satisfied with services
  
- 100%** of ACTS clients satisfied with services
  
- 8%** of Victim Assistance evaluations returned
- 100%** of Victim Assistance clients satisfied with services
  
- 100%** of Community Kitchens clients satisfied with services

*"It's very hard for me to express how much I really appreciated the help I received. I am very happy with you. I miss the Parent Support Program very much"*

We also perform our three month follow-up satisfaction survey where the Executive Administrator calls the client and verbally, over the telephone, asks the clients questions regarding the service they received at our agency. The responses were positive, indicating that **94%** felt satisfaction with their service from our Counselling Programs, **100%** felt satisfaction with their

service from our Parent Support Program and **100%** felt satisfaction with their service from our Victim Support Service Program. The comments made were also helpful to our agency.





## CLIENT SERVICE MANAGEMENT

- 0** client complaints in the year
- 100%** of expected face to face achieved for counsellors (overall average of the program)
- 88%** of clients who agreed to counselling at intake were still in the program after 30 days
- 83%** of counselling clients met the goals set out in the treatment plan



*“Our counsellor was super, super helpful. She helped us with our everyday stresses, helped us with our chronic disease and helped us with our complicated and strange living arrangement”*

*“The Community Kitchens program is really good for moms like us. We learned lots of different recipes for our family and friends.”*



thank you!

Cameray Child and Family Services would like to sincerely thank you! Your continuing generosity and support allow us to continue to empower and strengthen bonds between families in our community.



### **Top 5 Reasons Cameray is a Great Place to Work**

- 1) Flexibility
- 2) Team Environment
- 3) Support from Management
- 4) Training and Growth
- 5) The opportunity to contribute to Cameray's mission and "make a difference"