

John Howard

SOCIETY OF LONDON AND DISTRICT

ANNUAL REPORT 2018/2019



Effective, just and humane responses to crime and its causes



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



2018/2019 has been a busy year, full of both opportunities and challenges, which have become somewhat commonplace in our time. Our client caseload has increased to over 3700 and the needs are great. Over the past few months, the demand has increased markedly. The John Howard Society of London and District continues to meet the challenges of working with a high-risk, high-need population. The issues with mental health, addictions and homelessness continue to impact our client population. More than ever, workers are seeing more individuals who are struggling, on a daily basis.

The John Howard Society of London has experienced funding cuts, which has created pressure on responding to the needs of clients. As always, the Society staff team is pulling together to deal with the increased demand with reduced resources. We know that we are not alone; many other agencies in our community are facing the same dilemma.

Throughout the past year, we have embraced new opportunities for collaborations and partnerships. Of particular note was the funding we received from the Ministry of the Attorney General to provide the Partner Assault Response (PAR) Program in Goderich. The funding for the PAR Program has been an important expansion of our services in Huron County. We also collaborated with the John Howard Society of Canada to establish a national program funded by the Canada Border Services Agency (CBSA) to provide an alternative to detention and community supervision services for individuals involved with CBSA.

The Society is fortunate to have a strong staff team who demonstrate skill, confidence and practicality in their daily work. Our Executive Director, Taghrid Hussain, continues to provide exemplary leadership and is always open to new opportunities to advance the work of the Society. I would like to thank Taghrid and the staff for their hard work, devotion and commitment and for going above and beyond every day to assist the most vulnerable client population in our community.

Board of Directors Stuart Ewing

Our volunteers play an active role in every program offered by the Society and expand the capacity of the agency to offer services to our clients. Each year, an exceptional volunteer is presented with the Carol Reid Volunteer of the Year Award. This year, the recipient of the award is Natalia Diaz. On behalf of the staff and the Board of Directors, I would like to thank Natalia and all of the other volunteers who generously contribute their time and skills to advance our services in the community.

The John Howard Society of Ontario and the London Society have always had a close relationship. Paula Osmok, Executive Director, facilitates the Executive Directors Committee, where Taghrid receives professional development, networking with colleagues and information to enhance her work. Paula and her staff team are readily available for consultation and support. In June 2019, many of our staff attended the John Howard Society of Ontario Provincial Staff Conference.

The Society's work would not be possible without the assistance and cooperation of many community partners and funders. The United Way Elgin Middlesex continues to support our core programs and we truly value the relationship between our organizations. We are also grateful to our many funders such as the United Way Perth-Huron, The Ministry of the Attorney General, The Ministry of Children, Community and Social Services, the Ministry of the Solicitor General, Ontario Trillium Foundation, Correctional Service Canada, the City of Stratford and the Westminster College Foundation.

During the year, the Board of Directors said farewell to three Board members, Chief John Pare, Mrs. Paula Greenberg and Mr. Peter Downing. John Pare joined the Board of Directors in October 2012, and he served as President until his retirement from London Police Service. His contribution to the John Howard Society was significant and he was a tremendous support to Taghrid. We wish John a long and happy retirement. I would like to recognize Mrs. Paula Greenberg and Mr. Peter Downing, who served on the Board of Directors for a number of years and were generous in sharing their wisdom and expertise. We will miss them all!

This year, the Board welcomed two new directors, Deputy Chief Patricia McIntyre, from London Police Service, and Ms. Mary Kay Arundel, from the school of Social Work at King's University College. With their diverse backgrounds and experiences, we are fortunate to have them on our Board of Directors and I look forward to working with them. I would like to thank all of our Directors for their strong leadership, dedication and commitment to the John Howard Society.

I feel privileged to serve as the President of such a great organization!

Stuart Ewing
President

Not Beyond Redemption:



"One person died every two hours of an opioid related overdose in Canada last year, and the death toll rose for the third year in a row", according to a report released by the Public Health Agency of Canada (June 2019). The rise in accidental overdose deaths is attributed to drugs being laced with Fentanyl, which is believed to be 100 times stronger than morphine. Users unwittingly fall victim to Fentanyl, because it is tasteless and does not smell. Other risks have also been identified. Individuals who survive an overdose may have serious brain injuries. The Lawson Health Research Institute reported in the Canadian Medical Association Journal a significant risk of endocarditis, a serious and life threatening infection of the lining of the heart, among people injecting drugs.

On April 14, 2016, British Columbia declared a public health emergency to address the deaths from drug poisoning and has continued to be in crisis, with Alberta and Ontario not far behind. The situation in London is alarming, where a walk down Dundas Street, from Richmond Street to Quebec Street, illustrates the despair on our doorstep. Drug use among the Society's clients has spiked in recent years, and has been steadily worsening since the spring of this year. Many are homeless and are struggling with poverty and mental illness, as well as addictions. The demand for services continues to increase both in London and the other communities served, and the work is constantly challenging. Police, emergency departments and other social agencies are trying to cope with the same people.

On a daily basis, clients are arriving in a desperate state, with nowhere to go during the day, or at night. Some come in wanting to rest, requesting something to eat, or something to keep them warm overnight on the street. Others are experiencing disorganization in their brain, causing them to be catatonic, confused and sometimes aggressive. Addiction has altered their minds, emotions and behaviours. Opiates take over people's lives.

The incidents of opioid overdoses and related deaths among the Society's clients have increased dramatically. Over the last year, a significant number of clients passed away from opioid overdoses. It was shocking. Workers would meet with clients during the day, only to learn that the person died later the same day. This experience had a profound impact on the staff, dealing with losses day after day, and worrying about the others who were at risk of the same fate.

Dignity, Hope and Recovery

The sadness and loss is balanced by the joy and celebration when clients are successful and it instills hope that others can overcome addiction. D.J. was born and raised in London. In adolescence, he began abusing substances and developed a serious opiate addiction. He was involved in criminal activity to support his drug habit and was caught in a revolving door. In April 2012, D.J. was accepted into the London Drug Treatment Court. During his participation, he demonstrated a very positive attitude toward his recovery and played a significant role in supporting other court participants. He graduated from the court in April 2013 and became a mentor and role model for new court participants. D.J. was the guest speaker at the Society's Annual General Meeting in 2013. The road has not been smooth for D.J., but he continues to be abstinent and focused on his goals. He is working full time to support his family and he stops by the Society to say hello to staff who witnessed his journey to recovery.

Gabor Mate wrote, "Not every story has a happy ending...but the discoveries of science, the teachings of the heart and the revelations of the soul all assure us that no human being is ever beyond redemption. The possibility of renewal exists so long as life exists. How to support that possibility in others and ourselves is the ultimate question." Gabor Mate challenges us to do better.

Numerous approaches have been tried over the years. The four pillars approach to drug addiction was implemented in cities in Europe, as well as Canada. The four pillars included harm reduction, prevention, treatment and enforcement. It became evident to all stakeholders that solutions to the drug crisis would not be achieved through arrest and imprisonment. Over the years, services have emerged, including day programs, needle exchanges, safe injection sites, crash beds and drug treatment courts.

The London Society was involved in the planning and operation of the London Drug Treatment Court from its inception in 2010, to the unfortunate closure in 2016. It was a collaborative community effort, which had success, despite limited resources. There was significant learning throughout the experience. It was evident that supportive housing and groups targeting criminogenic risk factors were important components, along with a robust harm reduction treatment program, and input from Justice Rabley.

In the midst of the crisis, new ideas have evolved. Naloxone kits are being distributed widely to police, service providers and individuals who use substances. In the Crosstown clinic in British Columbia, approximately 160 chronic substance abuse patients receive medical grade heroin in a supervised clinical setting, with the goal of providing a safe supply of drugs as an alternative to risky street drugs. It is a controversial intervention.

Professionals in many countries, including Canada, are beginning to consider other drug policies. In 2001, Portugal decriminalized the possession and consumption of illicit substances, and it became an administrative violation. The change resulted in dramatic drops in overdoses, HIV infections and drug related crime and an increase in people opting for treatment. According to The Guardian, "there was an enormous cultural shift and a change in how the country viewed drugs, addiction and itself. Drogados (junkies) became known as people who use drugs, or people with addiction disorders." (December 2017)

Canadians are failing people afflicted with drug addiction. A federal government commission should be established to develop a National coordinated, collaborative, comprehensive and evidence-based strategy with necessary funding attached. The commission should consult with the leading experts in law, medicine, law enforcement, addiction treatment, drug treatment courts, criminal justice, housing, poverty, public health, research and policy development. Indigenous leaders should be involved to ensure that the strategy is meaningful and culturally relevant. The commission should examine successful interventions and drug policies in Canada and other countries. Canada has an immense opportunity to be a world leader and develop an effective approach, which offers dignity, hope and recovery. Those who use substances are not beyond redemption!

Taghrid Hussain
Executive Director

BOARD OF DIRECTORS 2018 / 2019

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

Ms. Mary Kay Arundel

Honourary Directors

Mr. George Brunton

Mrs. Margaret MacGee

Mrs. Sheila Davenport

Mr. Jack Moran

STAFF 2018 / 2019

Taghrid Hussain	Executive Director
Fran Woods	Executive Assistant (Until December 2018)
Ana Rojas	Director of Programming and Marketing
Kelly Reiter	Manager of Finance and Administration
Kathleen Lowe	Social Worker/Clinical Supervisor
Juli McGrenere	Manager/Social Worker
Tracey Gough	Social Worker/Institutional Worker
Rachel Craig	Social Worker (Until September 2018)
Nicole Anderson	Social Worker
Courtney Coqu	Institutional Worker/Counsellor
Laura Earle	Groups Facilitator/Counsellor
Brian Webster	Social Worker/Direct Accountability Program
Anita Parker	Indigenous Services Program Supervisor
Carolyn Henry	Indigenous Services Worker
Charlene Beatty	Indigenous Services Worker
Chantal Fisher	Indigenous Services Worker
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
Kennedy Mattatell	Bail Worker-St. Thomas
Faben Wossenew	Bail Worker-Woodstock
Jacquelyn Cebulak	Bail Worker-Woodstock (Until January 2019)
Lizzie McArthur	Support Staff
Monica Crowley	Housing Stability Worker-Stratford
Awung Fortaboh	ICCE Project Worker
Paul Kidane	ICCE Project Worker

Students

Shelby Douglas	4th Year Social Work at King's University College
Natalie Whitney	Master's of Social Work at King's University College
Rachelle Skinner	Summer Student
Ousama Saad	Summer Student
Juanita Vallejo	Summer Student
Megan Rieck	Summer Student



THANK YOU



52 Volunteers
4340 Hours Contributed

VOLUNTEERS

Alex Dobson
Fabien Wassenew
Alice Thomas
Ryan Hanna
Vaidehi Misra
Lizzie McArthur
Lori Cunningham
Bob Upsdell
Batool Azra
Chi Zhang
Rebecca Pschibul
Milicia Cvetkovic
Rachelle Skinner
Salena Halbouni
Chloe Andres
Ching-Pao Wang
Lindsay Hogan
Harris Syed
Sydni O'Rourke
Ljerka Vandepoele
Shweta Jain
Kelly Heinbuch
Stephen Troyer
Matthew Allan Johnson
Natasha McMillian
Matthew McGuigan
Desire Aube
Stephanie Bulsza
Colin Hill
Jag York
Madeleine Carswell
Megan Reick
You Kyung (Alice) Hwang
Natalia Diaz
Ousama Saad
Thomas Morton
Tara Smith
Tessa-Jane Dean
Brooke St.Croix
Alexander John Feltis
Gabrielle Grimes
Sonia Brule
Tahila Berkhof
Jonathan Derives
Jacob Dias
Juanita Vallejo
Holly Galloway
Shelly (Xin Xuan) Lu
Melissa Thoma
Sarah Stavridis
Natalie Chiasson
Christine Lin

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 2018

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.

Natalia Diaz began her volunteer experience at the John Howard Society in July 2018. Natalia holds a Bachelor of Arts in Sociology from Western University. Natalia was involved with supporting the front office at 601 Queens Ave. and in the Bail Verification and Supervision Program.

Natalia 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. Natalia has demonstrated her empathy and compassion for clients through every interaction. Since commencing her work with the Society, Natalia has contributed over 220 hours of volunteer service. Natalia was recently hired full-time by the Salvation Army as a court worker.

Natalia 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 Natalia!



My Volunteer Experience at The John Howard Society By Natalia Diaz

The first time I heard the famous quote by Mahatma Gandhi, "Be the change you wish to see in the world," it resonated with me. I am a strong believer that if I want to make this world a better place, then I have to help those people around me. With my previous experiences in working with children, youth, families and newcomers, I realized that I have the passion to work within the social services field. I want to make a difference in people's lives and create a positive impact on them, assuring them that they are not alone and they can reach their full potential with the right tools and knowledge. It was after working with children, families and newcomers, that I decided to challenge myself, where I could still help others and have the opportunity to work with people who need different kinds of supports. This is when I decided to volunteer at the John Howard Society.

I picked the John Howard Society to volunteer with because of your excellent reputation for being compassionate and caring with individuals involved in the criminal justice system. I remember when I first started, I had no idea that most of the clients who use the services of the John Howard Society experience homelessness, addictions or mental health issues, and in some cases experience all of them at once, putting them at increased risk of being vulnerable and marginalized in the London community. Volunteering for the John Howard Society has provided me with the opportunity to see and understand in depth the struggles that people involved in the criminal justice system face on a daily basis. I see how these struggles affect their lives and the lives of their loved ones and what sort of supports are needed to help them.

Being a part of this amazing organization makes me feel proud in the work I do. As the front desk office volunteer, I am the first point of contact for clients when they call, or come to the John Howard Society in person. I love my volunteer role here because I have the chance to assist clients by greeting them with a smile and without any judgement. I hope that giving the clients a place to feel welcomed and safe while getting to know them and building a good relationship with them makes a difference in their lives.

I really enjoy volunteering at the John Howard Society and the great working atmosphere. All of the staff and volunteers are very friendly and professional, which makes me feel like I am part of this amazing team. I also admire how each staff member works hard, with the highest standards of ethics and compassion to help clients. Most of all, what makes me feel extremely proud to belong to the John Howard Society, is to see clients making positive changes in their lives and having a new outlook on life.

To hear clients say, "Thank you for helping me. I wouldn't have done it without you" makes what we do completely worth it. All of these reasons are why I am glad and grateful to have the chance to be a volunteer for the John Howard Society.





Programs

John Howard
SOCIETY OF LONDON AND DISTRICT



Individual, Couple and Family Counselling

Clients 1054

Interviews 2910

Collateral Contacts 3128

Case Conferences 910

Counselling is provided to individuals who are involved with the criminal justice system, individuals who are at risk of involvement and their families. The John Howard 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.

Taylor's Story

Taylor became involved with the John Howard Society after being charged with domestic assault. He did not know what to expect from counselling, but knew he wanted to change. Taylor wanted to increase his skills in relationships and emotional management after struggling to make his marriage work for a number of years. Taylor was also coping with the grief of being separated from his wife and children. Taylor disclosed that he was feeling suicidal and heartbroken and he did not know what to do. His worker provided a safe space for Taylor to express his feelings, as well as referrals to community supports. Taylor engaged with his worker to improve his communication skills, emotional regulation skills and coping strategies. He was also provided with education on healthy relationships and was able to identify the unhealthy behaviours that occurred throughout his marriage. Although Taylor and his wife separated during his time in counselling, they decided that they were incompatible as partners, but wanted to continue as friends, to co-parent their children. Taylor shared that the counselling experience provided self-improvement strategies and emotional stability while he worked through his pain towards becoming the person he wanted to be.

Community Education Program

Events 64

Total Audience 589

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.



Institutional Visiting

The John Howard Society of London and District provides weekly visits to the Elgin Middlesex Detention Centre to provide information, counselling, advocacy and support to assist individuals with reintegration planning. Incarcerated individuals may place a request with the guards on duty to see a worker from the John Howard Society. Referrals are accepted from any source, including family, friends, community members and self referrals. Collect calls are accepted from all provincial and federal institutions. Support letters can also be provided to assist individuals in planning for their release.

Joseph's Story

Joseph was born into an unstable home. His father abused alcohol and his mother struggled with significant mental health concerns. Joseph was placed into foster care at age ten, and he was moved from home to home throughout his teenage years. The Society's Institutional Worker first met with Joseph when he was a young adult. He had spent the majority of his life, since age sixteen, in jail due to his substance abuse, deterioration of his mental health and childhood trauma. The Society's worker provided an empathic and humane approach with Joseph, which was contrary to his prior experiences in life. Joseph stated his interaction with the worker was the first time he felt heard and understood in his life. Over time, Joseph developed trust in his worker, which provided him with feelings of safety and helped him address the risk factors which contributed to his involvement with the law.

Record Suspension

The John Howard Society assists individuals in completing applications for a suspension of their criminal record. The Society also offers information on travel waivers (a document that allows Canadians with a criminal record to travel to other countries). This service assists individuals in regaining confidence, finding employment and boosting their self esteem.

Cindy's Story

Cindy attended the Society for assistance with the record suspension application process. Cindy is a single mother of three children. She became involved with the criminal justice system when she became homeless in her early twenties. Cindy lived on the streets for several years battling an addiction to opiates. Cindy eventually secured permanent stable housing for herself and her children through London Housing and began the methadone treatment program. Cindy became connected with Pathways Skill Development and completed several courses included CPR-First Aid and Smart Serve. Cindy was given a work placement. Cindy was recently granted her record suspension by the Parole Board of Canada. She secured full time employment following the completion of her placement. She is now attending a course to become a security guard. In addition, Cindy is volunteering as a peer mentor at a local non-profit organization. Cindy saves her PC points every year and donates them to a family in need during the holiday season to give back to her community.





Women's Group

Clients 48

Group Sessions 48

The John Howard Society of London and District offers a weekly support group for women who have a loved one involved in the criminal justice system. The group offers women an opportunity to receive support through emotional crisis, 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 involvement with the group, women build friendships with other women and feel less socially isolated.

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

"I feel very supported by everyone at our group, and look forward to coming every week. Not a lot of people understand my feelings or situation. I have made lots of friends. Thank you so much."

"I have many new friends and have support from them."

Community Case Management and Supervision (CCMS) Program

The Canada Border Services Agency (CBSA) implemented a national Community Case Management and Supervision (CCMS) program, in partnership with the John Howard Society of Canada, to provide an alternative to detention for those who would otherwise be detained in custody awaiting the resolution of their immigration issues. The John Howard Society offices across the country are participating in this national program. The John Howard Society of London and District is one of the affiliates in Ontario that established the CCMS program last year. The program offers intensive community supervision and case management services to eligible individuals so they can be safely supervised in the community.



**Canada Border
Services Agency**

RAMS



Boullee, Huron, Kipps Lane Program

Clients 17

Interviews 78

Collateral Contacts 33

Case Conferences 65

The John Howard Society of London and District offers counselling, advocacy, and referrals to other community agencies for youth and families who reside in the three subsidized housing communities. The Society's workers identify high risk behaviours and develop an effective intervention plan to ensure that youth are able to complete school successfully and graduate to an apprenticeship, college, university or employment. School-based counselling services are offered to youth attending Montcalm Secondary School. Referrals are received from multiple sources including self referral.

"Things were really stressful at home and were affecting my schooling. I talked to the counsellor from John Howard. Getting some help and coping tips is great but also someone understanding my world and where I am coming from is important."

Children's Group

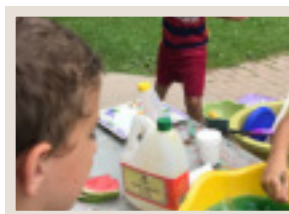
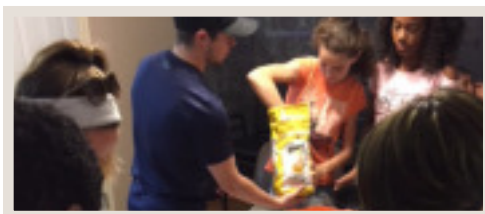
Children 61

Group Sessions 89

The John Howard Society offers a group for girls and a group for boys in the Boullee, Huron and Kipps Lane communities. Through weekly group involvement, the children explore other cultures, racism, bullying, healthy relationships, making positive choices and building self-esteem. 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.

Jay's Story

When Jay joined Boy's Group, he had recently moved to the neighbourhood. He did not know many of the children and was shy. He would not engage in activities or games, but watched the others play. The group facilitator and volunteers asked Jay questions and became familiar with his interests. Jay shared enjoyment of Pokémon, soccer and video games. The volunteers started playing soccer with Jay which led to the other boys joining in. Over time, Jay started feeling more comfortable and did not need the volunteers to initiate conversations or activities. Jay comes regularly to Boy's Group and when a new boy joins, he always invites them to play because he knows how it feels to be the new kid in a group.





County Youth Outreach Program

Clients 26

Interviews 128

Collateral Contacts 123

Case Conferences 124

The Society's social workers receive referrals of high-risk youth from educators, parents, probation officers, police, and other social agencies. In addressing high risk behaviours presented by teens, the social workers offer counselling in the context of their 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, to provide additional resources to the youth and their families. Services are also available when school is not in session.

"My social worker provided me with a safe space and time to work out issues that were impacting me at school, with my peers and at home. I like that she comes to me and I do not have to find my way to a place I do not know how to get to."

Stratford Jail Institutional Visiting and Reintegration Program

Clients 155

Interviews 459

Collateral Contacts 718

Group Sessions 26

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 facilitate the client's successful reintegration into the community.

Allan's Story

Allan presented to the John Howard Society as a "lost soul." He was raised in a family where crime and substance misuse was the norm. Allan became involved in the criminal justice system and developed an addiction to crystal meth at a very young age. He was introduced to the criminal lifestyle by his older siblings and was taught to sell substances and to commit crimes throughout his childhood and into his adolescent years. Due to the effects of his continued substance misuse, Allan struggled with emotional regulation due in part to continued substance abuse and lack of positive coping mechanisms. The worker received a request to meet with Allan at the Stratford Jail. Allan stated he had lost housing, his identification and his belongings. The worker completed a birth certificate application with Allan and he was able to obtain his identification. Allan attended the Society's anger management program at the Stratford Jail and was able to follow up weekly about what he had learned in group with his worker. Allan began to develop positive coping mechanisms. Upon release, the worker set up an appointment for Allan at Ontario Works. Allan attended this appointment when he was released and continued contact with the John Howard Society. Allan accessed a shelter when he was released and secured a room for rent a few weeks later.





Teens Leadership Group / Teens in Action Group

Teens 18

Sessions 40

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 helps youth in understanding leadership through exploration of team work, critical thinking, cultural diversity, creativity and setting goals.

Sam's Story

When Sam came to the Teens Group, he acted like he didn't care about being there. He swore, picked on the other teens and was destructive. Despite these behaviours, Sam attended group weekly. It was obvious that he enjoyed being at group, because he would participate. The rules were consistently reinforced but the facilitator also made sure Sam felt welcomed in group by asking him questions about his day and talking about activities he enjoyed. The turning point for Sam was when he helped with preparation of the snack and began to confide in the facilitator about his family life. Subsequently, Sam's behavior improved in group and he stopped being disruptive, picking on others or not listening. After this group session Sam engaged more respectfully, began to demonstrate leadership skills and is on his way to becoming a peer mentor.

Immigrant Community Capacity and Engagement (ICCE) Project

Workshops 38

Total Audience Mandarin and Urdu Communities 676

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 Mandarin and Urdu speaking communities. This year, the Society is delivering the ICCE project to the French and Amharic speaking communities.

"Now, I feel comfortable to approach a police officer and ask questions if I need it." - Mandarin Community Member

"Knowing that there are Canadian laws protecting women makes me feel safe and I know there are resources in the community to guide us if I face difficulties." Urdu Community Member



PROG



MINISTRY OF THE ATTORNEY GENERAL

Bail Verification and Supervision Program

Clients 1683

Interviews 16551

Collateral Contacts 14317

The John Howard Society provides community supervision to eligible individuals who do not have the financial or social supports to meet bail requirements. Prospective clients are interviewed in the holding cell at the courthouse to determine eligibility. If release is approved by the court, clients report weekly or more frequently to have their conditions monitored. The program also provides enhanced supervision to support clients with mental health and substance use issues. The program offers specialized bail services for Indigenous people using a culturally appropriate approach to supervision.

The Bail Program is currently offered in the following jurisdictions: London, Woodstock, St. Thomas, Stratford, Goderich and Walkerton. Supervision is also available at the Chippewas of the Thames First Nation.

John's Story

John entered the John Howard Society of London and District Bail Verification and Supervision Program with very serious allegations. He was staying at a local shelter and his only source of income was Ontario Works. John had lost custody of his child due to the allegations before the criminal court. He found it challenging to find employment due to his criminal record. John expressed embarrassment about his situation, lacked confidence and his self-esteem was very low. He slowly began to open up to the bail worker, looking for extra support in his life. During the supervision, John developed an outstanding record of reporting. He was referred to a social worker to help cope with the stress and anxiety he was experiencing. John gained meaningful full-time employment at a local factory. He took the initiative in finding adequate housing and was able to put himself on a housing wait list. While awaiting housing, John moved in with a family member. All of his charges before the courts were withdrawn. John expressed thanks to the program which enabled him to be out in the community to get help to move forward in his life.





MINISTRY OF THE ATTORNEY GENERAL

Direct Accountability Program

Participants 357

Group Sessions 138

Collateral Contacts/Case Conferences 343

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.

"I learned a lot about different coping strategies." (ASAP participant)

"I am happy that I was allowed to take part in this program. I found the information to be extremely helpful and informative. I will keep, and re-read the information in the future." (AM participant)

"It was well put together; the reminder is sometimes needed to help prevent reoffending. The John Howard Society is something I appreciate and has done an amazing job/service in my case." (SST participant)



MINISTRY OF CHILDREN, COMMUNITY & SOCIAL SERVICES
MINISTRY OF THE SOLICITOR GENERAL

Indigenous Services Program

Adults 220

Interviews 1149

Collateral Contacts 2274

Case Conferences 299

Youth 73

Interviews 1268

Collateral Contacts 5191

Case Conferences 514

The John Howard Society of London and District is under contract with the Ministry of the Solicitor General and the Ministry of Children, Community and Social Services to provide culturally relevant probation and parole supervision for Indigenous adults and youth. The Society employs Indigenous workers who supervise sentence orders for Indigenous clients residing in London, Woodstock, St. Thomas and the three neighbouring communities: Oneida Nation of the Thames, Chippewas of the Thames First Nation, and Munsee-Delaware First Nation. The Indigenous Services workers incorporate traditional Indigenous approaches in their work with clients.

"This is my first time on probation. My probation officer made some referrals for me and I think I am finally getting the help I need and moving forward in life. I feel so good to say I earned a credit in summer school this year! I'm also getting counselling now to help me with my anger and anxiety." Youth probation client

PROGRAMS

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

Clients 31 Group Sessions 46 Interviews 38
Collateral Contacts 211 Case Conferences 56

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 assists participants by developing cognitive behavioural skills that help them identify triggers, challenge harmful thoughts, manage impulsivity and develop pro-social thinking. The program is designed to reduce the risk of reoffending by teaching participants how to apply the skills they learned to real life situations.



Supported Housing of Perth Program (SHOPP)

The John Howard Society of London and District has collaborated with the City of Stratford Social Services Department, Choices for Change, Optimism Place Women's Shelter and Stratford/Perth Shelterlink to offer the Supported Housing of Perth Program (SHOPP). The program is a highly collaborative Housing First program serving the City of Stratford, Perth County, and St. Mary's. The program provides housing assistance and wrap around support services to people who are experiencing homelessness. The program assists participants with housing stability and social inclusion, and offers mobile intensive case management services, portable housing allowances and other services as necessary.



Mike's Story

Mike was homeless for over 12 months before the Society worker met him. He was evicted from his temporary accommodation just a week after being connected with the program. Mike was living in a hotel for over two months. Recently, Mike found an apartment that he now calls home. Mike is connected with an addictions counsellor, has a subsidized membership at the YMCA, and attends counselling appointments for the trauma he experienced as a child. He has realized that having secure and stable housing has allowed him to confront his trauma, as he has a safe place to return to at night. Not only has Mike found a safe place in his home, he has also found joy in reintegrating back into his community.



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 Gladue Court worker is familiar with the majority of the Court participants and is typically 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. The Society's worker has also been involved in ongoing Gladue Committee meetings over the years to discuss ways in which to continually improve the Court.



Since the John Howard Society first opened the doors to serve the community, the staff have dedicated their careers forming trusting and caring relationships with their clients. When a staff member experiences the loss of a client they have often found a personal way to mourn and have privately sought comfort in a team member. In more recent years, the increased risks and challenges suffered by our clients have increased the human loss. It became clear that we needed a beautiful way of remembering those we serve while bringing peace and healing to the staff. It was determined that a Memory Garden would be created, where any member of the John Howard Society could plant a flower, ornament, stone, or symbol they feel best honours their client. Work on the garden is underway and it will be open to all beliefs and ceremonies.

"There is no death, only a changing of worlds." Chief Seattle

Special thanks to our funders



United Way
Elgin Middlesex



United Way
Perth-Huron



MINISTRY OF **THE ATTORNEY GENERAL**
MINISTRY OF **CHILDREN, COMMUNITY & SOCIAL SERVICES**
MINISTRY OF **THE SOLICITOR GENERAL**



**Canada Border
Services Agency**

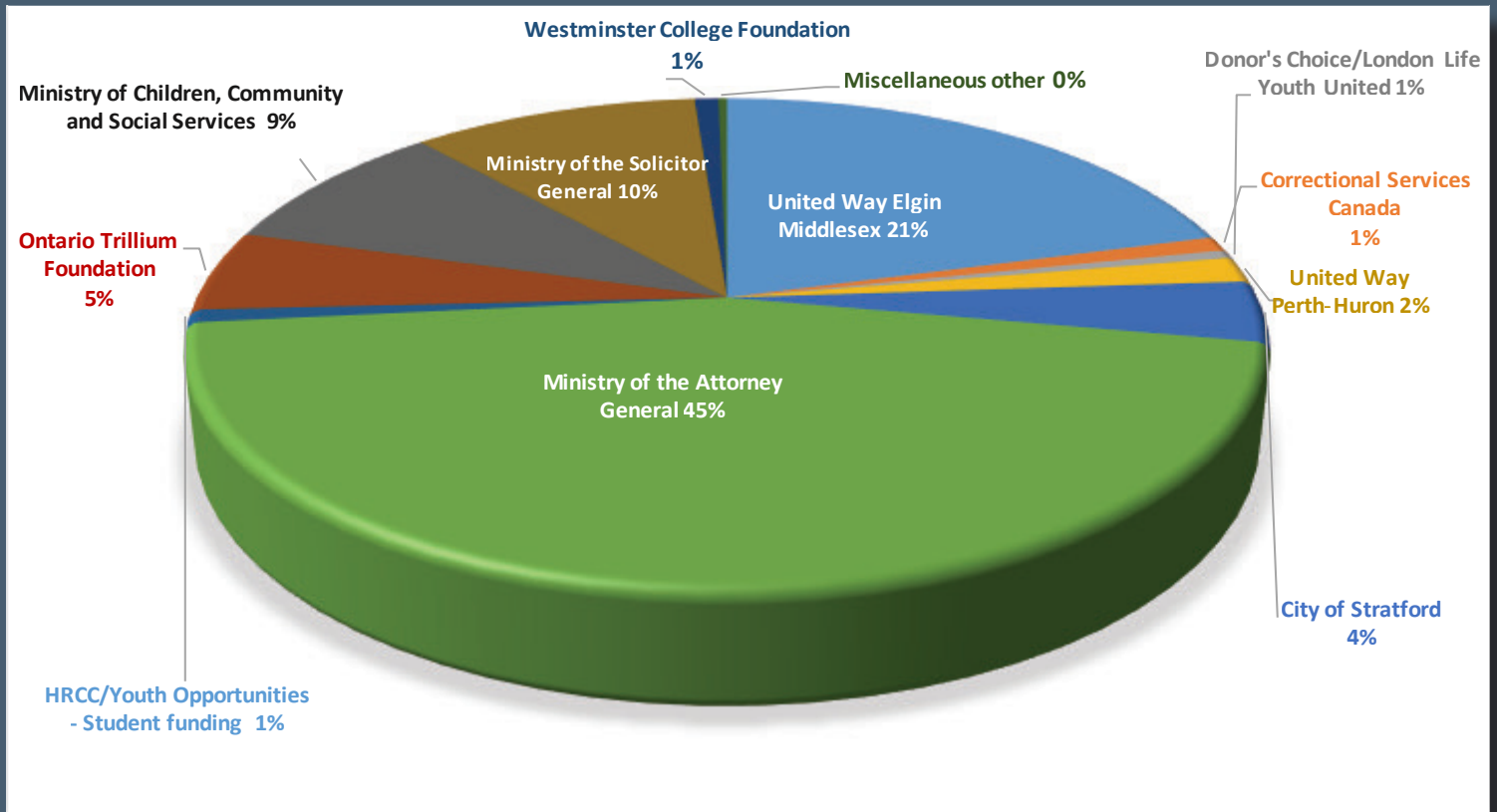


THANK YOU!

FINANCIALS

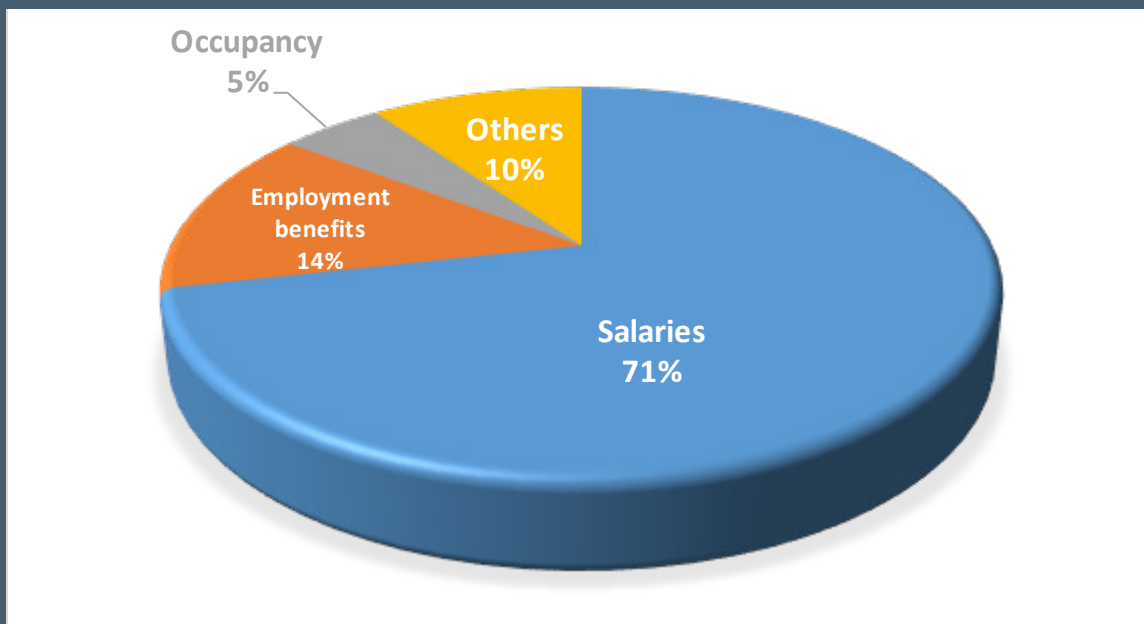
REVENUE

1,742,859



EXPENDITURES

1,735,294





United Way



The John Howard Society of London and District has been a community partner of the United Way Elgin Middlesex for over 65 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

Campaign 2018



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 and 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 Paint Night where staff and friends were able to show off their artistic abilities. Staff participated in the United Way's Annual Stair Climb. Other campaign activities included a silent auction, a Halloween costume contest, Bingo and 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. We would like to announce that we raised a total of **\$7900.04**.

Thank you to our campaign team!



Honourary Academic Status Award

Last year, our Clinical Supervisor, Kathleen Lowe, was awarded the Honourary Academic Status from the School of Social Work Office of Field Education at King's University College. Kathleen is now an Adjunct Professor of Field Education Practice.

This award was established to recognize field instructors associated with King's University College School of Social Work who, throughout their many years of service, demonstrate competence and excellence in field instruction and a commitment to Social Work education and practice.

Kathleen has been supervising social work students' practicums for over 15 years. Her dedication and excellence in the provision of field education is remarkable.

Congratulations Kathleen!



The Tom Dykstra Award 2019

In 1995, the Executive Directors of the Affiliates of the John Howard Society of Ontario established the Tom Dykstra Award in recognition of Tom's work during his thirty-three years with the Society in London. The Directors agreed to award this honour annually to one person from the entire staff of the organization across the province who demonstrated the values and qualities of "Integrity, Commitment and Humanity" as were exemplified by Tom.

This year's recipient of the Tom Dykstra Award is Courtney Coqu from the London Society. We were delighted to bring the award 'home' this year. Courtney exemplifies the quality of humane treatment in her daily work with clients. Individuals who encounter Courtney are treated with respect, positive regard, and dignity. Courtney always goes the extra mile for her clients and she is always willing to accept the most challenging clients. Courtney and her beloved dog, Calvin, volunteer their time with our Women's Group. Courtney is truly a wonderful example of living the John Howard ideals through dedication to the Mission, mandate and values of our organization.

Congratulations Courtney!!



Milestone Service Award

Our success as an organization is due largely to the hard work of our amazing staff members who meet the intense challenges of the day to day work. We truly appreciate your hard work and commitment to the work of John Howard Society of London and District.

As such, the Society 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.

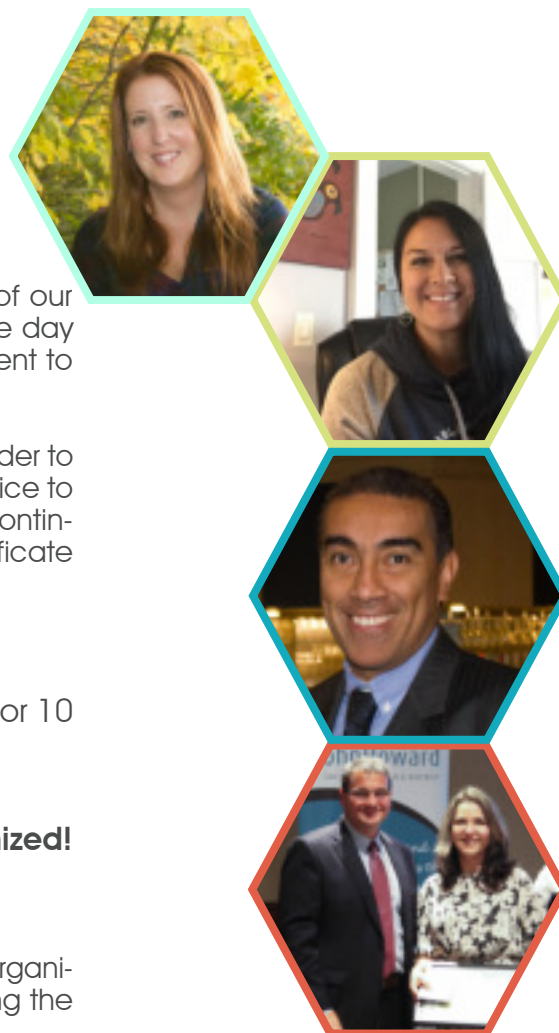
In 2018, two staff members were recognized:

Ana Rojas for 15 years of service and Ricardo Suarez-Leon for 10 years of service

This year, two exceptional staff members are being recognized!

Carolyn Henry and Juli McGrenere for 5 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.



Distinguished Service Award

A special award was presented to **Mrs. Fran Woods**, Executive Assistant, in appreciation of her 28 years of service to the John Howard Society of London and District. Fran retired in December 2018. We wish to thank Fran for her outstanding contribution to the Society over the years and we wish her a happy retirement.

Thank you Fran!

Congratulations to all!





Annual Meeting 2017 / 2018

Mr. Howard Sapers, Independent Advisor on Corrections Reform for the Province of Ontario, was our speaker for the Annual General Meeting last year. Mr. Sapers provided an excellent speech on segregation reform in Ontario corrections, his report and recommendations to the government of Ontario to reduce the use of segregation, improve conditions of confinement for those segregated and enhance accountability and transparency in the segregation process.



Annual Meeting 2018 / 2019

Mr. Ross Earnshaw, President of the Federation of Law Societies of Canada, is the guest speaker for our 72nd Annual General Meeting.

Mr. Earnshaw studied at Osgoode Hall, obtaining his law degree in 1977, and was called to the Ontario Bar in 1979. Each year since 2015, Ross has been featured in the Canadian Legal Lexpert Directory as one of Canada's top corporate commercial litigators. He has appeared as counsel before all levels of courts in Canada, as well as before numerous administrative tribunals.

Mr. Earnshaw is a partner in the Waterloo Region and Hamilton offices of Gowling WLG. Acting for a diverse clientele, Mr. Earnshaw brings extensive litigation expertise in a range of areas, including real estate, construction, insurance, employment, banking, estates, mortgage enforcement, priorities, collections and legal malpractice defence.

He has also been selected for inclusion in The Best Lawyers in Canada in the areas of corporate and commercial litigation, bet-the-company litigation and legal malpractice law, and was named Best Lawyers' 2018 "Lawyer of the Year" for Corporate and Commercial Litigation in Hamilton Region.

Mr. Earnshaw served as a Bencher of the Law Society of Ontario from 2012-2019, and was a member of several committees and groups, chairing the Real Estate Liaison Group as well as the Task Force on Compliance-Based Entity Regulation. He also serves on the board of LibraryCo, which oversees the Ontario county courthouse library system, and recently completed a three-year term on the board of the Law Foundation of Ontario, a non-profit organization that improves access to justice for people across the province.

In November 2016, Mr. Earnshaw was appointed by the Law Society of Upper Canada as the Ontario representative to the Council of the Federation of Law Societies of Canada, becoming a member of the Executive Committee in November 2017 and president in November 2018.

Beyond the courtroom, Mr. Earnshaw has a degree in music from Western University, and a degree in science from York University. He also knows the value of harmony, as he sings in an a cappella choir called St. George Pro Musica.



John Howard Society of



London and District Staff



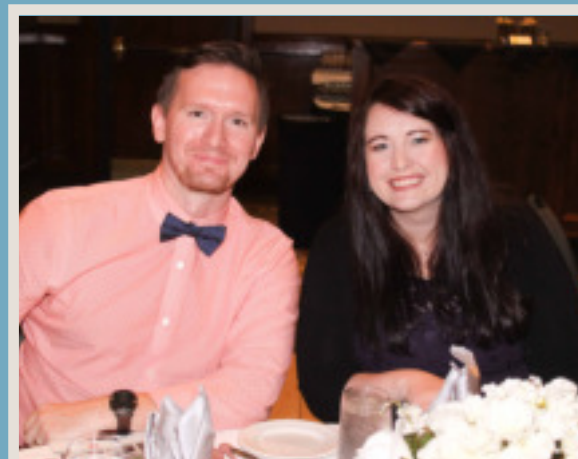
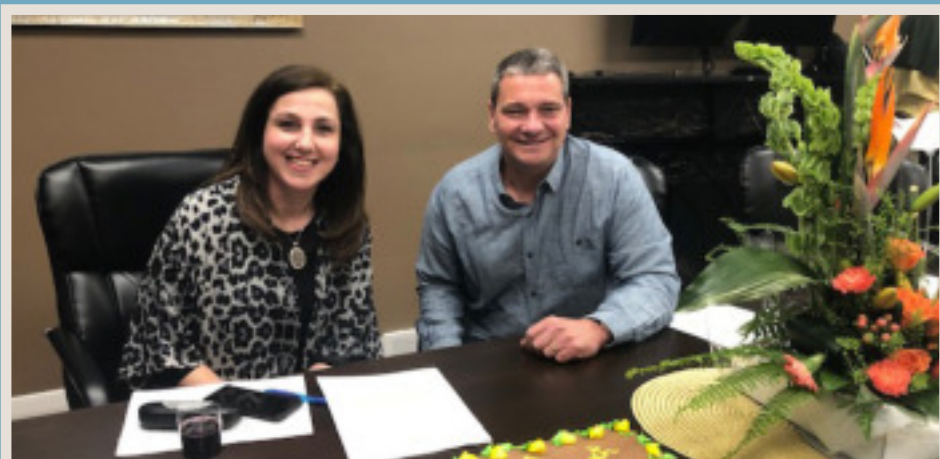
John Howard Society of Ontario

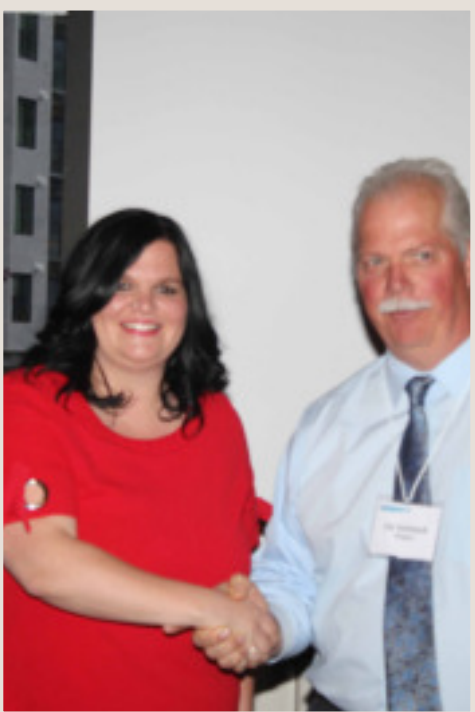


Staff Provincial Conference 2019



2018/2019 IN PICTURES





The John Howard Society of London and District



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