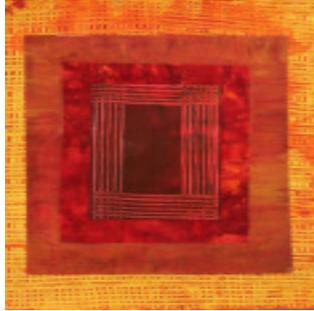


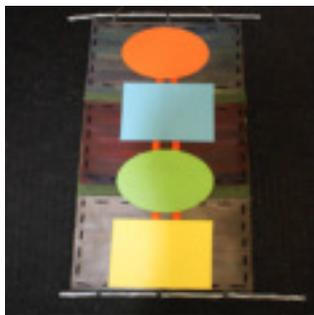
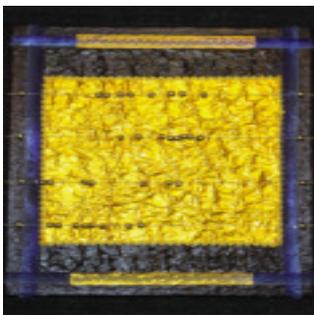
# John Howard

SOCIETY OF LONDON AND DISTRICT

## ANNUAL REPORT 2017-2018



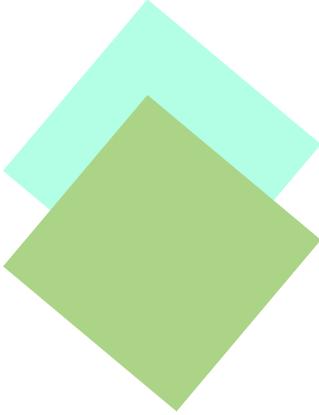
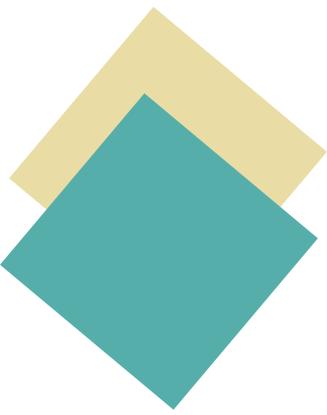
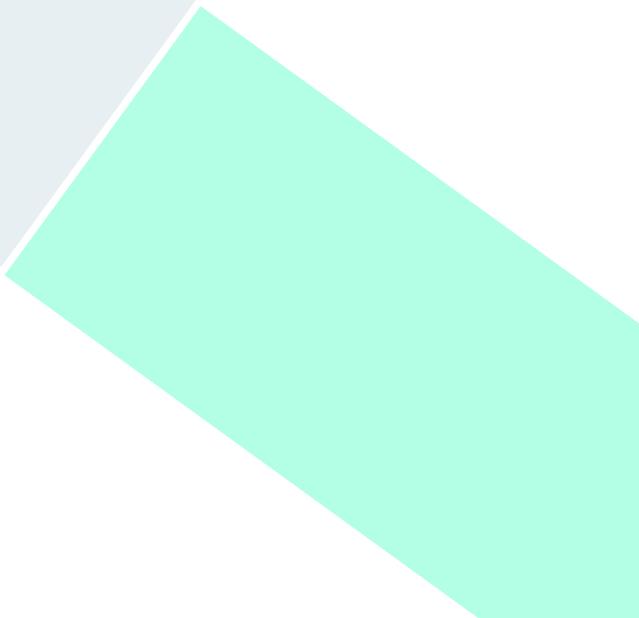
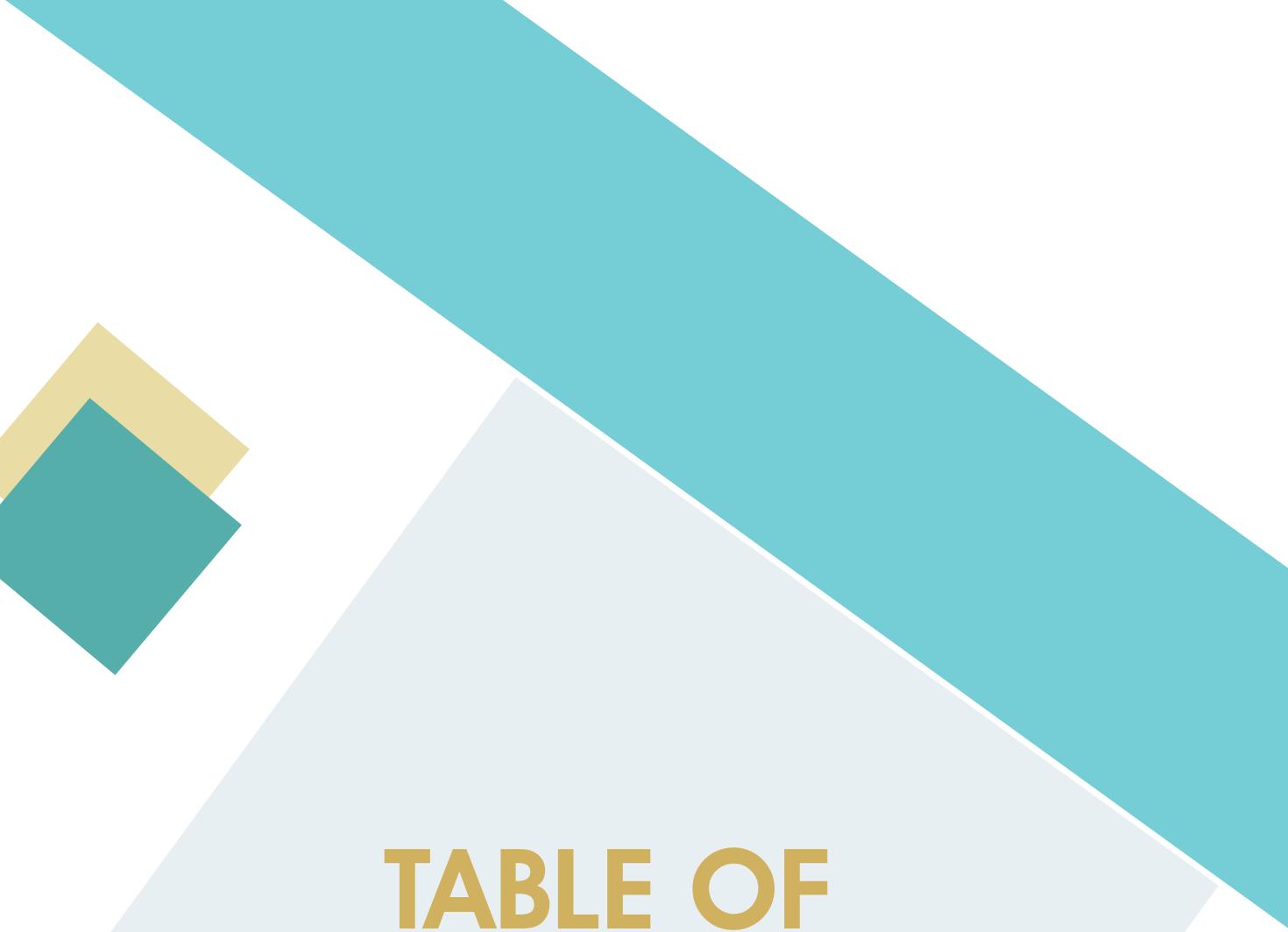
Art pieces provided  
by our clients



**United Way**  
Elgin Middlesex

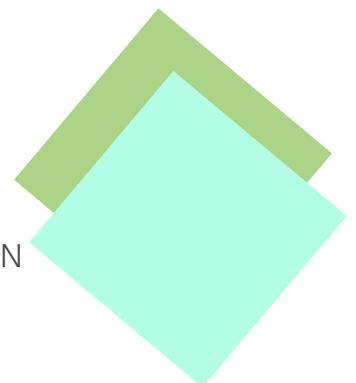
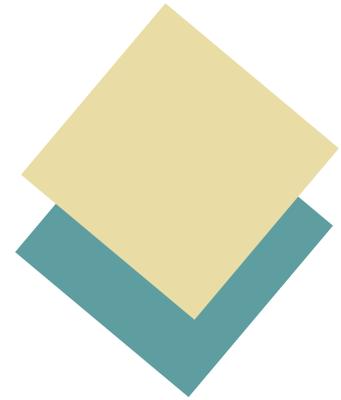


**United Way**  
Perth-Huron



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## Mission Statement

*Effective, just and humane responses to crime and its causes*

### Mandate

In furtherance of its Mission, the Society:

1. Provides for the effective integration into the community of those in conflict with the law and provides, or encourages others to provide, services to those in contact with, or affected by, the criminal justice system.
2. Promotes changes in the law and the administration of justice which will lead to the more humane and effective treatment of individuals.
3. Promotes citizen awareness of the problems of crime and its causes, acceptance of responsibility to respond to these problems and involvement in the delivery and management of justice related programs.
4. Promotes the fair and humane treatment of all incarcerated persons and seeks to ensure that all forms of detention and imprisonment comply with relevant legal and human rights standards.

### Description

The John Howard Society of London and District is an organization of citizens who accept responsibility for understanding and dealing with the problems of crime and the criminal justice system.

### Inclusivity / Diversity

The John Howard Society of London and District recognizes the barriers which prevent some members of the community from participating fully in society and affirms its commitment to policies, practices and the provision of services without prejudice or discrimination, as stated in the Human Rights Policy of the John Howard Society of Ontario.

## Human Rights Policy

Recognizing the intrinsic worth and dignity of every human being, the John Howard Society of Ontario is committed to upholding the principles set out in the Human Rights Code of Ontario and Canada. This commitment is expressed in the following undertaking:

1. The Society shall provide services within its mandate to every person without discrimination regardless of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, economic status, political affiliation, national ancestry or criminal record.
2. The Society shall maintain such personnel policies and practices as are consistent with the tenets of the Human Rights Codes of Ontario and Canada.
3. The Society, through its employees, shall deal with representatives of the community in a responsive manner with courtesy, respect and without prejudice or discrimination.

## Our Core Values

1. We believe that every individual has intrinsic worth and has the right to be treated with dignity and respect.
2. We believe in the potential of all human beings and in their capacity for growth and change.
3. We believe that all individuals have the right to live in a safe and peaceful society and that justice is best served through measures that resolve conflict and promote the reparation of harm.
4. We believe that individuals are responsible for their own actions and must be held accountable for those actions.
5. We believe that the root causes of crime are found within communities and that the solutions to crime are also found in communities.
6. We believe in serving community needs by cooperating and collaborating to achieve a healthy and safe society.

## Message from the President of the



2018 was launched by the completion of our 70th anniversary. We concluded our celebration with a holiday gathering for our Board members, staff, volunteers and the Society's friends. We also held a special event to recognize the Ontario Trillium Foundation for their generous grant to continue delivering the ICCE project to educate newcomer families about the justice and protection services.

After the expansion, our Bail Verification and Supervision Program continues to be busy serving more clients with more complex issues including mental illness and addiction. Working together with our partners at the Ministry of the Attorney General, we have increased the number of staff on our bail team, expanded our services to five new jurisdictions and established new Indigenous bail services. The expansion of the bail program has led to the development of many partnerships and collaborations with agency partners and Indigenous organizations in London and on the neighboring reserves. The expansion has also allowed hundreds of low-risk individuals, who would otherwise be detained while awaiting trial, to have access to support and community supervision.

We embraced new opportunities for collaborations and partnerships which presented themselves at every turn. Of particular note was the funding we received this year to provide housing support services to individuals leaving Stratford jail. We are grateful for the opportunity to collaborate with the City of Stratford, CMHA Huron-Perth, Stratford Perth Shelterlink, Optimism Place and Choices for Change to deliver the Supported Housing of Perth Program (SHOPP), formally known as the Home for Good program. Through this new initiative in Stratford and Perth County, the Society hired a full-time Housing Stability Worker who joined our team to better serve the Stratford community.

## Board of Directors Chief John Pare

On a day to day basis, the John Howard Society of London and District is a busy hub of activity. The Society is serving a diverse clientele, many of whom have multiple and complex needs. The ability of the Society to respond to the extent of client needs presented is quite remarkable. We are creatively and passionately serving so many people who need to find a pathway to success. In reading the annual report, you will note the diverse clientele and programs and the steady volume of service delivery. The Society is a busy agency which meets the challenges of working with a high risk/high need population.

I wish to thank our hard-working and dedicated staff for their continued efforts to serve our clients. They have all displayed a tremendous commitment towards the Mission and objectives of the Society. The Society is fortunate to have a staff team who demonstrate strong clinical skills, high energy and confidence in their daily work. Thanks to our staff, the Society continues to achieve positive outcomes. Our clients' success is illustrated in this report. I would like to extend my thanks to our Executive Director, Taghrid Hussain, for her persistent effort and determination. Taghrid continues to develop the John Howard Society of London and District into a strong organization by taking on new challenges, ensuring that our current programs remain successful and empowering her staff to realize their potential to better serve our community.

Volunteerism is an important part of the Society's history. Volunteers play an active role in every program offered by the Society and expand the capacity of the agency to offer services to individuals in need. Each year, an exceptional volunteer is presented with the Carol Reid Volunteer of the Year Award. This year, the recipient of the award was Stephanie Bulsza. I wish to thank Stephanie and all of the other volunteers who generously contribute their time and talents. The Board of Directors has continued to demonstrate strong leadership during the past year. This unique group of individuals is strongly committed to the work of the John Howard Society. Through their dedicated contribution, wisdom and commitment to the Mission, the Society continues to expand and improve.

In closing, I would like to express my sincere gratitude to all of our funders; the United Way Elgin Middlesex, United Way Perth-Huron, the Ministry of the Attorney General, the Ministry of Children, Community and Social Services, the Ministry of Community Safety and Correctional Services, Ontario Trillium Foundation, Correctional Service Canada, Westminster College Foundation and the City of Stratford. We could not achieve our goals without your ongoing support of our agency. Thank you!

Chief John Pare  
President

## Institutional Visiting and Reintegration:



In 1929, Brigadier General Draper, who was the Chief of Police in Toronto, founded the John Howard Society in Ontario. Draper recognized that prisoners who were being released from jail were thrust into circumstances of unemployment, isolation and poverty; therefore, they had difficulty reintegrating into the community and would end up back in jail. Draper led a citizens' group which began providing housing, employment and other assistance to men on their release from prison. This group, later named the John Howard Society, understood that the provision of help upon release was one of the most important mechanisms for a successful reintegration.

In 1947, a group of citizen volunteers established the John Howard Society of London and District (the Society). The commitment to the cause of helping men upon release from prison was significant. For the first three years, a group of volunteers on the Board of Directors met individuals upon their release from prison and supported them as they returned to families, found them places to live and employment. Arrangements were made with landlords to secure accommodations and clients were recommended for work. Many clients who were released from prison did not have money to buy a meal. The Society assisted the men by paying for meals at the Rex Café on King Street. Meals were

forty-five cents each and consisted of one soup, one fish or meat, potatoes, bread and butter and a pie or pudding. The volunteers also generously offered their time and expertise to counsel clients. The volunteers quickly realized that clients' needs were greater than anticipated and they began to seek resources for psychological services.

While responding to the concrete needs of individual clients, the Board of Directors was also concerned about prison conditions. Over the years, Board members annually visited penal institutions in Canada and the United States. They saw the best and the worst of prisons. This activity provided the Board members with a full understanding of the impact of incarceration. Such experiences helped to shape the principles and values of the John Howard Society. Several directors from London were involved in articulating the Mission and objects of the Society and contributed to the development of the Society's positions on criminal justice issues.

Under the leadership of Dr. Carol Buck, who served on the Board for over fifty years, the agency advocated for the closure of the County Jail and the construction of a modern facility which became known as the Elgin Middlesex Detention Centre (EMDC). Since its inception, the Society has always been involved in visiting prisoners. The Society has offered support services to inmates at EMDC, including weekly visits, a life skills group for men and an exercise group for women. The Society's volunteers also visited Burtch Correctional Centre, a provincial institution in Brantford, Ontario, which is now closed.

The Society has been providing counselling, advocacy and reintegration planning to persons who are incarcerated in the Stratford Jail since 2009. The Society also offers a monthly alcohol and drug education program and a three-session anger management program with the goal of educating the prisoners about the different types of substance abuse treatment available to them in the community and how they can effectively access treatment in the community upon discharge. There is significant need for these services, and correctional officers at the Stratford Jail often make referrals.

The Society's involvement in visiting prisons is deeply imbedded in our values, beliefs and mandate. It is important for inmates to maintain strong links with their

# The Roots of Humane in Our Mission

community while being incarcerated. Regular visits made by staff to the EMDC and the Stratford Jail are important to provide counselling and support. The Society's staff are involved in preparing clients for serving time, discussing reintegration plans, offering encouragement, completing assessments, making referrals to programming, helping to maintain ties to family and "bringing the outside in". Without the financial support from United Way Elgin Middlesex and the United Way Perth Huron, institutional visiting at the EMDC and the Stratford Jail would not be possible. The Society strongly values the relationship with the United Way to better serve our communities.

For many years, the John Howard Society of Kingston has organized the annual Pre-Release Fair at the Kingston federal institutions. All John Howard Society local offices in the province and other social and justice organizations are invited to attend the four-day fair. It has been the tradition of the Society to send staff and volunteers to the fair every year to assist with pre-release planning and to provide resources necessary for successful reintegration for individuals who expect to be released into the community.

To illustrate the impact of the Society's institutional services, I would like to share Mike's story. The Society's institutional worker was approached by a lawyer who had a client, named Mike, incarcerated at the EMDC. The lawyer asked the worker to advocate for Mike to be seen by medical staff and to provide additional support to him while he was in custody. Mike had serious mental health issues and due to safety concerns, he was placed in segregation. One day, the Society's worker received a phone call from the EMDC staff stating that Mike was severely depressed and had refused to eat or leave his cell for three days. The Society's worker attended EMDC and was allowed to go into the segregation cell to speak with Mike. After one hour, the Society's worker was able to convince Mike to leave his cell, take a shower and eat a small meal. The Society's worker maintained regular contact with Mike throughout his period of incarceration to provide much-needed support. After Mike was released from custody, he attended the Society's office to see the worker.

Mike's story illuminates the problem of incarcerating individuals who have serious psychiatric disorders. Prison is not the place to warehouse individuals who do not have the coping skills to manage independently in our community let alone in prison. So many clients with mental health disorders end up in solitary confinement, just as Mike did, as a means to manage him. This year,

at our Annual General Meeting we are privileged to have Mr. Howard Sapers speak to us about segregation. We thank him for his years of commitment to the cause of humane treatment of prisoners.

Our institutional visiting program and our involvement at pre-release fairs provides the Society with a window into prison conditions. We need to do better. We could learn from other countries, such as Norway, which has reportedly constructed a humane prison. Imagine a prison focused on rehabilitation, education, job training and therapy! The Halden Fengsel has a direct supervision model, where guards share meals with inmates. The inmates select food from a prison store and enjoy communal meals. Guards adopt a proactive stance in managing tensions among inmates and mediation is used to resolve issues. Individuals who are identified as having mental health issues are transferred to a psychiatric hospital. This more humane system appears to be more positive for inmates, correctional staff and ultimately, the community, which receives inmates upon release.

Having a presence in the institutions and providing support services to prisoners remains part of the Society's core values and principles. It is crucial to let the prisoners know we are available; we are there to provide hope and reflect optimism in a dismal place. Institutional visiting provides staff with a deeper perspective and understanding of the big picture of incarceration and its impact. Attendance at the pre-release fair provides staff members with a professional development opportunity to better understand the experience of their clients discharged from the federal system and the important issues such as over-incarceration, prison conditions and parole. This year, Board members continued a proud tradition of previous Society directors, when they accompanied staff to the pre-release fair in June.

The roots of the Society are firmly established in providing services to incarcerated individuals and we uphold our Mission, **"Effective, just and humane responses to crime and its causes."** We are also devoted to the successful integration of individuals following release. Although we no longer provide meals at the Rex Café, we remain available at the gates of prison to assist in reintegration. We are true to our roots!

Taghrid Hussain  
Executive Director



# BOARD OF DIRECTORS

## Officers

Chief John Pare, President

Mrs. Christina Ninham, Past President

Mr. David Peeling, 1st Vice President

Ms. Sandy Ferreira, 2nd Vice President

Mr. Brian Greene, Treasurer

## Directors

Professor Peter Barton

Mrs. Judy Webb

Mr. Christopher Dobson

Mr. Peter Downing

Mr. Matt White

Mr. Stuart Ewing

Mr. Michael Cywink

Mrs. Paula Greenberg

Dr. Jared Berman

## Honourary Directors

Mr. George Brunton

Mr. O.B. Watts

Mrs. Margaret MacGee

Mrs. Sheila Davenport

Mr. Jack Moran

# STAFF

Taghrid Hussain	Executive Director
Fran Woods	Executive Assistant
Ana Rojas	Director of Programming and Marketing
Kathleen Lowe	Social Worker/Clinical Supervisor
Rachel Craig	Social Worker
Juli McGrenere	Social Worker/Coordinator Direct Accountability Program
Tracey Gough	Social Worker/Institutional Worker
Nicole Anderson	Social Worker
Courtney Coqu	Institutional Worker/Counsellor
Laura Earle	Groups Facilitator/Counsellor
Anita Parker	Native Services Program Supervisor
Carolyn Henry	Native Services Worker
Ashley Fisher	Native Services Worker
Justine McCurdy	Native Services Worker
Charlene Beatty	Native Services Worker
Chantal Fisher	Native Services Worker
Anthea Kahgee	Native Services Worker
Robert Simms	Native Services Worker
Valerie Miller-Power	Bail Supervisor
Ricardo Suarez-Leon	Bail Supervisor
Stephanie Alegria	Bail Supervisor/Volunteer Program Coordinator
Chelsea Meawasige	Indigenous Bail Worker
Roman Nagy	Bail Worker
Robyn Moriarty	Bail Worker
Sarah Dias	Bail Worker
Jovana Lojpur	WASH Court-Bail Worker
Sara Brown	Bail Worker-Stratford
Justine Pfaff	Bail Worker-Goderich/Walkerton
Kaela Antonissen	Bail Worker-St. Thomas
Jacqui Cebulak	Bail Worker-Woodstook
Lizzie McArthur	Support Staff
Stephanie Bulsza	Support Staff
Monica Crowley	Housing Stability Worker-Stratford
Fan Liu	ICCE Project Worker
Akifa Malik	ICCE Project Worker

## Students

Brian Webster	4th Year Social Work at King's University College
Cathy Mudge	4th Year Social Work at Renison University College
Emily Castillo	Summer Student

# VOLUNTEERS

50 Sustained Volunteers  
4282 Hours Contributed



## Thank you!

Alex Dobson  
Lori Cunningham  
Jared Brown  
Kristen Pearn  
Bob Upsdell  
Juanita Vallejo  
Lindsay Hogan  
Shweta Jain  
Suzie An  
Richard An  
Emily Castillo  
Shannon Dawson  
Sarah Dias  
Harris Syed  
Ryan Hanna  
Ljerka Vandepoele  
Sara Rumble  
Rebecca Pschibul  
Sydni O'Rouke  
Suzanna Khan  
Colin Hill  
Elizabeth McArthur  
Kelly Heinbuch  
Isabel Arthurs  
Naren Somayaii  
Tahlia Berkhof

Madeline Leporte  
Fabien Wosseneuw  
Stephen Troyer  
Maya Bozorgzad  
Rachelle Skinner  
Brenna Kelly  
Daniel Viger  
Salena Halbouni  
Nikki Venair  
Desire Aube  
Stephanie Bulsza  
Vaidehi Misra  
Dana Shogan  
Alice Thomas  
Matthew McGuigan  
Alexandra M. Litwin  
Natasha McMillian  
Cholei Andres  
Megan Rieck  
Laura MacDiarmid  
Jag York  
Colin Hill  
Avery Vanoverberghe

# VOLUNTEER PROGRAM

The aim of the program is to build leadership and organizational capacity and to develop the next generation of volunteers. Members of the community are recruited, trained and supervised in the provision of agency services. Volunteers expand the capacity to deliver effective services to the community. Volunteering at the Society provides a meaningful experience for the volunteer.

## Carol Reid Volunteer of the Year Award 2017

The Carol Reid award was established in 2001 in honour of Carol Reid who was a long term staff member of the John Howard Society of London and District. Carol was a woman of courage and determination. Despite a visual impairment, she carried a large caseload of clients, conducted interviews at Elgin Middlesex Detention Centre, developed community education programs for elementary school children, supervised students and performed the role of volunteer coordinator. Her standards were high and she demanded the best from her volunteers and students. Following her untimely death, the award was established to recognize a volunteer who has made an exceptional contribution to the agency.

Stephanie Bulsza began her volunteer experience at the John Howard Society in November, 2016. Stephanie holds a Bachelor of Arts in Psychology from York University. Stephanie was involved with supporting the front office at 601 Queens Ave. and in the Bail Verification and Supervision Program. Stephanie was hired to joined our staff on a part-time basis as a Support Worker at 601 Queens Ave. and continued to volunteer with the Bail Program.

Stephanie is a passionate and committed volunteer and has made an exceptional contribution to the John Howard Society. She is well received by staff, volunteers and clients and always brings her perspective and knowledge when working with clients. Stephanie has demonstrated her empathy and compassion for clients through every interaction. Since commencing her work with the Society, Stephanie has contributed over 200 hours of volunteer services. Stephanie recently was hired full-time by the Elgin Middlesex Detention Centre as a Records Clerk.

Stephanie is most definitely worthy of the Carol Reid Volunteer of the Year Award. Thank you for all the hard work and your contribution to the Society.

Congratulations Stephanie!



**United Way**  
Elgin Middlesex



## My Volunteer Experience at The John Howard Society

By Stephanie Bulsza

In what was one of the most boring jobs in the history of the world, I used to read resumes for a living. However, my interest would pique whenever I came across resumes of people who were applying for positions that I myself wish I had: Probation Officer, Victim Services Worker, Caseworker. One of the things many of the applicants had in common was that they had volunteer experience at organizations and non-profits that aim to help people involved in the criminal justice system. I volunteered in my youth, but had nothing recent, and certainly nothing in my current area of interest. I was stuck at a job I hated with no relevant professional connections, and a degree that was essentially useless without experience. I did some research on the various organizations in London and put in an application at the John Howard Society. It offered a lot of opportunities for volunteers, and let's be real, it's right around the block from my apartment!

At my interview, I drew upon what I learned in university to answer the questions asked of me, like "What are some of the reasons people offend?" I had been taught that poverty, mental health, and family upbringing are some of the causes of criminality, but the more I nervously chattered on, the more I realized how little I actually knew. In university, people who were involved in the criminal justice system were just case studies, statistics and exam questions. They weren't real, dimensional people.

When I woke up the morning of my first day of volunteering, I admittedly was less than thrilled. I was going

to be giving up a few hours of pay every week, and as an introvert with a strong dislike of the uncertain, meeting new people and being exposed to new things scared the crap out of me. That said, I'm also determined and curious, and passionate about criminal justice. The staff and other volunteers at JHS made my first day easy, and for every day afterward, everyone continued to be welcoming, helpful and kind. Even the clients weren't as I expected. For the most part, they were friendly and cooperative; I've experienced more difficult people working in retail!

Another reason I chose to volunteer at JHS was to challenge my existing views on criminal justice. As a victim of crime, it is easy to adopt a simplified picture of the world: victim versus perpetrator, good versus bad, us versus them. By challenging my beliefs and stepping outside of the classroom setting, I began to see that the world just isn't that black and white. During my time volunteering, I saw people come through the doors who were hungry, with just the shirts on their backs; people who were victims of abuse, or struggling with mental illness. Yes, these people had committed crimes, but what the John Howard Society taught me is that they were more than the crimes they had committed, and were not automatically bad people for having broken the law. I learned about the need to humanize people, and that perhaps my retributive view of justice was too rigid and unfair. Perhaps a different response, one that could better repair the harm related to conflict, crime, and victimization, is warranted.

**Programs  
&  
Services**

The image shows the exterior of a brick building. A white sign with black text is mounted above a doorway. The sign reads "JOHN HOWARD SOCIETY OF LONDON & DISTRICT". The building is made of red and dark grey bricks. There are decorative black metal brackets on the wall above the doorway. A small green plant is visible in the foreground.

**JOHN HOWARD SOCIETY  
OF LONDON & DISTRICT**



# PROG

## Individual, Couple and Family Counselling

Counselling is provided to offenders, individuals who are at risk of offending and their families. The Society offers a crisis intervention service whereby clients are seen for brief service, usually the same day. Clients are assisted in managing their crisis, solving problems and developing new coping skills. Longer term counselling is also available to clients. Social workers engage the client in a therapeutic relationship to assess risks and needs and develop an intervention plan. Clients who become engaged in service generally experience an improvement in mental health and reduction in substance use. Family members are involved when it is deemed appropriate resulting in improved familial relationships. Clients in need of service from other community agencies receive assistance and advocacy in securing access to appropriate referrals.

1072 Clients  
3394 Interviews  
2885 Collateral Contacts  
550 Case Conferences

### **Stephanie's Story:**

*Stephanie was referred for counselling by her Bail Supervisor. By the age of 17, she had experienced many forms of abuse. Stephanie had mental health issues and she used alcohol as a coping mechanism. Stephanie was a single parent and had been involved with the criminal justice system as a result of her alcohol abuse. After receiving counselling services, Stephanie's level of stability improved significantly. She attended AA meetings and achieved sobriety. She also attended a trauma focused program offered in the outpatient department at Victoria Hospital with the support of the Society's worker. Stephanie became more self-sufficient and independent and was able to obtain stable and affordable housing with her two children. Much improvement was observed in her ability to cope and her problem-solving skills. Stephanie had no further involvement with the law. She was sleeping better at night and becoming more involved in activities in her children's school. Stephanie developed more positive family relationships which contributed to improved mental health and a sense of well-being.*

## Institutional Visiting

The Society responds to requests for help from inmates incarcerated in the Elgin Middlesex Detention Centre. The Society provides information, help with reintegration planning, counselling and advocacy. Referrals are accepted from any source, including family, friends, community members and individuals on their own behalf.

*"Having a sounding board when I was in prison was important for me. JHS worker was able to provide a connection to the outside world. You feel like a caged animal in there. It's hard because you become so institutionalized and you lose touch with reality. JHS was that link for me, it kept me human. Being able to have a phone call to someone I could talk to that understood my struggles and that I could trust, made the difference." (Inmate at EMDC)*

# RAMS



## Community Education Program

The John Howard Society works closely with many community groups and coalitions to educate and involve more people in understanding the social justice issues affecting John Howard Society clients, providing information and workshops about the criminal justice system and its impact on society. The John Howard Society provides speakers to schools, churches, service clubs and community organizations.

59 Events  
954 Total Audience  
3 Media Contacts



## Record Suspension

The John Howard Society assists individuals in completing applications for a suspension of their criminal record. The service assists individuals in regaining confidence, finding employment and boosting their self esteem. Record suspension clinics are also offered in Spanish and Arabic languages.

### Robert's Story:

*Robert had one conviction on his record from 20 years ago. He had retired and was ready to start travelling. He inquired about the record suspension process and was prepared to complete it as soon as possible. The Society worker helped Robert to complete each step by ensuring all the forms were completed properly and walked to the police station with him as support to get documents filled out. The Society worker also helped Robert complete the Measurable Benefit form and reviewed the entire package before sending it to the Parole Board of Canada. Within four months Robert received his approved record suspension in the mail and phoned to thank the Society for all the help before leaving on his first vacation.*



# PROG

## Women's Group

The John Howard Society offers a woman centred program to support women who have a loved one involved in the criminal justice system. Women have an opportunity to receive support through emotional crises, evaluate their relationships and receive relevant information about the criminal justice system. The women share common experiences and emotions in a confidential and non-judgmental setting and develop new coping skills. Through group involvement, women build relationships with other women and feel less socially isolated.

43 Clients  
50 Group Sessions

*"The group is my main support. I look forward every week to our meetings and seeing and talking to all my friends. This is my second home. I feel comfortable enough to speak openly. Thank you."*

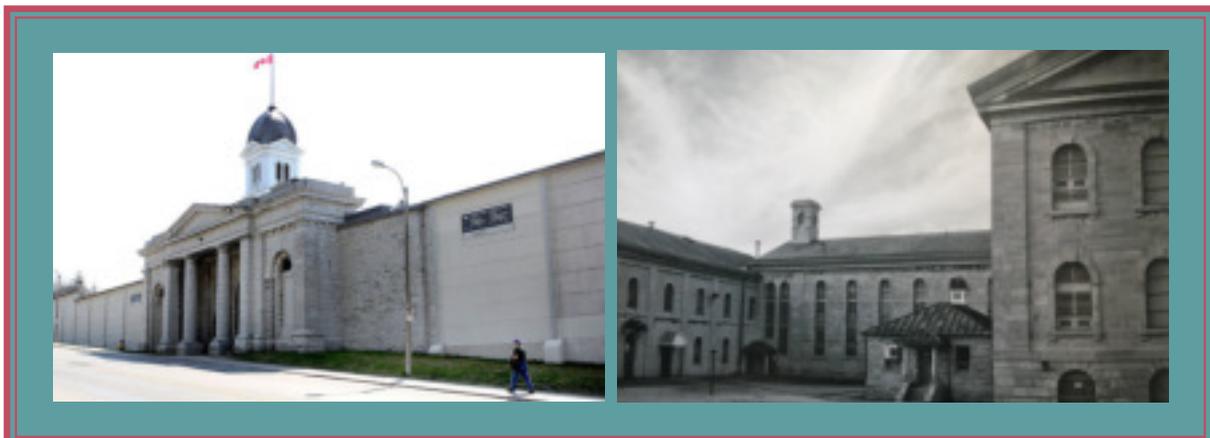
*"I was in a very dark place a few years ago during my son's incarceration. He is doing well now and I still enjoy the friendship and support of this group."*

*"I rely on the John Howard Women's Group for support. It is important to me to know that the group is there and there is someone to talk to about sensitive personal issues. There is no other place to go; there are no other groups to talk about our family members involved in the justice system."*

*(Women's Group participants)*

## Kingston Trips

Family members of inmates incarcerated in Kingston area institutions have an opportunity to visit. The Society employs a volunteer driver and the families contribute to the cost of a car or van rental for the trip.



# RAMS



## Boulee, Huron, Kipps Lane Program

The Society offers counselling, advocacy and referrals to other community agencies for children, youth and families who reside in the three subsidized housing projects. The communities house immigrants, many of whom are poor and vulnerable. In working with teens, the Society identifies high risk behaviours and develops an effective intervention plan to ensure that youth are able to complete school successfully and graduate to an apprenticeship, college, university or employment. The Society's Social Worker attends Montcalm Secondary School on a weekly basis to support high risk youth.

16 Clients  
124 Interviews  
47 Collateral Contacts  
61 Case Conferences

*"Dealing with some of the things that I have to deal with on a daily basis...I thought no one could possibly understand how messed my life was. When I was referred to speak with a worker from the John Howard Society I found I could open up and try to make sense of and cope with the things that I really struggle with." (Youth participant)*

## Children's Group

The John Howard Society offers a group for girls and a group for boys in the Huron subsidized housing project. Through weekly group involvement, the children explore other cultures, racism, bullying, healthy relationships, family violence and safety planning. Activities include cooking, arts and crafts, sports, games, science experiments and drama. The Society's staff and volunteers are positive role models for the children and educate them about healthy communication and relationship skills. The children are encouraged to focus on their education. The Society's worker and volunteers often assist the children with their homework and school projects.

60 Children  
90 Group Sessions

### Laura's Story:

*When Laura first joined the Girl's Group, she had difficulty communicating with people and expressing her emotions appropriately. She felt anxious when approaching people and she was viewed by her peers as shy. The first time Laura was allowed to go to group she was excited but anxious at the same time. With help from the group facilitator and volunteers, Laura was able to develop healthy communication skills, she learned some techniques to manage her emotions and was able to make friends. Now, Laura is the first girl to arrive to group every week and displays her creativity with the crafts she makes. Laura asks for support from the staff and volunteers when she is facing any issues at school, at home or in the neighbourhood. She now feels comfortable with herself and people around her. She is doing really well in school according to her teachers.*



# PROG

## County Youth Outreach Program

The Society's social workers receive referrals of high risk youth from educators, parents, probation officers, police, the Children's Aid Society and other social agencies. In addressing high risk behaviours presented by teens, the social workers offer counselling in the context of the school, peers, family and community. The social workers attend secondary schools in Glencoe, Strathroy and Parkhill on a weekly basis. Youth and families from Lucan and other small communities are served through Medway Secondary School. The Society's social workers work collaboratively with other social service agencies based in the county.

39 Clients  
217 Interviews  
168 Collateral Contacts  
128 Case Conferences

*"My worker helped me to stop and think before I reacted to situations. Being believed and supported made a big difference in my life, allowing me to make changes."* (Youth participant)

## Stratford Jail Institutional Visiting and Reintegration Program

It is important for inmates to maintain strong links with their community. Regular visits are conducted at the Stratford Jail to provide counselling, advocacy and planning for a successful release. The client is connected to community agencies which provide addiction and mental health services. Follow-up is offered to support the client's reintegration into the community.

157 Clients  
412 Interviews  
736 Collateral Contacts  
27 Group Sessions

*"I met Courtney while I was incarcerated at the Stratford Jail. I went through a hard time in my life and got involved with drugs. I had never been to jail before. Courtney helped me connect with my employer and my landlord so I was able to keep my home and my job. While in jail, I was able to do counselling to determine some of the reasons my life went off track. I have hope for the future."*  
(Inmate at Stratford Jail)



# RAMS



18 Teens  
36 Sessions

## Teens Leadership Group / Teens in Action Group

Teens groups are offered in the Boullee, Huron and Kipps Lane communities. The Teens in Action Group supports teens, males and females, aged 11-16 with career development, course selection, team work, critical thinking, and creativity. The group teaches teens employment skills such as building a resume and success in interviews. Volunteering is encouraged. The Teens Leadership group supports youth in understanding leadership through exploration of team work, critical thinking, cultural diversity, creativity and more.

### Jason's Story:

*Jason was not getting along with the teachers at school, which often led to detentions. He was running the risk of expulsion. The facilitator of the group talked to the teens about resume building and the importance of volunteering for future employment. Jason asked about completing his volunteer hours to graduate. With the help of the group facilitator, Jason brainstormed potential volunteer opportunities which led him to volunteering at the public pool. He completed his volunteer hours over the summer. Participating in Teen's Group has increased Jason's communication skills and provided him with encouragement to complete school.*

## Immigrant Community Capacity and Engagement (ICCE) Project

The ICCE Project was developed in response to needs identified by the London and Middlesex Local Immigration Partnership (LMLIP) - Justice and Protection Services Sub-Council. Through a collaborative and community development approach, the ICCE Project was intended to build immigrants' knowledge, understanding and trust in Canadian justice and protection services. The ICCE Project was part of the vision of a larger initiative designed by LMLIP to promote the successful integration of newcomers into the community. Last year, the Society worked with the Sudanese and Farsi speaking communities. This year, the Society is delivering the ICCE project to the Mandarin and Urdu speaking communities.

41 Workshops  
595 Total Audience  
Sudanese and Farsi  
Communities

*"Through the Child Welfare Presentation we were able to build confidence regarding the Children's Aid Society and learned that CAS takes children only on reasonable grounds."*

*"The scenarios presented by the diversity police officer were very engaging and gave us a chance to learn and feel comfortable with police officers." (Urdu community participants)*





MINISTRY OF THE ATTORNEY GENERAL

## Bail Verification and Supervision Program

# PROG

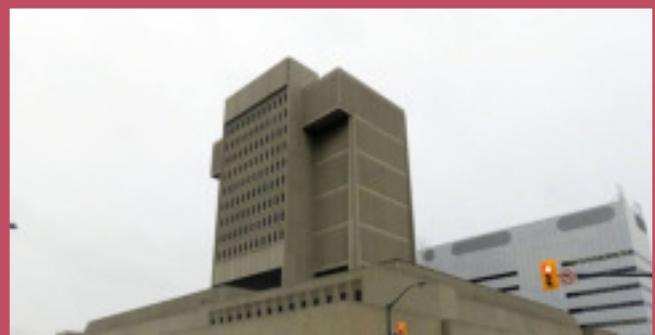
1764 Clients  
18069 Interviews  
9796 Collateral Contacts

The John Howard Society provides community supervision to eligible individuals who do not have the financial or social support to meet bail requirements. Prospective clients are interviewed in the holding cells at the courthouse to determine eligibility. If release is approved by the court, then the clients report weekly, or more frequently, to have their conditions monitored. The Bail Program has been expanded to new jurisdictions including Woodstock, St. Thomas, Stratford, Goderich and Walkerton. The program also provides enhanced mental health supervision to support clients with mental illness. The expansion included specialized Bail services for Indigenous people.

### Tina's Story:

*Tina was a young woman who was facing many challenges prior to being on the JHS Bail Verification and Supervision Program. Tina struggled with addiction to alcohol and illicit substances since her teenage years. Due to her addiction issues, she had to make a difficult decision in giving up custody of her 2 year old daughter to her mother. When Tina began the program, she had not completed high school and struggled to maintain full time employment. Tina was a bright young single mother who chose to associate with high risk offenders and found herself in abusive relationships.*

*As Tina began to work with the Bail team, she found it challenging to deal with some of her ongoing issues. It took her some time to face her addiction, but she realized she needed to make changes in her life. She started to use resources in the community to address substance abuse and was eventually living a sober lifestyle. She went back to school and finished her OSSD (Ontario Secondary School Diploma) and started school at Fanshawe College. She became involved in a healthy relationship and became pregnant with her second child. Once her charges were dismissed, it was a weight off her shoulders. During this process, Tina was reconnected with her first child and her family. With the support of the JHS Bail Program along the way, Tina was given a chance to start a new chapter of her life with her family.*



# RAMS



MINISTRY OF THE ATTORNEY GENERAL

## Direct Accountability Program

The Direct Accountability Program is an alternative to prosecution for eligible individuals over the age of 18 who have been charged with minor criminal offences. The program involves accused persons being held accountable through community-based sanctions. The four programs held at the John Howard Society are the Stop Shop Theft Program, Alcohol and Drug Awareness Program, Anger and Substance Awareness Program and Anger Management Program. Individuals referred to those programs have been assessed to benefit from an opportunity to address the problematic thinking, feelings and behaviours that led to their involvement with the criminal justice system.

267 Participants  
113 Group Sessions  
278 Collateral Contacts/  
Case Conference

*"I learned about substance abuse and how to control it." (ASAP Participant)*

*"It was very interesting. I learned some things I was unaware of. Also, now I know ways to deal with future coping when it comes to my stealing addiction." (SST Participant)*

*"I enjoyed the classes and the really non-judgemental workers who facilitated the group. Thank you so much!" (ASAP Participant)*

*"The program helped me think more in-depth about my situation." (AM Participant)*



MINISTRY OF CHILDREN, COMMUNITY & SOCIAL SERVICES  
MINISTRY OF COMMUNITY SAFETY & CORRECTIONAL SERVICES

## Native Services Program

The Society employs Indigenous workers who supervise sentence orders for Indigenous youth and adults residing in London, Woodstock, St. Thomas and the three neighbouring communities: Munsee-Delaware First Nation, Chippewas of the Thames First Nation and Oneida Nation of the Thames. The Native Services workers incorporate traditional Indigenous approaches in their work with clients.

142 Adults  
1090 Interviews  
2313 Collateral Contacts  
252 Case Conferences

*"I was a client of the Native Services Program at the John Howard Society of London and District for approximately two years. During this time, my worker helped me sign up for secondary school and I received my Ontario Secondary School Diploma in 2018. Since receiving my OSSD, I was able to find employment and I am financially able to support myself. My future goal is to attend post-secondary education. Thank you JHS!"*

74 Youth  
917 Interviews  
3863 Collateral Contacts  
293 Case Conferences

(Native Services Program Client)

# PROG

## Community Maintenance Program/Multi-Target (CMP-MT)

The CMP-MT program is an extension of the Integrated Correctional Program Model (ICPM) Multi-Target Programming. This program is designed to address the needs of individuals on federal parole who have been referred to participate in the program. It is a weekly program of 12 structured classroom sessions and each session is 2 hours long. The program is designed to reduce the risk of reoffending by teaching offenders how to apply the skills they learned to real life situations.

15 Clients  
43 Group Sessions  
24 Interviews  
164 Collateral Contacts  
39 Case Conferences



## Supported Housing of Perth Program (SHOPP)

The Supported Housing of Perth Program (SHOPP) is a collaborative effort by different agencies serving the Perth area using a housing first approach to address homelessness using wrap around supports and services as needed. SHOPP assists participants with housing stability and social inclusion. Participants receive mobile intensive case management services coupled with portable housing allowances and other supports as necessary.

The program targets individuals and families who fall into one or more of the priority areas of homelessness:

- Youth ages 16-24 years experiencing homelessness
- Individuals experiencing homelessness following transitions from institutions and service systems
- Families experiencing chronic homelessness
- Individuals experiencing chronic homelessness



# RAMS

## Gladue Court

The London Gladue Court opened in January 2012. It was developed in collaboration between the London Ontario Court of Justice and other community organizations, including the John Howard Society of London and District. The Gladue Court was established to address the unique needs and circumstances of First Nation, Inuit and Métis offenders. The first Gladue Court heard six cases on its opening day, January 16, 2012. In its infancy stages, the Court was held for half a day every two weeks. Since that time, through word of mouth and active public awareness by the Gladue Court committee, the Court has grown to a full day each Thursday. Thousands of cases have now been heard in the London Gladue Court; several hundred of those were youth matters. The John Howard Society has had a representative present since the Court's inception and every appearance and outcome has been documented for statistical purposes. The John Howard Society Gladue Court worker is familiar with the majority of the Court participants and is in attendance to provide input to the Court when called upon, to act as a resource to the Court, to provide support and guidance to the Court participants and their families, to provide the medicines each week, to assist in sentencing Circles and to offer the Eagle Feather to those in need. Referrals are also made to the John Howard Society Institutional worker to request that the worker meet with offenders held at the Elgin-Middlesex Detention Centre. The Society's Gladue worker was involved in the organization and implementation of a roundtable, held in March, 2016. Community partners attended the roundtable to share their ideas on how the community can enhance the Court. Many of the recommendations have been implemented resulting in a more effective and responsive court.

*"I am glad they have a Gladue Court in London. For the first time, I actually felt heard at court. The people working in Gladue Court seem to understand the different things Native people are dealing with, like residential school and some of the problems in our communities. They also encourage traditional and cultural counselling and healing programs. This is important to me and lots of others. I feel like the court is being fair when they take these things into consideration." (Gladue Court Client)*



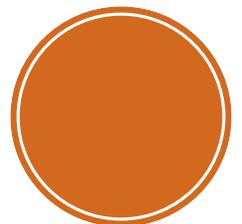
Native Services team attending Gladue Conference



MINISTRY OF THE ATTORNEY GENERAL



MINISTRY OF CHILDREN, COMMUNITY & SOCIAL SERVICES  
MINISTRY OF COMMUNITY SAFETY & CORRECTIONAL SERVICES



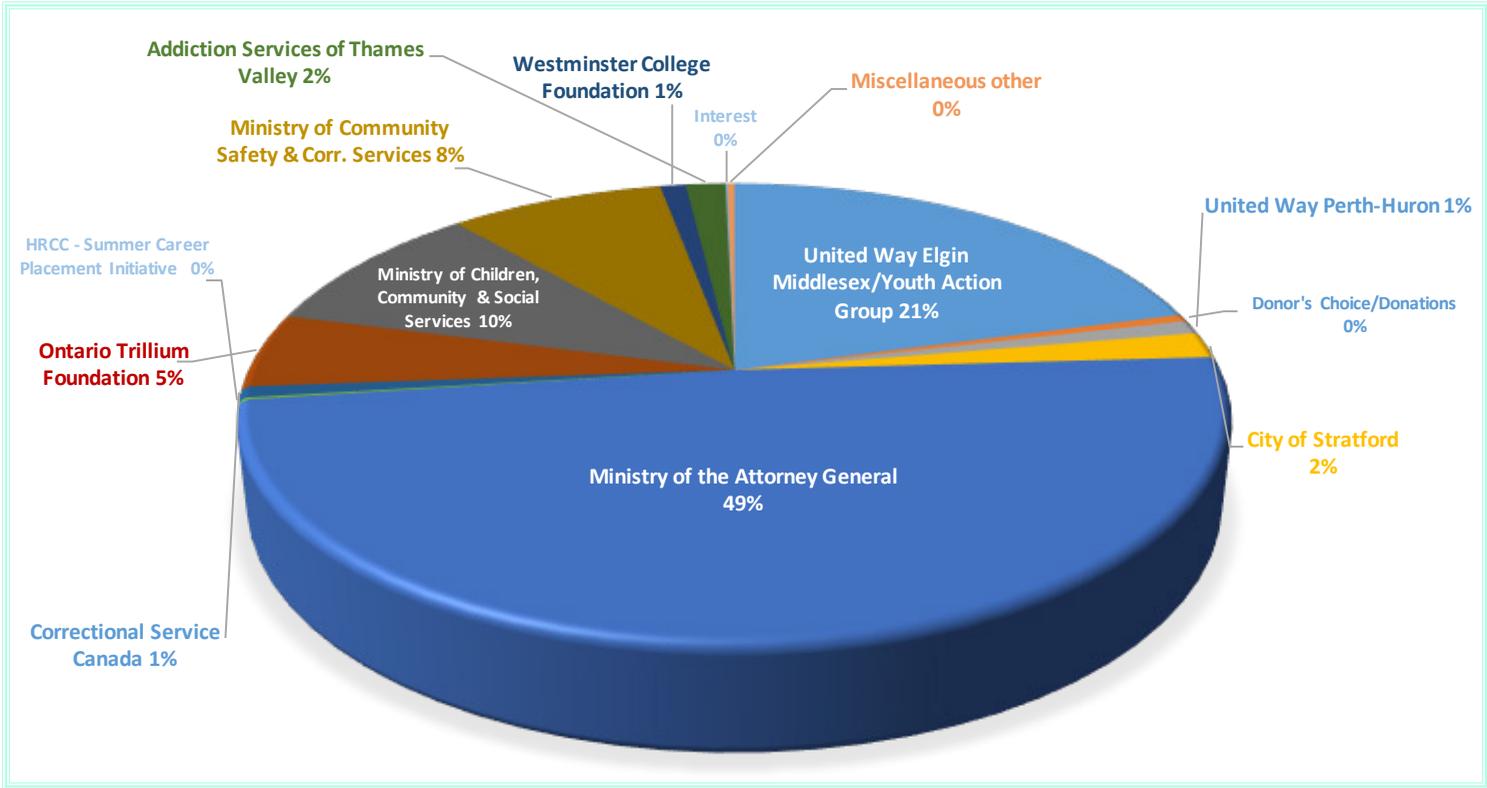
With your support  
the Society is making a  
difference in the lives of  
many individuals, youth  
and families

Special thanks to  
our funders

# FINANCIALS

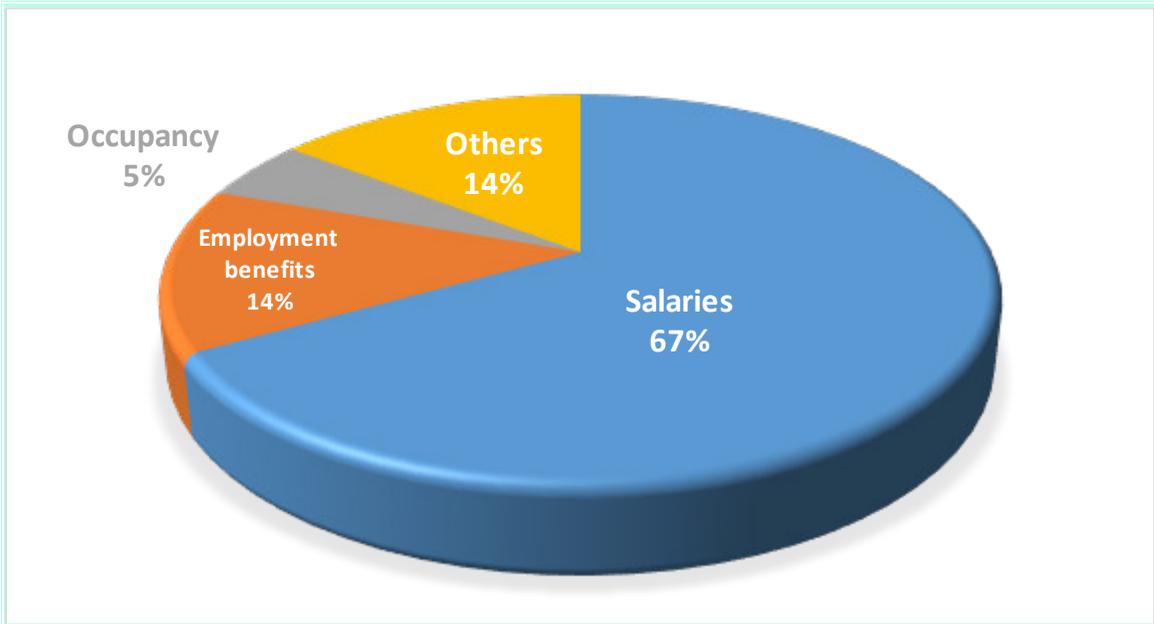
## REVENUE

1,731,764



## EXPENDITURES

1,728,423



# United Way Campaign 2017

The John Howard Society of London and District has been a community partner of the United Way Elgin Middlesex for over 60 years. The Society is able to achieve its Mission each year due to the ongoing financial support of the United Way.





**United Way**  
**Elgin Middlesex**

*Thank you to our  
campaign team we  
raised \$6,074*

Over the course of the campaign, every single staff member at the Society, as well as volunteers, contributed to the campaign's success. We "Kicked Off" the campaign with a pot luck and invited our United Way sponsored employee. The Society created campaign calendars where every weekday in November we held a draw. Staff and volunteers provided generous prizes, including homemade gifts! The calendars were very successful. We held a Bingo Day where staff excitedly played bingo during their lunch hour. Staff and volunteers participated in the United Way's Annual Stair Climb. There were a few that could not participate in the actual climb, but they gathered pledges. Other campaign activities included a silent auction, a Halloween costume contest and an office challenge that lasted a month ending in a Christmas door decorating contest judged by our sponsored employee.

Without the participation of the Board of Directors, staff and volunteers, our campaign's success would not have been possible. We appreciate everyone's continued effort, especially with the financial commitment.



## Rose Marie Jaco Award of Excellence in Social Work Field Practice Education

The Rose Marie Jaco Award of Excellence in Social Work Field Practice Education is an annual award given to a field instructor with King's University College, School of Social Work. The award was established to recognize BSW field instructors associated with the School of Social Work who demonstrate competence and excellence in field instruction, qualities of leadership, and commitment to Social Work education and practice. Recipients of the award demonstrate sensitivity to the learning and emotional needs of social work students, an ability to create a supportive learning environment and an openness to recognize and encourage the students' skill development and ideas.

Three staff members of the Society were the recipients of this award for the last two consecutive years. In 2016, the recipient of the Rose Marie Jaco Award was **Anita Parker**, who was nominated by her BSW student. In her nomination letter, her student noted that "Anita showed sensitivity to my learning and emotional needs by always being available...her ability to engage with her clients, staff members and me in many different ways and varied contexts helped me develop a critical skill set needed in my future practice."

Last year, JHS field instructors were again honoured when **Kathleen Lowe** and **Juli McGrenere** won following being nominated by a student that they jointly supervised. In regards to Kathleen, the student noted that "Kathleen actively engaged with my learning by sharing literature and providing mentoring support, teaching me new theories and practice strategies that I could use in my own practice at the agency. Kathleen is highly strengths-based, making an excellent supervisor, as she sees and brings out the best qualities and potential in her students." And when speaking about Juli it was stated that "Juli showed patience with my learning and when I made mistakes, and was understanding of my role as a student. I felt valued as her student, as she was continually flexible with her schedule to maximize my learning opportunities. I was able to accomplish more than I imagined with her guidance."

**Congratulations Anita, Kathleen & Juli!**



## Milestone Service Awards

The Society has established the Milestone Service Awards in order to recognize our staff members for their dedication and years of service to the agency. The agency recognizes staff for each five years of continuous service. At each milestone, our employees receive a certificate of service and an award gift.

**Rachel Craig was recognized last year for 5 years of service!**

This year, three exceptional staff members will be recognized!

A special award is presented to **Fran Woods**, Executive Assistant, who is retiring at the end of this year. Fran served the Society for 28 years. Fran's level of commitment and contribution over many years is remarkable! Thank you Fran!

**Congratulations on a well-deserved retirement!**

**Ana Rojas for 15 years of service**

**and**

**Ricardo Suarez-Leon for 10 years of service**

Thank you for the loyalty and dedication you have brought to the organization over the years. Each one of you has contributed to making the John Howard office a great place to work.

**Congratulations to you all!**



## Annual Meeting 2017

Professor Peter Barton, a long-serving Board member, was the speaker for the Annual General Meeting last year when the Society celebrated its 70th Anniversary. Professor Barton provided an excellent speech covering the history of the John Howard Society of London and District over the last 70 years.

Thank you Peter!



## Annual Meeting 2018



The Society is honoured to have Mr. Howard Sapers, Independent Advisor on Corrections Reform for the Province of Ontario as a guest speaker for our annual meeting this year. In May 2017, Mr. Sapers released his first report titled, *Segregation in Ontario*, which provided the Ministry of Community and Correctional Services with advice and recommendations on ways to reduce the use of segregation, improve conditions of confinement for those segregated and enhance accountability and transparency in the segregation process.

A second report, *Corrections in Ontario: Directions for Reform*, was released in October 2017 and called for transformative change in numerous areas of correctional operation. In total, the two reports contained 125 recommendations. Based upon Mr. Sapers' recommendations, the Government of Ontario has committed to passing new principle-based correctional law for the province.

From 2004 through 2016, Mr. Sapers was the Correctional Investigator of Canada. Previously, Mr. Sapers was the Executive Director of the John Howard Society of Alberta, an elected member of the Legislative Assembly of Alberta representing Edmonton Glenora, Director of the National Crime Prevention Centre Investment Fund and Vice Chairperson (Prairie Region) of the Parole Board of Canada.

Mr. Sapers is a Past President of the Canadian Criminal Justice Association, has served as a member of the Board of Directors of the Forum of Canadian Ombudsman and between 2012 and 2016 was a North American Regional representative to the International Ombudsman Institute. Mr. Sapers represented the community of small federal departments and agencies on the Government of Canada Small Department Audit Committee and was Chairman of the Department of National Defence/Canadian Forces Ombudsman Advisory Committee.

Mr. Sapers' work as Correctional Investigator was recognized in the cover story of the Fall 2016 edition of *Power & Influence* magazine. Mr. Sapers is an Adjunct Professor at Simon Fraser University's School of Criminology, and has been awarded an Honourary Doctorate of Laws from the University of Ottawa. Mr. Sapers is currently a member of the Ryerson University Department of Criminology Advisory Council and the Legal Aid Ontario Prison Law Advisory Committee.

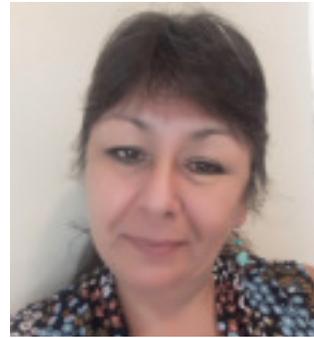
# John Howard Society of



Tahgrid



Fran



Anita



Juli



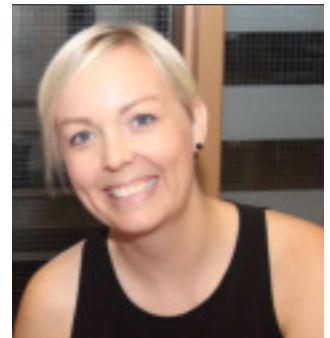
Kathleen



Courtney



Nicole



Tracey



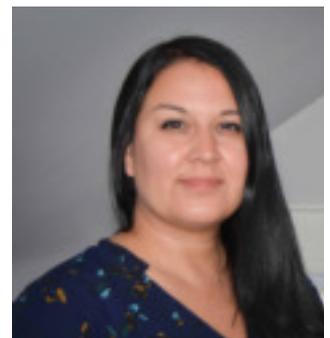
Rachel



Brian



Laura



Carolyn



Charlene



Chantal



Stephanie B.



Lizzie

# London and District Staff



Ana



Stephanie



Ricardo



Valerie



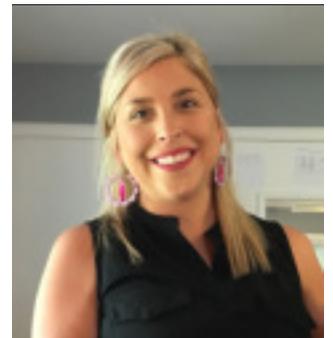
Roman



Robyn



Sarah



Chelsea



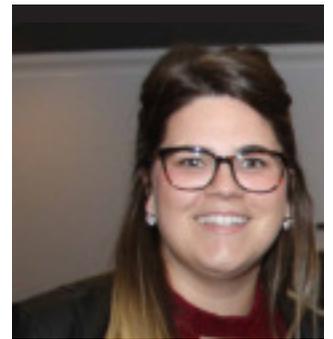
Jovana



Kaela



Jacqui



Justine



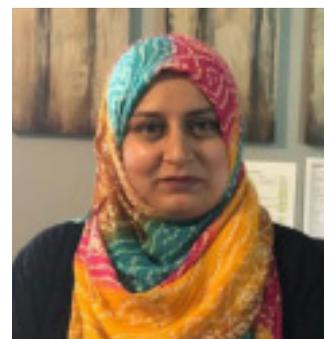
Sara



Monica



Fan



Akifa

# Ontario Trillium Foundation



The John Howard Society of London and District organized a special event to recognize the new Ontario Trillium Foundation grant on December 15th, 2017. The Society received \$278K over three years to deliver the Immigrant Community Capacity and Engagement (ICCE) Project to educate newcomer communities about the justice and protection services. MPP Deb Matthews, community partners, media reporters, staff, volunteers and Board members attended the event.

Every year, we target two newcomer communities. To date, we have delivered services to the Vietnamese, Karen, Arabic, Spanish, Bhutanese, Somali, Sudanese and Farsi speaking communities. This year, we are working with the Mandarin and Urdu speaking communities. Next year, we will be working with the Amharic and French speaking communities.



Without the financial support of the Ontario

# Grant Recognition Event



## Grant aids newcomers

John Howard Society program will receive \$278K over three years

DAH BROWN  
THE LONDON FREE PRESS

You move to a new city in a new country. You don't speak the language. You wind up in jail. You don't know if the police or judges can be trusted. Who can you turn to for help?

If you're a newcomer to our city, the answer is the John Howard Society's Immigrant Community Capacity and Engagement project, or ICCE for short.

"There is a lot of need," said Taghrid Hussain, the society's executive director. "We know that many of the newcomers who access the program are fearful."

That's because they often come from police states where the authorities are corrupt. ICCE began in 2012 and has targeted several different communities, from Arabic speakers to those whose mother tongue is Spanish and Mandarin.

Its goal is to help immigrants navigate the justice system.

Friday afternoon, organizers at the John Howard Society celebrated the renewal of the grant for the project, which is funded by the Ontario Trillium Foundation. ICCE will receive \$278,000 over three years.

"It's funded by us, the taxpayers,"



MIKE HENNESY / THE LONDON FREE PRESS

Taghrid Hussain, executive director of the John Howard Society of London and District, speaks at Friday's announcement of Trillium Foundation funding for the agency's Immigrant Community Capacity and Engagement project.

noted Deputy Premier and London MPP Deb Matthews, who attended the ceremony. With a Christmas tree in the corner and festive treats on the table, Matthews said she felt happy. "Not just because I feel like it's Christmas," she said.

"The projects that get funded are really special and doing really interesting things," Matthews said. "I think this is a particularly innovative project."

The Trillium Foundation gives out a total of \$120 million in grants across the province.

"We've been running the project for some time now," Hussain said, which has helped newcomers to develop what she calls a "knowledge base."

"They know where to go to ask for help when needed," she said.

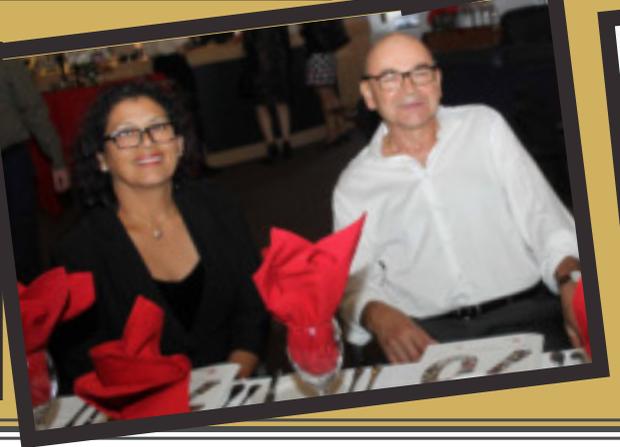
While the Canadian justice system may seem commonplace to us, newcomers navigating it for the first time have a lot of questions. "Many newcomers emigrate from countries which do not have laws to protect children and women," Hussain explained.

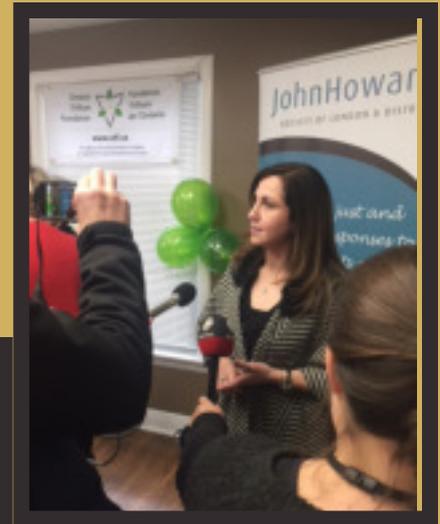
And while most Canadians don't fear being pulled over by a police officer, that is not the case for those who use ICCE.

Hussain estimated more than 200 people in each of eight newcomer communities have been helped so far, so that makes for thousands of clients. [dahbrown@postmedia.com](mailto:dahbrown@postmedia.com)

Trillium Foundation, this project won't be possible

# 2017/18 IN PICTURES





# The John Howard Society of London and District



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