

john howard society

London & District

ANNUAL REPORT 2020/2021



United Way
Elgin Middlesex



United Way
Perth-Huron

The logo for the John Howard Society is centered on the page. It consists of the words "john", "howard", and "society" stacked vertically in a white, lowercase, sans-serif font. The letters "j" in "john" and "s" in "society" each have a small yellow dot above them. The text is enclosed within a white, stylized speech bubble or bracket shape that has a triangular point at the bottom left.

**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

On behalf of the Board of Directors, we are pleased to present the 2020/2021 Annual Report of the John Howard Society of London and District. In a year characterized by extraordinary global health and financial challenges, daunting disruptions, and transformational change for all of us, we are extremely proud of what we were able to accomplish. The Society's foundational strength, the agility of our operating model, and the unwavering commitment of our resilient staff and volunteers to the clients and the leadership of the Board of Directors, allowed us to finish the year with a solid performance, setting the stage for continued success in 2021/2022.

The COVID-19 Pandemic presented unexpected challenges to the organization, as it did for individuals, communities and institutions worldwide. The John Howard Society met and exceeded expectations for the year, as this report can attest, based on the organization's

capacity to offer impactful programs and exceptional services to address the needs of clients and the community. The Society's services continued to be "essential," and the Society was faced with increased demand from clients, especially those most vulnerable and marginalized who were struggling with the impact of the pandemic. The agency continued to monitor its work plan and made adjustments on an ongoing basis to ensure the health and safety of the staff, volunteers and clients, while following government and health officials' directives and recommendations. Services and programs continued to be delivered virtually and in-person, as needed.

The John Howard Society's programs are guided by strategic directions established by the Board in 2020, which focused on developing effective positioning strategies to deal with changes, maintaining strong relationships and communication with funders, promoting employee excellence, engaging in dynamic and innovative partnerships, exploring new evidence-based models of working with clients, improving the quality of programs, sustaining the stability of the agency and ensuring that the Society was financially resourced to fulfill its mandate. Our programs are also compliant with the standards set by the John Howard Society of Ontario (JHSO). Under the capable leadership of Paula Osmok, Executive Director of the JHSO, the John Howard Society of London and District was the beneficiary of excellent work from the research department, an innovative public education initiative to profile the problem of mental health, provision of opportunities for funding, and facilitation of collegial supports among the network of executive directors across the province.

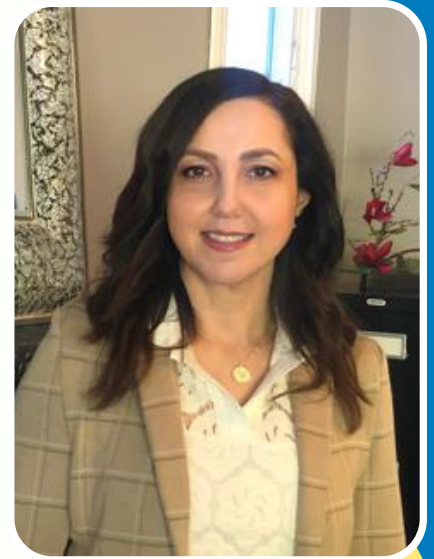
This year has been a time of great introspection for all. We have witnessed communities across the country join their voices in calling for justice, accountability and system change. The "Black Lives Matter" movement, the tragic discovery of Indigenous children's remains at former residential school sites, along with the Islamophobia and the horrific attack targeting a Muslim family here in our community, has opened the door to a long overdue call to action against racial injustice. All these incidents have renewed difficult conversations in Canada and around the world about race, diversity, equality and inclusion. The Society recognizes the pain that these tragic events have inflicted upon so many, including our own staff, clients, volunteers and board members. The Society is committed to continue its efforts to eradicate all forms of racism and to help build the inclusive, just and safe communities. The John Howard Society of Ontario has established an Equity Committee that consists of frontline staff with lived experience from the 19 affiliates across the province, who will participate fully in the advancement of its work to achieve an inclusive, fair and representative workplace and organization.

The John Howard Society of London and District continues to be a beacon of hope for our clients and the community. The staff and Board of Directors proudly serve this organization, which makes a daily difference in the lives of people served. We are creatively and passionately serving so many individuals who need to find a pathway to success. Our clients continue to be at the center of everything that we do.

The Society's staff members have witnessed increased rates of mental illness, deaths from drug overdose, as well as homelessness, among clients during the pandemic. In addition, the pandemic has created new challenges for many clients who live in poverty and struggle to secure basic needs. Many clients who access the Society's programs continue to come to our offices asking for food and water. The Society has strengthened the partnership with the London Food Bank, during the pandemic, and used small donations to ensure that clients have their basic needs met during this exceptionally difficult time. The Society continues to find new ways to better serve its clients and the community and address the complex needs and negative impact on individuals and families created by the pandemic.

DIRECTORS AND THE EXECUTIVE DIRECTOR

The Society has been concerned about post incarceration homelessness for decades. Following release from custody, individuals often experience many barriers to successful integration into the community, including housing, and this has certainly worsened during the pandemic. A release from incarceration to the community with no place to live and no money, sets up an individual for failure. In our efforts to find a solution to this pressing social problem, the John Howard Society piloted a hotel-based intervention to provide rapid stabilization for recently released individuals. The pilot project provided extended, supported stays at a hotel, geared towards individuals otherwise exiting incarceration into homelessness. The project prioritized access to income, employment, food, clothing, healthcare, help finding suitable accommodations and links to long-term community resources. This project was made possible through the United Way Elgin Middlesex, Emergency Community Support Fund. The project was very successful in meeting its objectives and the Society has recently secured new funding to continue this promising work for the next two years.



Collaboration has always been central to the John Howard Society. Last year, the Society developed new partnerships and was able to leverage its existing partnerships to enhance the services provided to our clients. We would like to express our sincere gratitude to all of our partners, funders and donors. We truly could not achieve our goals without your support. Thank you!

We would like to extend our heartfelt thanks to our volunteers whose work was unfortunately impacted by the pandemic. Last year, due to the interruption of in-person services, only a few volunteers were able to continue to offer their assistance to some programs. This year, Katelyn Brush is the recipient of the Carol Reid Volunteer of the Year Award. Katelyn provided invaluable help to the Bail program. Congratulations Katelyn! Your time and commitment to the Society is appreciated.

The Society's staff continued to demonstrate their skill, dedication and perseverance throughout the year. We would like to thank the staff for their outstanding work and achievements in this time of tremendous uncertainty. Your contributions were significant and we are delighted to be among such an innovative, talented and caring group of people. We look forward to continuing to meet the challenges of the work and realize achievements in the future. We would like to thank the Board of Directors for its ongoing dedication to the Society. The unique experiences, expertise and backgrounds of the directors offer important contributions to the work of the John Howard Society. We extend thanks to all of the directors for their vision and leadership at the helm of the organization.

Last winter, the Board of Directors was pleased to welcome two new directors, Mrs. Lynn Humfress-Trute, a retired Internal/Forensic Auditor and Security Awareness Coordinator with the Department of National Defence and Mrs. Roberta Gibson, a Principal with the London District Catholic School Board. Their extensive experiences and backgrounds, together with their work on various boards and committees, are a tremendous asset to the Board. The Board of Directors and the Executive Director look forward to working with both of them in the coming years. The Board also bid farewell to two directors, Mrs. Judy Webb, who served on the Board of Directors for twenty-one years and Mr. Brian Greene, who served the Society for five years. Judy and Brian made substantial contributions to the Board and the organization over the years. The Board wishes to thank both of them for their outstanding contribution and service to the John Howard Society. They will be missed!

We are proud of the work we have done last year, and the coming year promises to be busy and challenging. We continue to focus on our Mission of "effective, just and humane" services and programs to better help our clients and the community; the Society's Mission continues to be relevant and crucial. With the leadership of our Board of Directors and the incredible commitment of staff and volunteers, we look forward to continuing our important work.

Stuart Ewing
President

Taghrid Hussain
Executive Director

BOARD OF DIRECTORS 2020 / 2021

Officers

Mr. Stuart Ewing, President
Mr. Jeff Gray, 1st Vice President
Ms. Sandy Ferreira, 2nd Vice President
Mr. Brian Greene, Treasurer

Directors

Deputy Chief Patricia McIntyre
Mr. David Peeling
Mr. Christopher Dobson
Mrs. Christina Ninham
Professor Peter Barton
Mrs. Judy Webb
Mr. Michael Cywink
Dr. Jared Berman
Ms. Mary Kay Arundel
Mrs. Lynn Humfress-Trute
Ms. Roberta Gibson
Mrs. Michelle Gibson (until June 17, 2020)
Mr. Matt White (until August 25, 2020)

Honourary Directors

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

STAFF 2020

2021

Taghrid Hussain, Executive Director
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
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
Crystal George, Indigenous Services Worker
Elizabeth McArthur, Support Staff
Taylor Westman, Housing Stability Worker-Stratford
Avelea Post, Housing Stability Worker-Stratford
Mary Gregg, Partner Assault Response Program Facilitator
Greg Bowman, Partner Assault Response Program Facilitator
Ana Rojas, Director of Programming and Marketing
Ricardo Suarez-Leon, Bail Supervisor
Stephanie Alegria, Bail Supervisor/Volunteer Program Coordinator
Pernell Jones, Indigenous Bail Worker
Sarah Dias, Bail Worker
Roman Nagy, Bail Worker
Robyn Moriarty, Bail Worker
Jovana Lojpur, Bail Worker-WASH Court
Sara Brown, Bail Worker-Stratford
Jacob Dias, Bail Worker-Goderich/Walkerton
Justine Pffaf, Bail Worker-Goderich (Maternity leave)
Kennedy Mattatall, Bail Worker-St. Thomas
Fabien Wossenew, Bail Worker-Woodstook
Kristen Longdo, Indigenous Bail Worker
Meagan Oldroyd, Canada Summer Job/Support Staff
Katelyn Brush, Canada Summer Job

Students

Zainab Bakare, BSW Student, King's University College
Dana Shogan, BSW Student, King's University College
Elizabeth McArthur, BSW Student, Dalhousie University



VOLUNTEERS

22 Volunteers
920 Hours Contribution

LORI CUNNINGHAM
JASMINE YUSUF
TEODORA CALARAS
MATTHEW MCGUIGAN
SAIGE KILPATRICK
JENNA VELJI
MERCY OKUSANYA
KATELYN BRUSH
ELIESHA RICHARDSON
SALLY LAI
MADELINE FERRARO
MEAGAN OLDROYD
SYDNI O'ROUKE
JOHNATHAN DERIVES
ELIZABETH LEWIS
VICTORIA BROWN
RACHEL ROBB
EVA PARON
VICTORIA BROWN
DIEGO CARDENAS
SHWETA JAIN
MALLORY SNOEYS

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 2020

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.

Katelyn Brush began her volunteer experience at the John Howard Society in September 2019. Katelyn is currently attending Western University for a Bachelor of Arts with a major in criminology and a minor in psychology. Katelyn started volunteering with the Bail Verification and Supervision Program assisting the front office. Katelyn also volunteered with the Pandemic Reintegration Program and the Children's Group. Katelyn has demonstrated her empathy and compassion for clients through every interaction.

Katelyn 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. Since commencing her work with the Society, Katelyn has contributed over 368 hours of volunteer service. Katelyn recently started working with St. Leonard's Community Services London & Region as a Housing Stability Worker.

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

Congratulations Katelyn!



My Volunteer Experience at JHS London By Katelyn Brush

When I began with the John Howard Society, I remember thinking it would be a “foot in the door” for my career – little did I know it would be a foot in the door of my heart. At the beginning of my time in university, I thought I knew exactly what I wanted to do, and exactly who I was. I could not have been more wrong. The JHS showed me that my passion is in working with those who are victims of the system. On my first day as a volunteer, I read the front door – “Effective, just, and humane responses to crime and its causes”. I will never forget that day, because in all my time as a criminology major, I had wondered why society’s institutions do not focus on the causes of crime through a humane lens – I just did not know how to word it or to express it. The JHS gave me the words.



Every single “client” is a human being, who has been traumatized, abused by the system, and most painfully– ignored. When we stop to listen, we learn that all it takes sometimes is silence, a coffee, and kindness to hear someone reaching out for a connection. Recently, I read Oprah’s book on trauma where it was stated that “the opposite of addiction is connection” and I was instantly back in the bail office where I started my volunteering, watching the dedicated and kind staff treat clients as humans. Addressing them by their name, taking time for them, listening to them and respecting what they have to say. Often, long after their bail phase was complete, I saw the same faces again and again, for conversation, for coffee, for snack bags, and just to be able to exist for a moment in a place where they are as human and as worthy as anyone else. I fell so in love with the way the JHS operates, with the warm and welcoming bail workers and counsellors who never stopped caring and never stopped trying.

I met some of the kindest, smartest, and strongest people I have ever had the pleasure to know through the JHS staff and the clients we serve. Last year, through my summer job at the JHS, I was given the opportunity to assist in a new program – the Reintegration Support Program. This program served to reintegrate and rehouse adults released from incarceration during the pandemic. Coming to know these individuals and assist them in their journey back to integration and a rounded sense of wellness was one of the most powerful experiences I have been lucky enough to be a part of. Incarceration is one of the most isolating and dehumanizing experiences an individual can suffer, and to be released into a whole new world – new technology, a global pandemic, endless new barriers- added a whole new dimension of confusion. To see them start out totally shut off and nervous, to becoming excited for our visits, to learn social media and to view apartments, was truly inspiring. The excitement and pride radiated off the group. The success and the connection made every long hour worth it. With the assistance of Meagan Oldroyd- the Society’s support staff- we made individual Christmas gifts for each participant of the program. Many participants had not received a gift, or even a card, in as long as they could remember. I will always value the conversations we had with participants of the program about their lives and all the other lovely, powerful, and HUMAN aspects of themselves that society takes no time to hear.

My volunteer time with the Children’s Group was so impactful on my heart. I had never worked with youth before, and to meet these intelligent and resilient young people through one of the many JHS programs- I was amazed. I just couldn’t get enough. I looked forward to it each Tuesday. The week we prepared for “Santa’s” Christmas visit, Meagan and I asked each little one what they wanted for Christmas. One particularly sweet little guy told me all he wanted was to race me, in the yard, on Christmas. Obviously, we raced – obviously he won. It was one of the funniest, most genuine things I have ever heard.

The Society is a place for everyone. It is a place to help, to advocate, and to facilitate connection and growth. The connections and the success that has been built by this amazing Canada-wide organization is something I am so proud to have been a small part of. Everything I stand for and know today was taught to me by the warm and welcoming staff, and the resilient, strong people we are so privileged to have as clientele. I am honoured to have worked for the JHS; I am especially honoured to be the volunteer of the year with such an incredible organization. The JHS has set me on the trajectory for exactly what I now know I need to do with my life – serve those with whom society has lost their bond, build respectful and meaningful connections, and use my knowledge and my relationships to advocate for a better future for the justice system for those with no fixed address, suffering mental illness, trauma, and addiction. To advocate for harm reduction, for trauma informed care, for humane crime responses, for those battling stigma, institutional racism, generational trauma, and a reactionary fear of a system of revolving doors.



PROGRAMS



United Way
Elgin Middlesex

Individual, Couple and Family Counselling

Clients 921 Interviews 3802 Collateral Contacts 4345 Case Conferences 715

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.

Ryan's Story

Ryan had been involved in the criminal justice system as a youth; however, he had years without criminal involvement. At the beginning of the Covid-19 pandemic, Ryan lost his employment and he struggled financially. During this time, he reverted to negative behaviours and incurred new charges in a misguided attempt to financially support himself. Ryan's re-entry into the justice system impacted his confidence and mental health. Ryan began isolating and started consuming alcohol. A friend encouraged him to connect with the John Howard Society because he had found the services beneficial. Through ongoing counselling, Ryan was able to learn cognitive behavioural skills to assist him in managing his harmful thoughts and effectively resolve problems in his life. The therapeutic relationship established with the Society's worker promoted his desire to re-engage in the community and reduce his isolation. He recognized he would like to address his alcohol use and a referral was made to a community agency and peer support program.

Ryan started to redefine himself independently from his employment and was able to enhance his self-worth and well-being. He began expressing his emotions with loved ones. He utilized stabilization and self-regulation techniques. Through developing these pro-social coping strategies, he felt more confident and did not rely on alcohol. Ryan reported improved mental health due to his newly found ability to communicate his emotions and reach out for help. During his involvement with the Society, Ryan was able to re-enter the work force, secure permanent employment and he is complying with his probation order.

Community Education Program

Virtual Events 26 Total Audience 555

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.



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Institutional Visiting

The John Howard Society provides weekly visits to the Elgin Middlesex Detention Centre (EMDC) 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.

Due to the pandemic, EMDC suspended community supports from entering the jail to mitigate risk of exposure to inmates. Support continues to be given via telephone.

Peter's Story

The Society's worker initially contacted with Peter via telephone while he was incarcerated at EMDC. Peter had received the JHS number from another inmate on his unit who also receives support from the Society. Peter expressed that he was having a difficult time being at EMDC and managing his emotions appropriately. Over several phone calls, the worker provided Peter with psychoeducational material. Peter continued to develop and strengthen his coping strategies and grounding techniques to support him while he was in custody. Over time, Peter adjusted to being incarcerated and gained more confidence in managing his emotions. As his release date approached, the Society's worker began creating his reintegration plan and made referrals for community support. Once he was released, Peter attended the Society to continue making progress towards his goal of being a pro-social member of society. He continues to receive ongoing support.

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.

Katie's Story

Katie attended the John Howard Society looking for help in completing the record suspension process. She explained she had one conviction over ten years ago. The Society's worker went through the steps and helped her get started. During the Court paperwork step, an outstanding victim surcharge was found. Katie explained that all of her fines were paid after the disposition. She was able to find evidence of payment and the Society's worker helped submit it to the Court. The Court updated its paperwork and once the application was complete, the worker reviewed the documents with Katie and sent it off. Three months after the application was submitted, the National Parole Board called the Society's worker and Katie regarding the confusion surrounding the victim surcharge. The worker was able to clarify the situation and confirm the payment. The Parole Board of Canada reviewed the application and approved it. Katie was elated to close an unhappy chapter of her life and move forward with new confidence and a sense of achievement. A record suspension can open doors for employment and post-secondary education.



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Women's Group

Participants 50 Group Sessions 48

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 crises, 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.

"I don't feel that I have to limit the amount I talk about my son and the situation we are in. Everyone in this group is so supportive and I feel I can be open to all. I have learned so much about the system, and how the experiences we have and are dealing with, affect each of us. To have others know what we are feeling and understanding, is more than I can explain. I'm not sure I would be dealing with all of this as well, if not for our group." Women's Group Participant

"The Zoom meetings are wonderful in this time when we can't meet in person. When my son was arrested a few weeks ago, looking forward to our weekly meeting was invaluable in keeping me together. I really appreciate the work Juli puts in getting these meetings on Zoom." Women's Group Participant

"I am glad we are able to do the Zoom meetings because that really helps. But am really looking forward to the in-person meetings again." Women's Group Participant

Children's Group

Children 46 Group Sessions 36

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. Due to the COVID-19 Pandemic, it was not possible to facilitate the group in person on a continuous basis; however, the services provided to children through the Children's Group were adapted to meet the needs of the children and their families. The Society's worker maintained virtual and telephone connections with the children. When it was possible to offer the group in person, the children joyfully returned to the Children's Group, to reconnect with friends, workers, and volunteers.

Maria's Story

Initially, Maria was reserved and relied on her brother, but over the year, she began to engage with other children, and she began to speak more openly about her life. Maria showed a strong interest in the activities and sporting events. When in-person services were not possible, the worker dropped off specific care packages to each child and Maria sweetly shared how much it meant to her. She mentioned interest in other community programs, such as a church group and breakfast club, which was offering "physically distanced" outdoor gatherings. It appears that Maria has a new sense of belonging to her community.



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Boullee, Huron, Kipps Lane Program

Clients 16 Interviews 64 Collateral Contacts / Case Conferences 77

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.

Daniel's Story

Daniel frequently missed class and found it challenging to focus on assignments. His grades began to slip and he was frequently angry. Daniel began getting into fights at school and was at risk of suspension. He agreed to weekly meetings with a John Howard Society social worker at school. The social worker assisted Daniel in learning how to identify, process, manage, and express his emotions in a healthy way. The worker also educated Daniel about conflict resolution with peers and teachers. Through the course of counselling, Daniel disclosed he had experienced the death of his father in his first year of high school. He indicated that he had struggled to cope with his grief in the aftermath of his father's death. His worker was empathetic and understanding of this significant loss. Daniel eventually felt he was better able to cope and he could communicate more effectively with his peers. He stopped getting into fights and the social worker assisted him in requesting academic accommodations to support him in his learning. Daniel successfully completed grade 10 without any suspensions and he felt both motivated and optimistic about the rest of his school year.

County Youth Outreach Program

Clients 11 Interviews 96 Collateral Contacts 104 Case Conferences 7

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.

Paula's Story

The COVID-19 Pandemic impacted Paula's ability to focus on her schoolwork. She had been dealing with depression before remote learning started and the lockdown exacerbated her inability to cope. Paula struggled with learning remotely in order to complete her high school courses. To add to her difficulties, Paula's siblings and parents were home and conflict in the home escalated. The John Howard Society's social worker assisted Paula by teaching her how to advocate with her teachers for extensions on assignments when required, while setting realistic boundaries for her own self-care. Paula learned strategies to manage conflict in the home which led to stress reduction with parents and siblings. Paula graduated this year.

Pandemic Reintegration Support Program

The John Howard Society of London and District piloted a hotel-based intervention to provide rapid stabilization for those experiencing post-incarceration homelessness. The program was created to meet the unique needs of unsheltered individuals exiting the criminal justice system. The program provided emergency shelter stays and helped individuals, recently released from custody with no place to go, find suitable accommodations. The program offered intensive case management, reintegration support, mental health and addiction counselling, help with basic needs, system navigation and advocacy. The program prioritized access to income, such as social assistance and employment, and linked people with long-term community resources. The program included a research and program evaluation component provided by the Western University - Centre for Research on Health Equity and Social Inclusion. The research has found this program model to be “game changing” and a promising practice for ending cyclical experiences of incarceration and homelessness. The evaluation report also stated that the investment in this type of community-based support is minuscule compared to the cost of incarceration and all the other health and social costs of recidivism.

The Program received 84 referrals but was only able to accept 27 unique individuals between August 2020 to March 2021. One participant disconnected from services. The program provided emergency shelter to 26 participants through extended and supported stays at the hotel. Twenty one participants obtained housing through their involvement with the program. One participant attended residential treatment and four were discharged from the program for reasons such as non-engagement with staff or a return to incarceration for breach of conditions. Those individuals have maintained contact with the agency for further support outside of the program. The goal of the program was to serve 25 individuals, so the program exceeded its goals. The program was funded by the United Way Elgin Middlesex, Emergency Community Support Fund (ECSF) aimed at supporting vulnerable Canadians during the COVID-19 Pandemic.

“This program has helped me a lot. I can’t describe the whole thing. I felt in the middle of nowhere until I entered this program. Everything changed in my life. It changed my life, really. I am an alcoholic and I was in bad shape when I went to the John Howard Society. From that day on, I made a resolution to say, “Okay, I’ve got to take advantage of this in the best way because I didn’t want to keep going with the lifestyle I was living.” I’ve never been at the Society, never been before in such a program like this, but the staff helped me a lot. The staff at the John Howard Society makes this program great. I quit drinking first of all. I didn’t have a cell phone, bank account or a fixed address. I had nothing. The program helped me and supported me to get those things and made me feel better.” Program Participant

“The John Howard Society staff are the greatest. I would say that from the bottom of my heart. They saved my life because if I kept doing the things I was doing before I entered this program, I’d probably be in the hospital or psychiatric hospital. I feel so great.” Program Participant



United Way
Perth-Huron

Stratford Jail Institutional Visiting and Reintegration Program

Clients 90 Interviews 274 Collateral Contacts / Case Conferences 522

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.

Sam's Story

Sam entered into the Stratford Jail after he was sentenced to a six-month custodial sentence. Prior to coming into the Stratford Jail, Sam maintained full-time employment, stable housing and had part-time custody of his children. Sam lost his housing as well as his employment when he went into custody. Sam connected with the John Howard Society worker in the jail to begin looking at housing options for his release. The worker assisted Sam to complete several housing applications. The worker also assisted Sam in applying for new identification as his was lost when he went into custody. During the COVID-19 Pandemic, Sam was transferred to another provincial jail. Sam maintained contact with the worker during the pandemic and up until he was released at the end of his sentence. During the pandemic, Sam called on average of two to three times weekly as he stated he was struggling with his mental health as a result of the uncertainty of the pandemic. The worker helped Sam find temporary place to stay for his release. Sam has been in the community for just over two weeks. The Society's worker was able to provide Sam with hygiene products and clothing upon release. Sam is looking for stable housing and has started the process to have his children in his life again.

Direct Accountability Program

Participants 110 Group Sessions 73 Collaterals /Case Conferences 388

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 did not think it would be a good program, but I actually learned a lot." (AM participant)

"We all deserve a second chance." (SST participant)

"This program helped me see the connection between my drug use and my emotions." (ASAP participant)

Ontario



Ministry of the
Attorney General

Bail Verification and Supervision Program

Clients 1148 Interviews 13777 Collateral Contacts 9982

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, Walkerton and Owen Sound. Supervision is also available at the Chippewas of the Thames First Nation.

Samantha's Story

Samantha was an unemployed woman accused of charges of assault, theft, and drug-related matters. As a young mother, Samantha had begun to understand that her life needed change, direction, and support. Samantha knew that she must not let these accusations define who she was. Unfortunately, the charges which started this proactive mindset also hindered Samantha from obtaining employment and created barriers. Samantha often felt she was viewed differently due to these charges and she started to view the path ahead as impossible. Samantha's future appeared precarious to her, and she felt scared. The moment Samantha was released to the John Howard Society (JHS) under bail supervision, it was apparent to the caseworker that this reporting relationship was critical for Samantha's development if she was to move beyond her charges and begin her life anew. For the next six months, Samantha and her caseworker began to look at counselling for her addiction and explore the possibility of Samantha returning to school to pursue a career in a trade. While being represented by her lawyer in Court, Samantha utilized her free time to engage in counselling, she enrolled in a trades program at a community college and obtained a part-time job at a local restaurant. Her caseworker provided referrals, made phone calls on her behalf, and researched a variety of options for Samantha.

Ten months later, Samantha's charges were withdrawn, counselling was complete, and she was halfway through her trades program with an apprenticeship in sight. Samantha had overcome her situation and with the support of the JHS bail program, she felt confident, happy, and excited to start her new life with her family.

Partner Assault Response (PAR) Program – Huron County

Clients 43 Group / Individual Sessions 56

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.

Patrick's Story

Patrick is a working professional who was referred to the John Howard Society's Partner Assault Response program (PAR) by the Crown Attorney's office. Patrick had been charged for assaulting his long time partner. This was Patrick's first involvement with the criminal justice system. He came to the first of twelve mandated educational sessions with what appeared to be an aloof manner and resistant attitude. With each week Patrick's resistance diminished as he grew comfortable with the group process, his fellow group members and the co-facilitators. He became an active and insightful participant in discussions about the causes and impact of domestic violence. As well, he was keen to learn about non-violent strategies and communication skills that would allow him to work towards a healthier relationship with his partner. His willingness to engage with others, to share his experience and begin to take responsibility for his actions encouraged other group members to do the same. Patrick was a positive force in the group! Upon completion of the PAR program, Patrick was able to share that his experience had been good for him. He stated PAR had provided him with an opportunity to look at relationships through a non-violent lens. He was hopeful that he could apply what he had learned in PAR by taking responsibility for his past violent actions and being accountable to both himself and his partner in the future. Several months after completing the program, Patrick reached out to the facilitators to say he was doing well.

Indigenous Services Program

Adults 144 Interviews 876
Collateral Contacts 2482 Case Conferences 173
Youth 50 Interviews 657
Collateral Contacts 3697 Case Conferences 57

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.

Jackson's Story

Jackson is a local Indigenous youth who was sentenced to a 12-month probation order for a finding of guilt for theft under \$5000. He was assigned to the Indigenous Services Program at the John Howard Society for supervision of his order. Jackson had several Court-ordered conditions including counselling and community service hours. He met with his probation supervisor every two weeks initially to facilitate a positive working relationship. Jackson said he was interested in culturally meaningful counselling, and as such, he was referred to a local Healer. During his probation appointments, Jackson and his probation supervisor talked about the relevance of the seven grandfather teachings: in particular, the teachings of respect and honesty. Jackson reflected on these things and eventually penned an apology letter to his victim. He chose to make dream catchers to provide to children living in shelters for his community service hours. When he was in need, his probation supervisor provided Jackson with medicines such as sage and sweetgrass. Jackson successfully completed his period of probation, incurring no new charges and gaining a better understanding of himself and his culture and community.



Ministry of
Children, Community &
Social Services



Ministry of the
Solicitor General

Community Maintenance Program/Sex Offender (CMP-SO)

Clients 19 Group / Individual Sessions 89 Collateral Contacts / Case Conferences 81



The CMP-SO program is an extension of the Integrated Correctional Program Model (ICPM). 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 groups 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.

Supported Housing of Perth Program (SHOPP)

Clients 12 Interviews 672 Collateral Contacts 225 Case Conferences 971

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.

John's Story

John is a 42-year-old single male, who has experienced homelessness on and off for the past decade. He was released from incarceration in August 2020. John was assigned a Supportive Housing of Perth Program (SHOPP) worker from the John Howard Society a month after his release. Through remaining actively engaged with his housing stability worker, he became housed in the same month. His worker provided coaching to assist John in daily living, helped him with problem-solving in crisis situations, and advocated on John's behalf to receive additional services. John has remained successfully housed and his engagement and participation with the John Howard Society have contributed to a better quality of life for him.





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.

Juan's Story

When Juan met with the John Howard Society worker, in the CBSA program for the first time, he was facing many challenges. Juan was homeless, he did not have any communication with his family and he struggled with alcoholism. Juan had endured trauma from the war in his country and now, he was facing deportation. Juan expressed that he wanted to change his life and rebuild his relationship with his family. The Society's worker referred Juan to addictions counselling and the Society's Reintegration Program. Juan was able to secure housing and he has been sober for 360 days. During the term of supervision, Juan had the opportunity to communicate with his children and re-establish a relationship. With the Society's help, he was connected with an immigration lawyer and is working on his deportation case. Juan is thankful for the help he is receiving from the Society, and he has continued to transform his life.

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. There have been virtual cases heard over the past year and few in-person appearances; however, it is hoped that the Gladue Court will soon be able to return to full in-person appearances, Circles and the use of medicines and the Eagle Feather.



Since the John Howard Society first opened the doors to serve the community, the staff have dedicated their careers to 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 heightened risks and challenges endured 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. The Memory Garden was created in 2019 and was open to all beliefs and ceremonies.

Last year, the Society's staff lost a significant number of clients due to many challenges that have negatively impacted their lives, in addition to the impact of the COVID-19 Pandemic. Many of these individuals were long-time clients who were trying their best to overcome their mental health, addiction and other health issues. Many staff members experienced grief and found comfort in each other. Staff engaged in ceremony and smudging circles to honour these losses.

This year, the tragic discovery of the remains of hundreds of Indigenous children at former residential school sites in British Columbia and Saskatchewan had a significant impact on our Indigenous team and the rest of the staff. The John Howard Society recognizes the devastation that the Canadian residential school system has inflicted upon so many. This terrible loss has affected the Indigenous communities across the country and beyond. The staff gathered at the backyard of the Bail office and engaged in a smudging ceremony and prayers to support each other. Memorial candles in both buildings were lit to honour those children and families. Flowers were planted in memory of these losses.

MEMORY GARDEN



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 Award 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!

Anita Parker for 20 years of service
Taghrid Hussain for 15 years of service
Tracey Gough 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!



Thank you!



United Way
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Ministry of the
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Ministry of
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Ministry of the
Solicitor General



LONDON
COMMUNITY
FOUNDATION



Canada Border
Services Agency

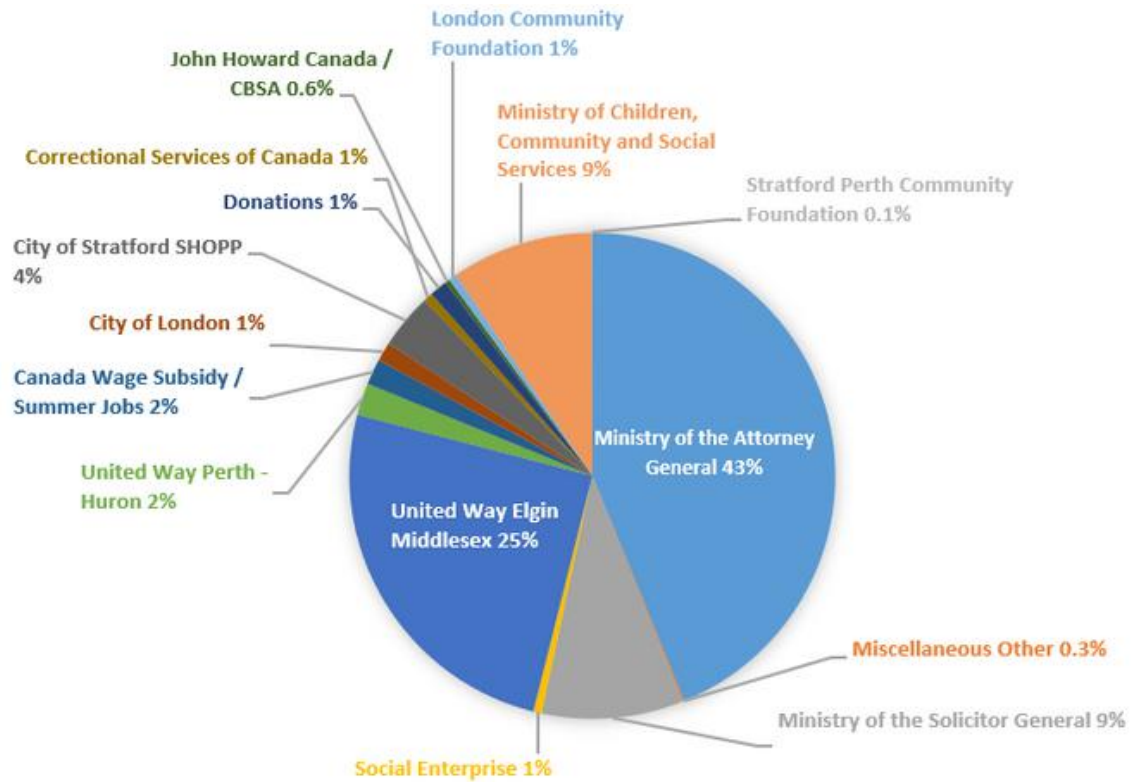


STRATFORD PERTH
COMMUNITY
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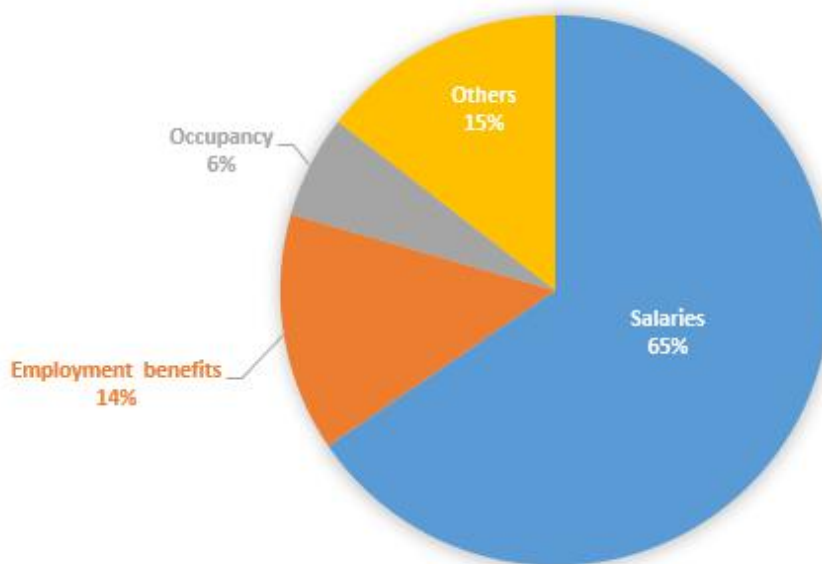
TO OUR FUNDERS

FINANCIAL OVERVIEW

REVENUE \$1,963,422



EXPENDITURES \$1,907,061





United Way
Elgin Middlesex

CAMPAIGN 2020

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 Campaign 2020

This year's campaign looked very different from previous years due to the campaign taking place during the COVID-19 Pandemic. Despite having to run many events virtually, 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 Zoom lunch to launch the campaign and introduce the agency to the campaign events. To keep with the theme of an ongoing pandemic, staff and volunteers decorated face masks for both Halloween and Christmas, with the best decorated mask winning a prize. Staff participated in the United Way's Annual Stair Climb by walking the loop at Springbank Park. The Society created calendars where every weekday in November we held a draw. 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. Other campaign activities included a silent auction, bottle drive, and Bingo.

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, even with the ongoing COVID-19 Pandemic, our staff was able to raise more funds for United Way than in the previous year with a total of **\$10,075.04**.

Thank you to our campaign team!



Annual Meeting 2020

The Annual Meeting of the John Howard Society of London and District in 2020 was held virtually over Zoom due to the COVID-19 Pandemic. The staff shared pre-recorded videos highlighting their experiences working and providing services during the pandemic.





Annual Meeting 2021 - Guest Speaker

Paula Osmok is the Executive Director of John Howard Society of Ontario (JHSO), a position she has held since 2002. During this time, she established the Centre for Research, Policy and Program Development at JHSO. The growing team of professional research, policy and evaluation staff have engaged in leading edge research and through leadership, made significant contributions to social and criminal justice literature and program development in Ontario.

Prior to accepting the leadership role at JHSO, she held the position of Executive Director for the John Howard Society of (then) Victoria Haliburton Simcoe & Muskoka, a local John Howard office in central Ontario. In that role, she developed and implemented a range of community-based services, including programming for both provincial and federal prisoners.

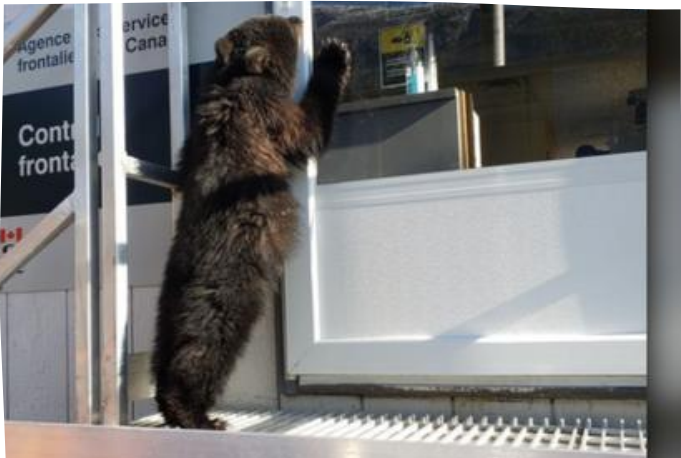
Paula was elected for four successive terms as a public school board trustee in her local community serving as Chair of the Board and of many major committees. She also served as a founding member and Chair of Women's Resources in Lindsay, Ontario, which opened a shelter for women and children seeking safety from abusive situations. She served on and chaired the MCCSS Youth Justice Panel, the Adult Justice Advisory Committee and currently serves on the Ontario Human Rights Commission Advisory Committee.

Paula holds a MSc. in Criminal Justice Studies from the University of Leicester in the UK and successfully defended her dissertation on The DNA Identification Act: Privacy Implications for Canadians.

WRITING WORKSHOPS FOR STAFF



In March and April 2021, former Executive Director, Lori Cunningham, and I created professional development workshops designed to benefit all staff members of the Society. The aim of the workshops was to assist staff to develop and write program anecdotes for the Society's annual report. With the COVID-19 situation ever present, the workshops were planned and executed virtually. The workshops were delivered for two hours each Friday in May over a period of four weeks. Lori discussed the importance of anecdotes, the significance in striving for creativity and polished work, and how to construct an anecdote. Each person had time to write an anecdote during their workshop, with guidance from Lori and me. I presented the grammar portion of the workshops. Each staff member received a grammar reference booklet, rife with pages about pronouns, prepositions, colons, semicolons, commas, complementary clauses, conjunctive adverbs and misused words and phrases, to name but a few. It was so much fun on a Friday afternoon!



CTV News/ Border Control photo

As part of the workshop, we sent everyone a photo of a bear peering through a window. We asked staff to write an anecdote for the photo using the skills and knowledge they had acquired through the workshop. We offered prizes for the best three submissions: the most creative, the best grammar, and the best overall anecdote. Courtney won first place, Juli won second place and Brian was judged third place. Congratulations to all of the winners and a big thank you to Mathew for volunteering to be judge and jury. A very special thank you goes out to Lori Cunningham for her expertise, time and commitment.

Anita

BEAR ANECDOTES

Brutis was incarcerated at the beginning of the COVID-19 Pandemic following a conviction of theft under \$5000 as a result of stealing honey from the Golden Drop Local Store. At the time of his conviction, Brutis was attempting to manage his mental health due to the recent breakdown in his marriage. His wife had left him for a coyote. Brutis was released from the Berenstein Jail prior to the completion of his sentence due to the mass release of non-violent offenders because of the pandemic. Brutis became involved with the John Howard Society prior to his release to set up housing options for his return to the community. Brutis was released from custody and sent into the community without a home. He attempted to secure accommodations at the Bear Den Shelter; however, he was turned away due to overcapacity concerns. Over time, Brutis attended consistent counselling at the Society to develop positive coping skills. Brutis obtained employment at the Gummy Bear Factory because they did not require a criminal background check and he eventually secured housing. Once Brutis attained stability in his life, he became an advocate for those living unsheltered in his community. He believed the onus should be on the government to protect and ensure the safety and security of its most disadvantaged populations. Brutis was forced to be the bearer of bad news to his community members when he was told he was not able to advocate in the government buildings, as he had been turned away upon arrival several times. Brutis continues to be an advocate for systemic change and although he is disappointed that the government continues to do the “bear” minimum, he is confident in his ability to persevere to make change for his fellow clan members.

Courtney

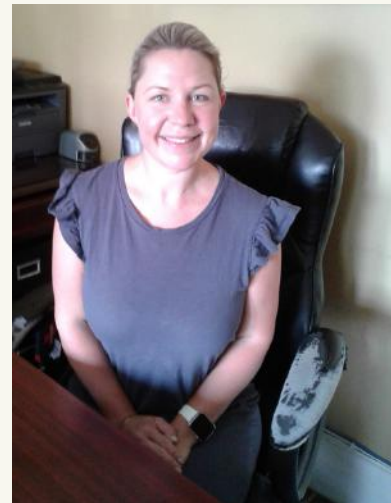
Yogi came to the Society to complete anger management programming following a charge of mischief under \$5000 for breaking a window at his parents' house. At his initial intake, Yogi shared that his relationship with his family had broken down due to his anger issues and, since his charge, his parents and siblings were no longer speaking to him. Yogi shared that he had tried to complete anger management many times, but he had not been able to make changes. He was still enthusiastic and started counselling with an “it ain’t over till it’s over” attitude. After completing the anger management program and learning techniques to manage his anger in a pro-social manner, Yogi’s charges were withdrawn. Yogi continued to work with his counsellor to develop strategies for coping with other issues. Yogi learned how to handle his anxiety and learned how this was a trigger for his anger. He also learned more about healthy relationships and communication. After working with his counsellor for a year, Yogi was able to repair the relationship with his family. They were planning a vacation over the winter and Yogi was invited! Due to his previous anger issues, Yogi had not been invited on family trips. Now, he needed a passport so he could join his family. Yogi was so excited to go with his family, he arrived at the Service Canada office 30 minutes before it opened. He phoned his counsellor as he was excitedly waiting outside the door to thank her for helping get to a point where he could be a welcome and active member of his family again.

Juli

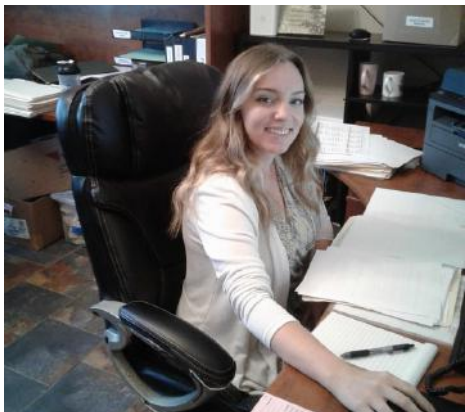
Yogi accessed counselling services when he found out it was offered over the phone. He engaged in counselling to address issues of extreme social anxiety that kept him from interacting with people. He worked from home and ordered everything he needed online, having it all delivered to his door. Yogi, however, was living in poverty. He worked part-time and he could not afford the continual delivery fees. He was urged to use the food bank, but he could not “bear” the thought of interacting with people, so he never went. When he was hungry and had run out of food, he resorted to stealing. Yogi usually targeted people on picnics as they tended to leave their food unguarded while taking selfies by the riverbank. After months of counselling, you can see Yogi visiting the food bank in the picture included with this story. He allowed me to take his picture to share his story. I accompanied him on this trip and many others. Since then, Yogi has been going to the store by himself and he rarely orders items online. He also attends appointments in person. To celebrate his success, Yogi is taking me on a picnic!

Brian

**JHS
London
Staff
2020 - 2021**







2020 - 2021 IN PICTURES







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