

john  
howard  
society

London & District

2019-2020

# ANNUAL REPORT



**United Way**  
Elgin Middlesex



**United Way**  
Perth-Huron

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The logo consists of a white square frame with a small white triangle pointing downwards from the bottom-left corner. Inside the frame, the words "john", "howard", and "society" are stacked vertically in a white, lowercase, sans-serif font. The letter "j" in "john" and the letter "o" in "society" are marked with a small yellow dot.

**john  
howard  
society**

**London & District**

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## 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:

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.

The Society shall maintain such personnel policies and practices as are consistent with the tenets of the Human Rights Codes of Ontario and Canada.

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

- We believe that every individual has intrinsic worth and has the right to be treated with dignity and respect.
- We believe in the potential of all human beings and in their capacity for growth and change.
- 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.
- We believe that individuals are responsible for their own actions and must be held accountable for those actions.
- We believe that the root causes of crime are found within communities and that the solutions to crime are also found in communities.
- We believe in serving community needs by cooperating and collaborating to achieve a healthy and safe society.

## MISSION STATEMENT

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

### MANDATE

In furtherance of its Mission, the Society :

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

Promotes changes in the law and the administration of justice which will lead to the more humane and effective treatment of individuals

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

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.

## MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS AND THE EXECUTIVE DIRECTOR

We are pleased to present the 2019-2020 Annual Report of the John Howard Society of London and District (the Society). This year has been a tremendous success, despite the turbulent year-end, facing the global pandemic.

The COVID-19 pandemic was unprecedented and no amount of pre-pandemic planning could have ever prepared us for the disturbing realities, accompanied by uncertainty, fear and constant change. The John Howard Society rose to every challenge by carefully and quickly implementing a strategy to safely serve clients, while adhering to changing government and public health guidelines. The Society takes pride in remaining open throughout the pandemic to serve the community. The staff were organized into teams, alternating between working from home and the office. Modifications were made to programming to ensure that clients continued to receive services both remotely and in person. Understandably, there was an increased demand for John Howard Society services, particularly for clients requiring counselling to address mental health concerns, and individuals who had difficulty securing basic needs. Other community-based organizations continued to refer clients to the Society.

Under normal circumstances, the Society's clientele have difficulty coping with day to day life and problem-solving. During the pandemic, many clients struggled with finding shelter, food, even a place to wash their hands, and struggled with loneliness and despair. One cannot imagine the shock of finding everything closed while dealing with the same fears experienced by everyone, and trying to keep safe and healthy. Our clients demonstrated courage and accepted the modifications to service delivery with grace and gratitude. Their relationships with workers and the agency became stronger.

Often, challenges present opportunities and the Society was fortunate to benefit from funding offered to charitable organizations impacted by COVID-19. The community stepped forward to help the John Howard Society. We owe a debt of gratitude for the generous grants awarded to the Society by the United Way Elgin Middlesex, United Way Perth Huron, London Community Foundation and Canadian Tire. These funds helped our organization to adapt quickly, implement changes and purchase necessary technology devices, PPE, disinfectant products and physical distancing barriers which allowed workers to continue provision of services to clients. Beyond the financial help, the Society appreciated the strong moral support and encouragement offered by our funders.

The Society is very proud of all of the achievements in 2019 and 2020, and grateful to everyone who has facilitated our work. We are not alone and this pandemic has certainly highlighted the need for our community to come together as a team to address issues facing our community. We continue to develop new partnerships in the community and strengthen existing ones. A special thanks to our stakeholders at the courthouse, the London Police Service and the Elgin Middlesex Detention Centre who made the transition to virtual services almost seamless. A new partnership with the London Food Bank allowed the Society to provide food to the most vulnerable individuals in our community when there were minimal other options.

We would like to thank our donors and funders without whom our work would not be possible. We truly value our strong relationships with you. A special thank you to our main funders including, the United Way Elgin Middlesex, United Way Perth-Huron, Ministry of the Attorney General, Ministry of Children, Community and Social Services and Ministry of the Solicitor General. You were there when called upon for advice, information, and approvals for modifications to service delivery. We sincerely thank you for your contribution to our important work.





The Society is fortunate to have a corps of great volunteers who have chosen to apply their energy and talents to help the Society's clients. Our volunteers help to expand our capacity to serve our clients and our community. This year, our volunteer, Sally Lai, is the recipient of the Carol Reid Volunteer of the Year Award. Congratulations Sally! Thank you to all of our volunteers for their time and commitment. It is a pleasure to work with all of you.

As always, throughout the year, the staff of the Society worked tirelessly to meet the challenges of the work with clients who require a great deal of empathy, guidance, and patience. It is not easy work and each day presents a new set of challenges, or crises. As many of the Society clients are caught in the tragic cycle of addiction, workers have experienced the added burden of loss of clients to drug overdose. While disheartened and traumatized by the many losses, the Society's workers are dedicated individuals, who continue to make a difference in the lives of the clients they serve.

During the pandemic, the Society's workers became essential workers. Faced with unique challenges and many barriers, they persevered, accepting and adapting to new ways of working with people. The staff did an outstanding job, continuing to work safely and promote strong morale among team members. The staff constantly go above and beyond to serve the clients and the community. Thank you for your hard work, dedication and commitment to the John Howard Society!

The Society is governed by a Board of Directors who generously share their expertise, experience and time to advance the Mission of the Society, *"effective, just and humane responses to crime and its causes."* This leadership embodies the qualities of integrity, commitment and humanity, which guide the organization. The strength of the Board of Directors and the stability of the Society was key to the Society's ability to quickly mobilize a strategy and resources to confront the realities of the pandemic. Our heartfelt thanks goes out to every Board member for your wise counsel and dedication to the work of the John Howard Society of London and District.

During the year, we bid farewell to two directors, Ms. Michelle Gibson and Mr. Matt White. Both served the agency well for a number of years and made substantial contributions. They will be missed! We also welcomed a new Board member, Mr. Jeff Gray, who is a retired member of the Ontario Provincial Police. With his background and experience, Mr. Gray is a tremendous asset for our Board.

As we continue the work of the Society, in the coming year, we will look upon our accomplishments with pride and energy to meet the challenges ahead of us. There is a great deal of work to do. For years, we have highlighted the overrepresentation of Indigenous and racialized people in the criminal justice system. We have also been concerned about the criminalization of the mentally ill. Addiction is now a public health crisis. These are complex and systemic problems which require comprehensive, inclusive and community-based solutions. As leaders in our community, we need to continue to seek new opportunities, work collaboratively with all sectors and partners, promote evidence-based approaches and mobilize meaningful change. As we look forward to the future, with hope for an end to the pandemic, we can build a more effective, just and humane system.

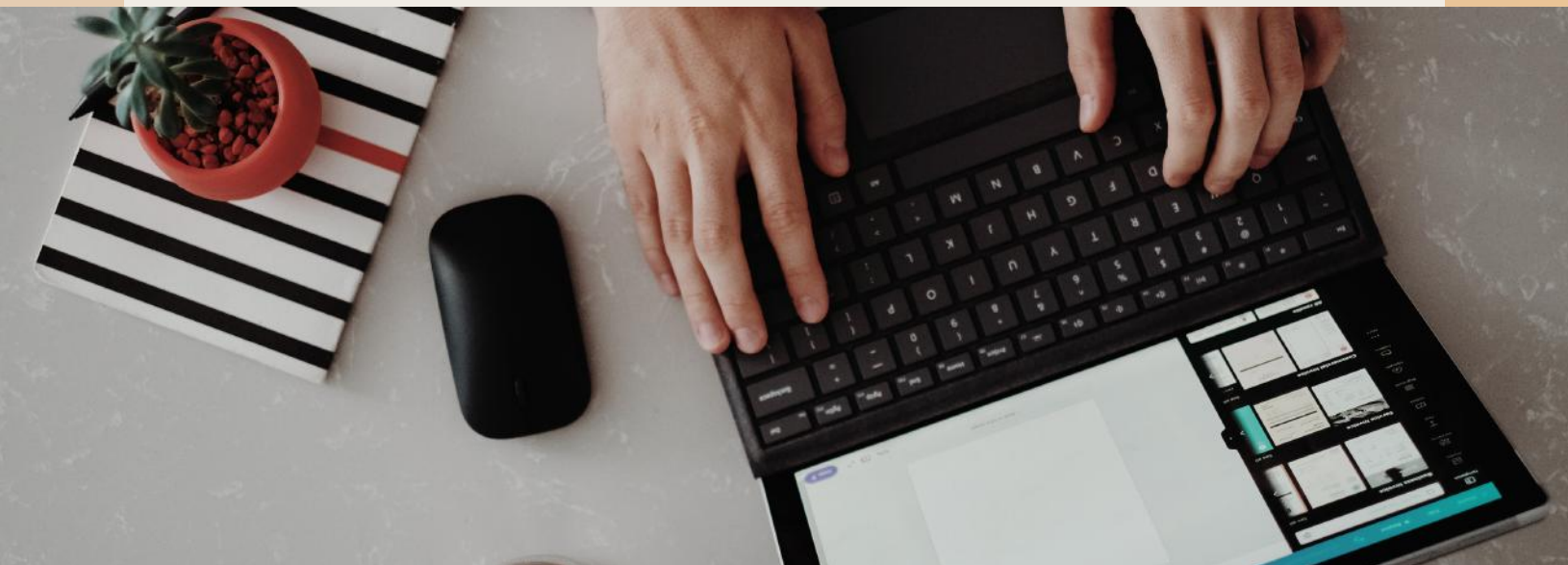
We wish to express our thanks to all of the outstanding people in our community who have shaped this great organization. We are counting on your continued support in 2020-2021.

Stuart Ewing  
President

Taghrid Hussain  
Executive Director



# BOARD OF DIRECTORS 2019/2020



## Officers

Mr. Stuart Ewing, President  
Chief John Pare, Past President  
Mr. David Peeling, 1st Vice President  
Ms. Sandy Ferreira, 2nd Vice President  
Mr. Brian Greene, Treasurer

## Directors

Deputy Chief Patricia McIntyre  
Professor Peter Barton  
Mrs. Judy Webb  
Mrs. Christina Ninham  
Mr. Christopher Dobson  
Mr. Peter Downing  
Mr. Matt White  
Mr. Michael Cywink  
Dr. Jared Berman  
Ms. Mary Kay Arundel  
Ms. Michelle Gibson  
Mrs. Paula Greenberg

## Honourary Directors

Mr. George Brunton  
Mrs. Margaret MacGee  
Mrs. Sheila Davenport





Taghrid Hussain, Executive Director  
 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  
 Colleen Parsons, Social Worker  
 Nicole Anderson, Social Worker  
 Samantha Smyth, Social Worker  
 Courtney Coqu, Institutional Worker/Counsellor  
 Laura Earle, Group 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  
 Crystal George, Indigenous Services Worker  
 Ricardo Suarez-Leon, Bail Supervisor  
 Stephanie Alegria, Bail Supervisor/Volunteer Program Coordinator  
 Pernell Jones, Indigenous Bail Worker  
 Roman Nagy, Bail Worker  
 Robyn Moriarty, Bail Worker  
 Sarah Dias, Bail Worker  
 Jovana Lojpur, Bail Worker-WASH Court  
 Sara Brown, Bail Worker-Stratford  
 Justine Pfaff, Bail Worker-Goderich/Walkerton  
 Kennedy Mattatall, Bail Worker-St. Thomas  
 Faben Wossenew, Bail Worker-Woodstook  
 Lizzie McArthur, Support Staff  
 Taylor Westman, Housing Stability Worker-Stratford  
 Mary Gregg, Partner Assault Response Program Facilitator  
 Greg Bowman, Partner Assault Response Program Facilitator  
 Paul Kidane, ICCE Project Worker  
 Idlephone Insabimana, ICCE Project Worker

## Students

Elora Watson, BSW Student  
 Anisha Chana, MSW Student  
 Brian O'Connor, MSW Student

STAFF 2019 / 2020

# VOLUNTEERS

**47 Volunteers**  
**3157 Hours Contributed**

JACOB DIAS  
AJ FELTIS  
ALICE HWANG  
NATALIA DIAZ  
MEGAN RIECK  
VAIDEHI MISRA  
BROOKE ST. CROIX  
MADELEIN CARSWELL  
THOMAS MORTON  
NICOLE JESKO  
TESSA DEAN  
ANA VILANOVA  
MATT TRENHOLM  
VICTORIA HEPPENHEIMER  
SALLY LAI  
BOB UPSDELL  
JAG YORK  
SYNDI O'ROUKE  
SHWETA JAIN  
MATTHEW MCGUIGAN  
GABRIELLE GRIMES  
JONATHAN DERIVES  
SIHAN SU  
RACHEL ROBB

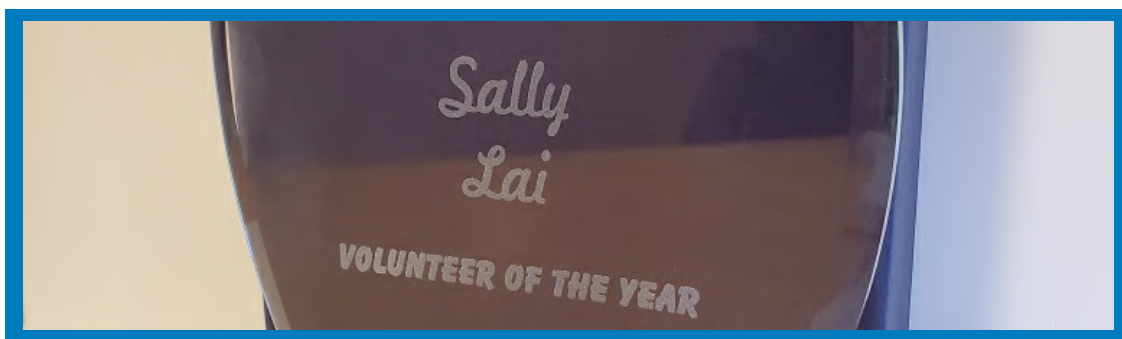
DIEGO CARDENAS  
KATELYN BRUSH  
SAIGE KILPATRICK-HUISMAN  
ELIZABETH LEWIS  
JOSEPH OLIJ  
EVA PARON  
VICTORIA BROWN  
JENNA VELJI  
COURTNEY COQU  
ADEN WATAD  
JORDAN TEED  
SHERWIN BELEN  
VERONICA THURSTON  
MALLORY SNOEYS  
PATRICK NAHAYO  
IMMACULEE KABURANIRWA  
GUY FLEURY NGABURE  
JEAN-PAUL YENGAYENGA  
MARCOS TESFATSION  
HEWAN EYASU  
GUY NGABIRE  
HABOMIMARIA FELICITE  
LORI CUNNINGHAM

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# 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 2019



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 the volunteer who has made an exceptional contribution to the agency.

Sally Lai began her volunteer experience at the John Howard Society in July 2019. Sally holds a Bachelor of Arts with a major in sociology and a minor in psychology. Sally started volunteering with the Bail Verification and Supervision Program assisting the front office. Sally is very inquisitive and is always looking to further enhance her knowledge in this field to gain a better understanding of the challenges clients face everyday.

Sally 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. Sally has demonstrated her empathy and compassion for clients through every interaction. Since commencing her work with the Society, Sally has contributed over 200 hours of volunteer service.

Sally 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 Sally!



## My Volunteer Experience at JHS London By Sally Lai

Early on during my studies, I had intentions of working in a field where I could assist the vulnerable populations of our community. I knew I had the passion to do so and the capacity to devote myself to this line of work. After graduating however, I was taken down a different career path that seemed enticing to me. I began a career in retail management and have been working in this field for over 10 years. Although I had gained a wealth of knowledge throughout the duration of my career in customer service, I often questioned whether I was truly passionate about my profession. It seemed daunting, but I decided it was time to take steps to work towards a new career path; the one I had originally set my sights on. That was when I began my journey as a volunteer with the John Howard Society.

As a volunteer for the Bail Program, I thought I had a good understanding of what my role would entail. I assumed most of my time would be spent engaging in administrative duties; however, I quickly learned that my role as a volunteer was not at all limited to just administrative tasks. Individuals who came into our office required much more than just bail supervision; they needed access to basic necessities, counselling, emotional support and access to treatment facilities. As the first point of contact, I learned that for many of our clients, simply seeing the same face every week at the front desk could begin to etch even the slightest bit of consistency and stability in their daily routines. This was something I took pride in; it was a small contribution I could put forth towards their journey in becoming healthy, functional beings of society. As I worked towards building more connections with our clients, I learned that many of these individuals were, in fact, motivated to change their behaviours. They too wanted to gain knowledge, a well-rounded skill set and wanted to cultivate long lasting partnerships, just like myself, just like everyone else.

My time with the John Howard Society has been invaluable in challenging my personal views on criminal justice; our clients have shown me there is a need to humanize individuals involved in the criminal justice system. I have gained exposure to a community that has shown me we all have the capacity to learn from one another and people caught in the cycles of crime can be defined by much more than their shortcomings. My hope in joining the Society was that I would be able to take part in changing their lives but, in doing so, they have actually changed mine.



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# PROGRAMS





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## Individual, Couple and Family Counselling

Clients 1127 Interviews 3322 Collateral Contacts 3251 Case Conferences 941

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.

### Jared's Story

*When the Society's social worker first met Jared, he was unemployed and struggling with mental health issues. He was charged with mischief. His father committed suicide when he was a boy and his mother struggled with addiction issues. Jared was diagnosed with depression and anxiety. He was socially isolated and had difficulty functioning in society. He did not have a family doctor or any social supports. The social worker helped him get a family doctor, which led to him securing medication for his depression and anxiety. The Society's social worker also provided Jared with coping mechanisms and strategies to deal with the day to day stressors he was facing. The social worker connected Jared to other resources available in the community for additional support. Through counselling, Jared was able to develop pro-social coping skills and use learned coping mechanisms to deal with his mental health. His mental health and well-being have improved and he started working again. Jared understands he can reach out for assistance when needed.*

## Community Education Program

Events 88 Total Audience 930

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.

PROGRAMS



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## Institutional Visiting

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The John Howard Society 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 an individual on the range. Collect calls are accepted from all provincial and federal institutions. Support letters can also be provided to assist individuals in planning for their release.

### *Walking Bear's Story*

*Walking Bear requested an interview with the Society during incarceration. The Institutional Worker (IW) met with him on multiple occasions to establish a reintegration plan. The IW then collaborated with a First Nations Reintegration Worker from his reserve to secure help for him upon release. The Society's Indigenous Bail Worker accompanied the IW during institutional visits with Walking Bear to provide in-person Indigenous counselling in hopes of promoting a trusting relationship. Walking Bear was released during the COVID-19 pandemic, which limited his transportation access and threatened re-entry into his home community. Together, Walking Bear's support system and family were able to secure his safe transportation home. Upon re-entry, Walking Bear had prearranged access to Sweat Lodges, Indigenous counselling and help from an Indigenous residential treatment centre. Walking Bear has now secured full-time employment with a housing company on his reserve.*

## Record Suspension

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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.

### *Linda's Story*

*Linda had previously attempted to complete the record suspension process without success. She explained the process was complicated and expensive and she got stuck on a step, so she stopped. The Society's worker helped Linda go through each step of the record suspension process and submitted the completed application. After six months, Linda called the worker sharing that her application was approved. This has opened the door for a new beginning and Linda was able to secure full-time employment. Linda expressed gratitude for the Society's help.*

PROGRAMS

## Women's Group

Participants 49      Group Sessions 47



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The John Howard Society 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 can share common experiences and emotions in a confidential and non-judgmental setting and develop new coping skills. Through involvement with the group, women can build friendships with other women and feel less socially isolated.

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

*"I live in a very different world from most people. What was once normal is no longer normal. There is no way the average person can even begin to imagine, let alone understand, my situation without some kind of judgement. The women's group allows us to share confidentially and without judgement. We have all experienced a trauma we never expected that has had a profound effect on us and our families. Because of this, we have a bonding that cannot be found elsewhere. Taghrid, and now Juli, with the support of Courtney, are invaluable in giving guidance and emotional support to women at an emotional and frightening time. With the help and continued support of these workers and the group, we can carry on in our daily lives knowing we have a safe place to flee to in time of need."*

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

CMP-MT: Clients 19      Group Sessions: 36

CMP-SO: Clients 11      Group Sessions: 37

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 two 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.

The CMP Sex Offender Program targets men who have been assessed as having a high/moderate/low risk of reoffending sexually. The program consists of 12 sessions as well as individual sessions. Each group session is two hours long. The program is designed to teach participants the skills required to reduce risky sexual and harmful behaviours. It also helps participants address their attitudes and beliefs using cognitive behavioural skills. Participants are able to reconsider ways to manage behaviours and develop interpersonal, communication and coping skills.





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## Boullee, Huron, Kipps Lane Program

Clients 18 Interviews 94 Collateral Contacts 45 Case Conferences 56

The John Howard Society 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.

### Trevor's Story

*Trevor began having difficulties early in his high school career. He was struggling both at school and at home. He found it challenging to self-regulate his emotions and ended up in the vice principal's office on a regular basis. He was at risk of expulsion. Trevor was introduced to the John Howard Society social worker, who met with him weekly at Montcalm Secondary School. He was able to learn strategies to more appropriately resolve problems. As Trevor became more successful in dealing with his problems and emotions, he began to set goals and feel pride in his achievements. Trevor improved both his academic standing and his personal relationships with teachers, family and peers. Trevor was well on his way to successfully finishing high school and reaching his goal of attending college.*

## Children's Group

Children 59 Group Sessions 80

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.

### Melissa's Story

*This year, the children had the opportunity to get to know a London police officer. The police officer attended the group, answered questions and played games with the children. Melissa had been attending for several years and spoke about her interest in becoming an officer. She was given information on a youth program the police run in the summer. After this event, Melissa continued to speak about going to college and training to be a police officer. She showed interest in helping in the community and spoke to the volunteers about their education. Melissa had never shown interest in talking about her future and knowing this event helped spark an interest in a career in law enforcement, demonstrates the benefits of community involvement with the children's group.*



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## County Youth Outreach Program

Clients 21 Interviews 134 Collateral Contacts 78 Case Conferences 55

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 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 to provide additional support to the youth and their families. Services are also available when school is not in session, during the summer and breaks; clients can be seen in the community.

*"I've been helped through some of my darkest moments. I did not have to struggle through these moments alone. My counsellor is with me."*

## Stratford Jail Institutional Visiting and Reintegration Program

Clients 153 Interviews 385 Collateral Contacts 690 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 support the client's reintegration into the community.

### Brad's Story

*The institutional worker received a request from Brad who was incarcerated at the Stratford Jail. Brad received a custodial sentence of ten months and was approved to serve the duration of his sentence in Stratford. Brad grew up in a pro-social environment and had positive family supports. He began selling substances when he was in high school to provide himself with an income. As Brad grew older, he got married, purchased a home and had children. He continued to sell substances as a means of income. Eventually Brad became known to law enforcement and was arrested. At this time, Brad lost his marriage and found himself without a place to live. While in custody, the Society's worker corresponded with his family to create a successful plan for his reintegration into the community. The worker also connected with the chaplain at the jail who was able to suggest a successful housing option for Brad upon release. The worker secured an Ontario Works appointment for Brad and also obtained his birth certificate prior to his release. Brad continues to stay in contact with the Society's worker following his release.*



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## Teens Leadership Group / Teens in Action Group

Teens 15      Group Sessions 30

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

### Matt's Story

*Matt has been with the Teens group for several years. As he has gotten older he started talking about what he will do after high school. The group facilitator brain-stormed ideas and encouraged him to apply for a part-time job to gain experience in the work force. Matt spoke about his interest in food, cooking and the possibility of working in a restaurant. The group facilitator organized an event Growing Chefs where local chefs came to the unit and walked the teens through cooking three different stir-frys. Matt was very engaged and excited about the meals he helped create. He spoke with the chefs about his personal interest in working in the food industry. After this event, Matt applied to several restaurants in the area. He expressed feeling proud of himself and excited to start working.*

## Immigrant Community Capacity and Engagement (ICCE) Project

Workshops 40    Total Audience Amharic and Francophone Communities 524

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 Amharic and Francophone speaking communities.

*"Before attending the workshop I had very little knowledge of the Canadian criminal justice system. After attending the workshop I feel I have gained an understanding of how the Canadian criminal justice system works and how to protect myself." Amharic Community Member*

*"I was impressed that the John Howard Society has so many programs as I have never heard about the agency before the workshop. I am happy to learn more about the Society and the help they provide to our community." Francophone Community Member*



## Bail Verification and Supervision Program

Clients 1359 Interviews 17673 Collateral Contacts 12606

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.*

### Jasmine's Story

*Jasmine was released to the bail program, while awaiting disposition of serious charges. She was struggling with alcoholism and had experienced a great deal of trauma in her life. After five months of reporting, she began to trust her bail worker and recognized that she was being supported to live a healthier and more productive life. She agreed to meet with a John Howard Society social worker to address her trauma and she also participated in a treatment program for depression and anxiety. Jasmine achieved sobriety, stabilized her mental health, and was able to secure full-time employment. After a year, she had made significant changes in her life. She became pregnant and worked closely with her worker to find stable housing before the baby was born. She worked hard at maintaining abstinence and the changes in her life and all of her charges were withdrawn. Jasmine continues to connect with her bail worker and social worker for updates and visits with her baby. Jasmine is now focused on raising her child and is looking forward to her future.*

## 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 supported and supervised in the community.



Canada Border  
Services Agency

## Partner Assault Response (PAR) Program – Huron County



Ministry of the  
Attorney General

Clients 59

Group Sessions 52

The PAR Program is a psycho-educational program for individuals who are ordered by the court to participate as a result of a criminal offence against a current or former partner. The John Howard Society delivers this group-based program that provides participants with an opportunity to examine their beliefs and attitudes towards domestic abuse and to learn non-abusive ways of resolving conflict. The PAR Program also provides information and support to the victims of these crimes. Both men's and women's groups are offered. The program is offered by the John Howard Society in Goderich, Ontario.

## Indigenous Services Program

Adults 187	Interviews 830	Collateral Contacts 2371	Case Conferences 152
Youth 60	Interviews 654	Collateral Contacts 3703	Case Conferences 148

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.

*"I started drinking heavily in my early teens and it never ended well. With that, my curiosity for drugs grew and I ended up with an addiction. Being connected with John Howard Society, my workers were always encouraging. I found myself getting sober and clean and back in school. My true test came when I lost both my mother and grandmother to cancer, which was very hard but I pushed through it. I got very active in practicing my culture and in doing so I ended up on that red road (living a sober and traditional life). Now I am working for an Indigenous organization as a Community Care Worker helping those who are in the same position I once was, facing homelessness and addiction. There is nothing more rewarding and my workers at John Howard were a huge influence!"* Former Youth & Adult Probation Client



Ministry of  
Children, Community &  
Social Services



Ministry of the  
Solicitor General

PROGRAMS

## Direct Accountability Program

Participants 305   Group Sessions 86  
Collaterals/Case Conferences 316

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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 got a lot out of this and now I see it's time to try to change. The facilitator made the class enjoyable to be in and made it worth my time to come here." (ASAP participant)*

*"Positive experience to help avoid future problems, and deal with anger better which makes a person better." (AM participant)*

*"Good, helpful, and informative, and it helped me see the other side of my offence and the people it affects." (SST participant)*

## Supported Housing of Perth Program (SHOPP)

Clients 13   Interviews 770   Collateral Contacts 309   Case Conferences 521

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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 supports as necessary.

*"SHOPP has assisted me with finding permanent housing, which has positively impacted the rest of my life. I am a healthier person both physically and mentally, I no longer struggle with addiction, and I have been able to use my stability to work towards regaining custody of my child. The ongoing and consistent support from SHOPP has helped to make these things possible."*



## 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 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 on-going Gladue Committee meetings over the years to discuss ways in which to continually improve the Court.

As with many other places in the Spring of 2020, the Gladue Court was forced to close due to the COVID-19 pandemic. It is hoped with the cases that have moved forward virtually, Gladue factors and the unique circumstances of Indigenous offenders have been considered in sentencing. It is further hoped that the Gladue Court will soon be up and running and we will be able to return to in-person appearances, Circles and the use of medicines and the Eagle Feather.







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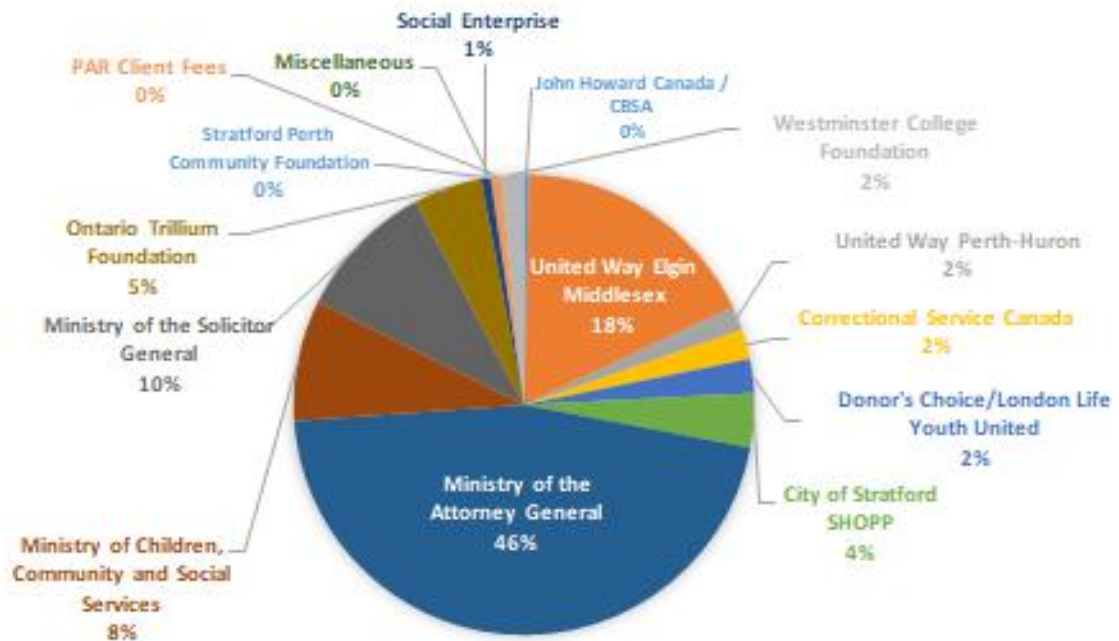
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# FINANCIAL OVERVIEW

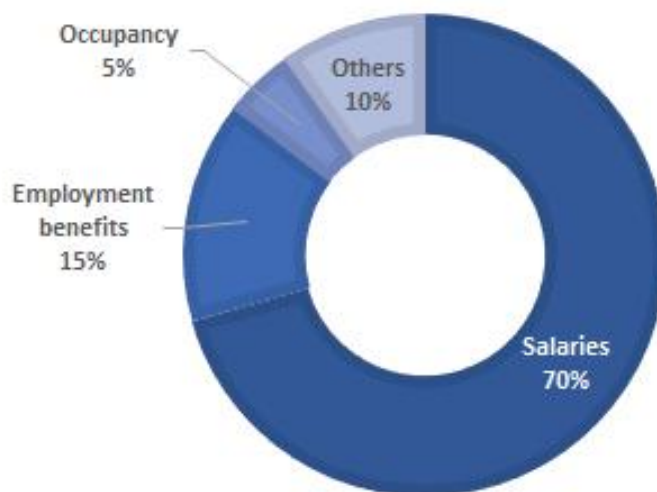
## REVENUE

\$ 1,834,850



## EXPENDITURES

\$ 1,730,303





# United Way Campaign 2019

The John Howard Society of London and District has been a community partner of the United Way Elgin Middlesex since 1953. The Society is able to achieve its Mission each year due to the ongoing financial support of the United Way.



**United Way**  
Elgin Middlesex



# United Way Campaign 2019

This year's campaign included participation from all staff, as well as volunteers, students and Board members, all of whom contributed to the campaign's success. We "Kicked Off" the campaign with a potluck and laid out the events for the campaign. The Society created calendars and on every weekday in November, a draw was held. Staff and volunteers provided generous prizes, including homemade gifts! The calendars were very successful and continue to be one of the bigger events of the Society's campaign. We held a John Howard themed Escape Room, where staff and friends had to use their detective skills as a team to escape while learning more about the agency's namesake, John Howard. Staff participated in the United Way's Annual Stair Climb. Other campaign activities included a silent auction, a Halloween costume contest, Bingo, clay leaf art 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 **\$8772.00**.

This year, the Society was recognized by the United Way Elgin Middlesex for its campaign, being chosen as the Outstanding Campaign Team – Small Workplace at the 2019 ChangeMaker Awards, recognizing volunteers who went above and beyond to support United Way campaign.

**Thank you to our campaign team!**





## JOHN “JACK” MORAN

On January 22, 2020, Jack Moran passed away after a brief illness. He was pre-deceased by his wife Beverley in 2010, and survived by his five children and their families.

Jack joined the Board of Directors of the John Howard Society of London and District in 1972. His contribution was immense. He served as President of the Board of Directors from 1976 through 1977. He was an active director, serving on many board committees. He rarely missed a board meeting. Jack and fellow director, Joseph Beechie, headed the nomination committee for years. Together, they recruited a corps of talented and committed directors, which has promoted the development of a strong and stable professional organization.

Jack served as the Society's representative on a citizen's coalition, which advocated for changes to the courthouse cellblock. Over a ten year period, Jack met with representatives from other community groups to address the problems of assaults on youth and their exposure to adults while awaiting court appearances. For years, Jack attended the Genest Detention Centre to provide recreational activities and positive role-modelling for the young offenders.

An energetic and busy individual, Jack was involved in the community outside of his volunteer role with the John Howard Society. He was a member of the Rotary Club for decades. He visited the Children's Hospital dressed as a clown, and made appearances at the Society Christmas party for child clients. He facilitated donations to the Society of money, toys and hand knit children's sweaters. Jack was also politically active and volunteered with his church, serving refreshments to newcomers learning to speak English.

Jack was respected and loved by the Society's staff, volunteers, clients and directors. In the performance of his volunteer duties, Jack was always congenial and established warm relationships. He always made time to share a laugh and recognize a job well done.

In 1999, Jack was recognized by the John Howard Society of Ontario, as an Honourary Life Member. On August 23, 2012, Jack was awarded the Queen Elizabeth II Diamond Jubilee Medal, to honour his significant contributions and achievements. Jack retired from the Board of Directors in 2014. He was named an Honourary Director the following year.

The John Howard Society takes pride in its long association with Jack Moran, leader, humanitarian and friend. We have all been privileged to know him. He is missed.





## KEN TANSWELL

Mr. Kenneth “Ken” Tanswell joined the Society as a volunteer in 1984, after his retirement from an executive position at Canada Post. He was born in Manchester, England, and served in World War II. After he returned home from active duty, he completed his university education in social studies. He worked as a probation officer in England before emigrating to Canada in 1952.

Ken’s primary volunteer role was visiting inmates at the Burtch Correctional Centre, which was a provincial institution, located in Brantford, Ontario. He made regular trips to Burtch to help clients develop supportive links to the community, in preparation for release. He once described his volunteer role as listening, encouraging, offering hope, building self-esteem and fostering ambition. Ken was a kind and modest man. He generously contributed his interpersonal skills and time, establishing an excellent reputation for the John Howard Society with both institutional staff and clients.

Ken’s contribution to the Society was recognized in 1985, when he was named Volunteer of the Year. In accepting his award, he reflected on his many interviews with inmates and wrote, “patient listening helps others to express themselves and perhaps begin to understand themselves, to air their feelings, to test out ideas, to examine self-doubts, to remember good things and analyze misfortunes.”

Ken had many varied interests and he was always interesting and fun to have around. He was an avid gardener, won prestigious awards and especially loved roses. He and his wife, Bea, were always congenial guests at John Howard Society events and staff parties.

We were devastated to learn that Ken died on April 24, 2020, from COVID-19 complications, only 11 days after the death of his beloved wife, Bea.

# 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 the John Howard Society of London and District.

As such, 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.

**This year, three exceptional staff members are being recognized!**

**Kathleen Lowe for 20 years of service**  
**Courtney Coqu for 10 years of service**  
**Stephanie Alegria for 5 years of service**

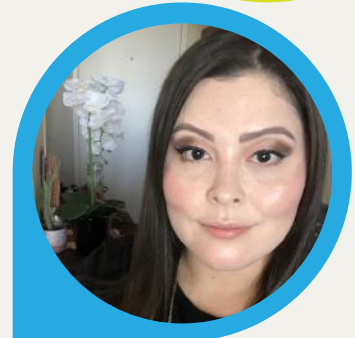
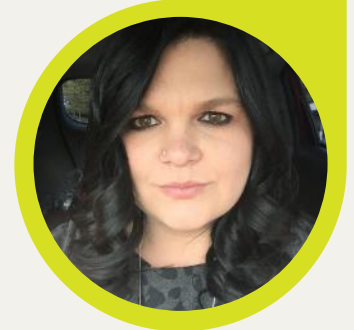
Thank you for the loyalty and dedication you have brought to the organization over the years. Thank you for your hard work, devotion and commitment and for going above and beyond every day to assist the most vulnerable client populations in our community.

**Congratulations to you all!**

## Distinguished Service Award

A special award is presented to Mrs. Charlene Beatty, Indigenous Services Worker, in appreciation of her outstanding service and contribution to the John Howard Society of London and District for the last three and half years. Charlene is retiring this year and we would like to wish her a happy retirement.

**Congratulations Charlene!**





## Annual Meeting 2019

Mr. Ross Earnshaw, President of the Federation of Law Societies of Canada, was our speaker for the Annual General Meeting last year. Mr. Earnshaw provided an excellent speech on the legal aid cutbacks, impact of legal aid budget cuts on individuals accessing services, how John Howard Society can help its clients, what more can be done through partnerships, Pro Bono Students Canada and Bill C-75.





# JHS of London and District Staff 2019 - 2020



## JHS of London and District Staff 2019 - 2020







# 2019 - 2020 IN PICTURES









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