

ANNUAL REPORT

2023 - 2024



**Prince George
& District
Elizabeth Fry
Society**



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OUR MISSION

The Prince George & District Elizabeth Fry Society is an intersectional feminist organization who provides programs and services to individuals who identify as women, children, and their families and who are at risk of or have experienced violence, abuse, inequities, marginalization, and/or criminalization. We contribute to a safe community by raising awareness, promoting self-empowerment, and resilience.

OUR VISION

To create an equitable and safe world free of violence, injustices, and oppression.

OUR VALUES

Our values set the foundation to further our mission. These values inform our decisions, actions, and interactions to create a bold organizational culture of integrity, transparency, accountability, safety, creativity, potential, and belonging for those we serve, staff and volunteers, and our community as a whole. Our four intersecting core values are embedded in our actions and sustained in our collective empowerment. The Elizabeth Fry Society is committed to our core values of:

Respect and Integrity

The Elizabeth Fry Society is committed to respect and integrity as a foundation of our organizational culture. We operate on the premise of trust, honesty, openness, transparency, and accountability with the highest level of stewardship and ethical standards.

Advocacy

The Elizabeth Fry Society is committed to being authentic in our advocacy. We will strive to create a sense of belonging, system of support, and elevate the voices of individuals who identify as women, children, and their families. By being advocates, we will endeavour to challenge injustice, address critical issues of oppression and marginalization, and to bring about change. We are committed to strengthening individuals and creating resilience by being a catalyst of change.

Equity, Diversity, and Inclusion

The Elizabeth Fry Society is committed to action towards improving equity, embracing diversity, and fostering inclusion. We will honour the rights of all people including those who experience colonization. We will create a place of belonging regardless of gender identity, gender expression, sexual orientation, ethnicity, race, national origin, ancestry, socio-economic status, health status, age, abilities, religious beliefs, political beliefs. We will address systemic barriers, improve decision making to enhance service planning, create a culture of freedom of expression and acceptance, and celebrate individuals within our communities.

Truth, Reconciliation, and Calls to Justice

The Elizabeth Fry Society calls for an end to systemic inequities and advocates for decolonization. We are committed to furthering the Truth and Reconciliation Commission Calls to Action and Murdered and Missing Indigenous Women and Girls Report Calls to Justice. We will integrate intentional education and awareness to understand the root cause of violence against Indigenous women, girls, and 2SLGBTQQIA+, the impact of colonization, the role systems currently play in marginalization, and never forget history and its impact on intergenerational trauma. By taking the lead from Indigenous leaders, partners, and communities to build meaningful relations, we can walk together in a good way.

A LETTER FROM THE EXECUTIVE DIRECTOR

The Prince George & District Elizabeth Fry Society has a strong history of initiating and providing services and programs that we believe will make a difference in the lives of women, girls, youth, and families. The Elizabeth Fry Society takes great pride in the relationships and collaborative efforts that we are involved in, and we strive to make this a cornerstone of our agency success. Our programs reach throughout the communities of Prince George, Burns Lake and Quesnel and we maintain representation and voice on several local and provincial committees.

I am extremely gratified to have the opportunity to lead an agency that delivers such exceptional services. The courage and determination of our clients is both inspirational and motivating. Our agency supports women, children and families who are living lives that involve dealing with issues of social justice, poverty, racism, violence, abuse, addictions, health, unemployment, lack of education, and navigating the many social systems of society. We do see success and change with many of the women, girls, and families that we work with, and this is largely due to the tireless efforts of our staff who provide such vital services to the clients. I would like to express my appreciation and thank all of our staff who work with such dedication and commitment to make this agency a well-recognized organization within the community and the province.

The dedication of our Board of Directors is also a cornerstone to our success. Their vision and support guides our agency choices and direction. I thank them for their ongoing commitment to the organization and to our clients. We appreciate every hour you commit to the work that you do within the agency.

I have the wonderful opportunity to work every day with a dedicated and skilled leadership team. They bring knowledge, commitment, and passion to the work that they do at Elizabeth Fry and assist me in providing an overarching framework of women-centered, practice principles that reflect the goals, objectives and values of the organization.

Those who fund our programs and services and donate to our agency also deserve our thanks for supporting the important work we do and their vision in seeing the value of our agency to the community. Without our funders and donors we could not provide the many services that we do, and impact the many lives we come in contact with.

In closing, I invite you to review the 2023-2024 highlights on the following pages and celebrate the services and activities that marked this past year. With your continued involvement and support we look forward to another rewarding year for the Prince George & District Elizabeth Fry Society.

In Strength,

Shannon Smith

EXECUTIVE DIRECTOR



COMMUNITY, SOCIAL, & JUSTICE PROGRAMS

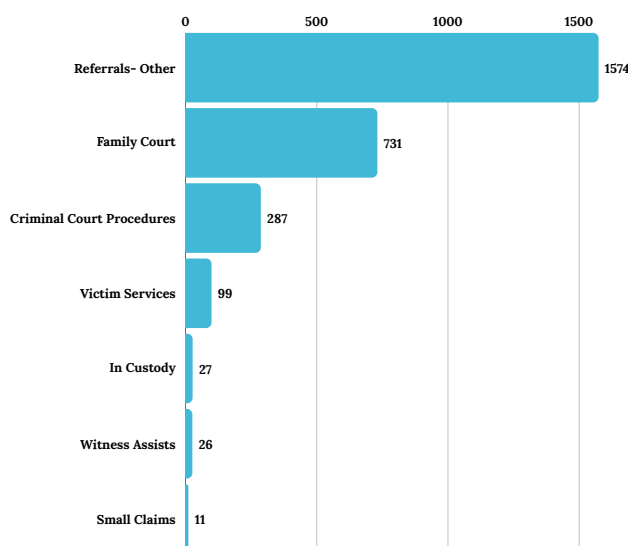


COURTWORK PRINCE GEORGE

Funded Through Fundraising

Numbers are gradually increasing for the Courtwork program now that COVID is in the rearview mirror. As always, the Courtwork program operates under the repertoire of services offered by the Prince George & District Elizabeth Fry Society. It is also an integral part of the many services provided through the Prince George Court House. The Courtwork program is supported entirely through the Society's fundraising and operates in conjunction with the Legal Services Society. The program is available at the courthouse on Wednesday and Thursday mornings, 8:30am to 12:30pm, for a grand total of 8 hours per week. Most importantly the Courtwork Program provides support and information to individuals who do NOT have legal representation and who have low incomes. In addition, the Courtworker assists victims of crime, witnesses at trials, family members, supporters and individuals going to small claims/traffic court. The program is a vital resource where individuals can receive legal information and assistance with court procedures and processes. Notably, the Courtwork Program connects individuals with Duty Counsel so they receive the best legal advice possible to guide them through their family/criminal/civil law issue.

The Courtworker provides much needed emotional support as well as referrals to other "helping" organizations, both within and outside the Court House such as Legal Aid, Native Court Work Services, Crown Counsel, the Court Registry and Judicial Case Managers' office, RCMP, Victim Services, Sexual Assault Centre, Active Support Against Poverty, Native Healing Centre, and many other services. In turn, the Elizabeth Fry Court Work program receives referrals from many of the above organizations. The Elizabeth Fry Society Courtworker provides a friendly face at the Courthouse who is happy to help anyone coming to the Court House with a legal issue and/or question.



**Total Persons
Served**
401

STOPPING THE VIOLENCE

PRINCE GEORGE

Funded by the Ministry of Public Safety & Solicitor General

Referred to
Program

22

Indv. Counseling
Sessions

146

Closed Files

23

The Women's Counselling Program offers long-term counselling to individuals identifying as women over the age of 19 who have experienced abuse in their lifetime, and who live in the Prince George and surrounding area. The program operates from a strengths-based, feminist, anti-oppressive, and harm-reduction perspective.

This program has one full-time staff. This year they attended the EVA Conference in Vancouver and met with EVA staff and networked with other service providers. Staff participated in numerous webinars throughout the year. Staff were asked to take 2 RCMP VS referrals as per clients' requests and agreed to be the contact person from Elizabeth Fry.

Staff collaborated with RCMP and PG Native Friendship Center (PGNFC) Victim Services to plan and coordinate the 2024 VSCAW held in May 2024. Planning started at the end of the 2023. Due to unforeseen changes, Elizabeth Fry applied for this year's funding as opposed to RCMP VS while maintaining and continuing with the ideas of the RCMP VS. For next year's application, Elizabeth Fry will again apply for the funding and will be the host followed by PGNFC VS in 2026.

To help safeguard the integrity of all services rendered by the STV Counselling Program, consultation with Clinical Supervisor and ED take place on a regular basis. Ethical practice and professional competencies are reviewed.

General
Inquiries

21

Clinical
Supervision Sessions

9

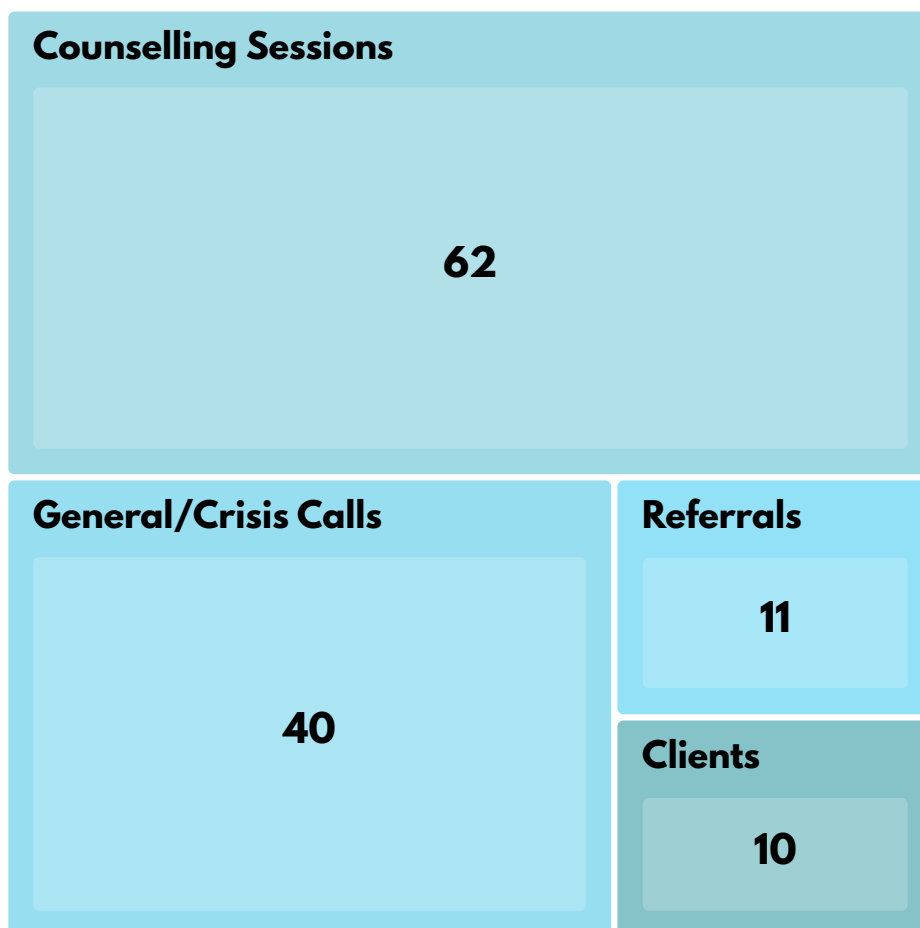
STOPPING THE VIOLENCE

BURNS LAKE

Funded by the Ministry of Public Safety & Solicitor General

Our Burns Lake Stopping the Violence Counselling Program provides long term therapeutic assistance to women who have experienced historical and/or current relationship violence. This program operates with 21 hours per week and is a mix of in-person and over the phone service.

This program experienced a significant vacancy. These figures cover the staffed period from December 2023 to March 31, 2024.



WOMEN'S OUTREACH

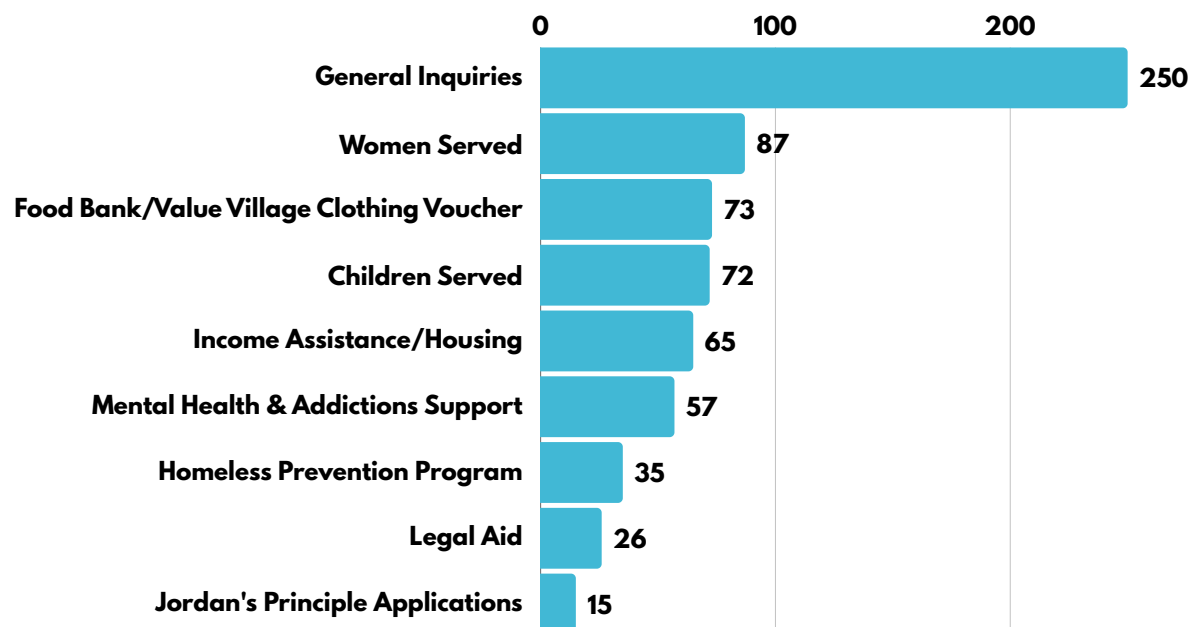
PRINCE GEORGE

*Funded by the Ministry of Public Safety & Solicitor General
and BC Housing*

The Women's Outreach program provides a range of supports, information, referrals, follow-up, community coordination, and public education in many realms. These areas can include finding housing, securing funding, MCFD negotiations, Family Court processes, poverty issues, Legal Aid, RCMP, senior's issues, mental health and addictions and various other areas of concern.

The Women's Services Outreach Worker has a multifaceted job – the role of this position is to support clients who may need transition house services, to support those that are leaving (or have left) the transition house, as well as working with women at the Amber house who are experiencing systemic barriers. The mainstay of this program continues to be navigating multiple non-user-friendly systems while advocating for women who have experienced or are at risk of violence. 680 women were served from April 2023–March 2024.

To facilitate continuity of care for clients, staff work with many agencies such as mental health agencies, Immigration, the Native Friendship Center, BC Housing, Legal Aid Society, UNBC, MCFD, Transition houses, Homeless Prevention Program, RCMP, Probation and MFDPR.

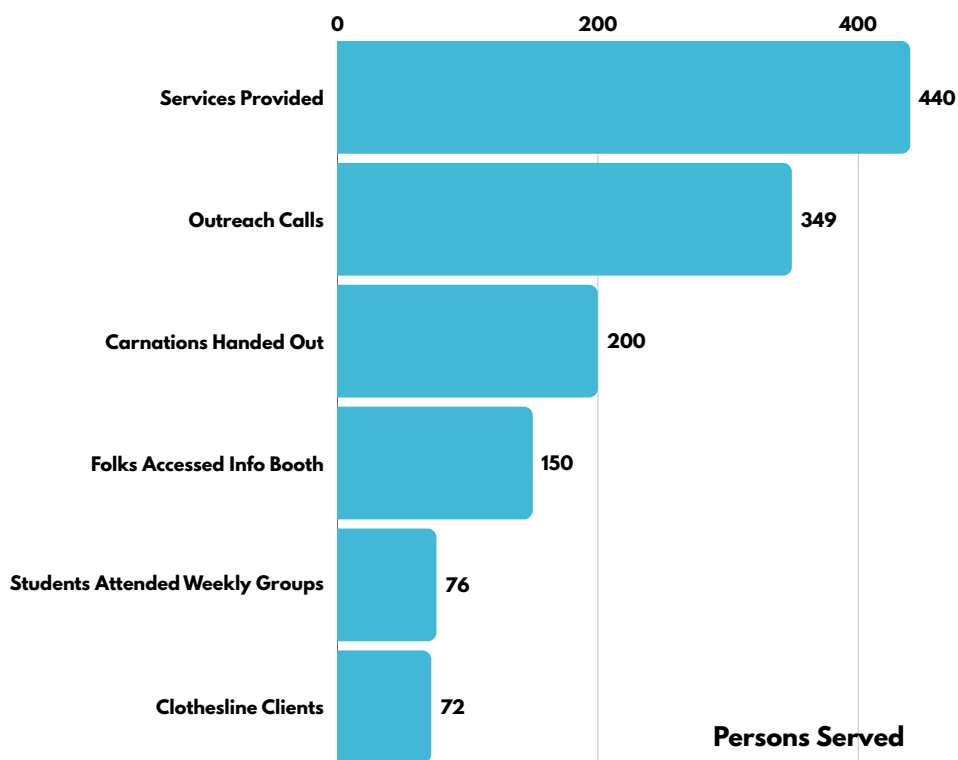


The most critical service rendered during this period under review is emotional support. This involved creating a safe space that gave room for the women served to feel heard and supported in an empowering environment. This allowed them to trust that support would be given.

WOMEN'S OUTREACH BURNS LAKE

Funded by the Ministry of Public Safety & Solicitor General

Our part-time Women's Outreach Program is a multifaceted job. Along with supporting women accessing Eagles Nest Transition House, we assist women in the community who are in need of help, but are not necessarily in need of the transition house services. Community education and awareness of violence against women is also a component of this position.



440 services were provided.

This includes referrals, one on one support, transportation, and advocacy.

Outreach provided an information table and support at Indigenous People's Day.

There were roughly 150 folks who stopped by our table.

The worker distributed 200 carnations to women in our community to celebrate International Women's Day on March 8th.

Staff also attended the EVA BC conference in-person. This was the first in-person event they have held since the pandemic.



VICTIM SERVICES

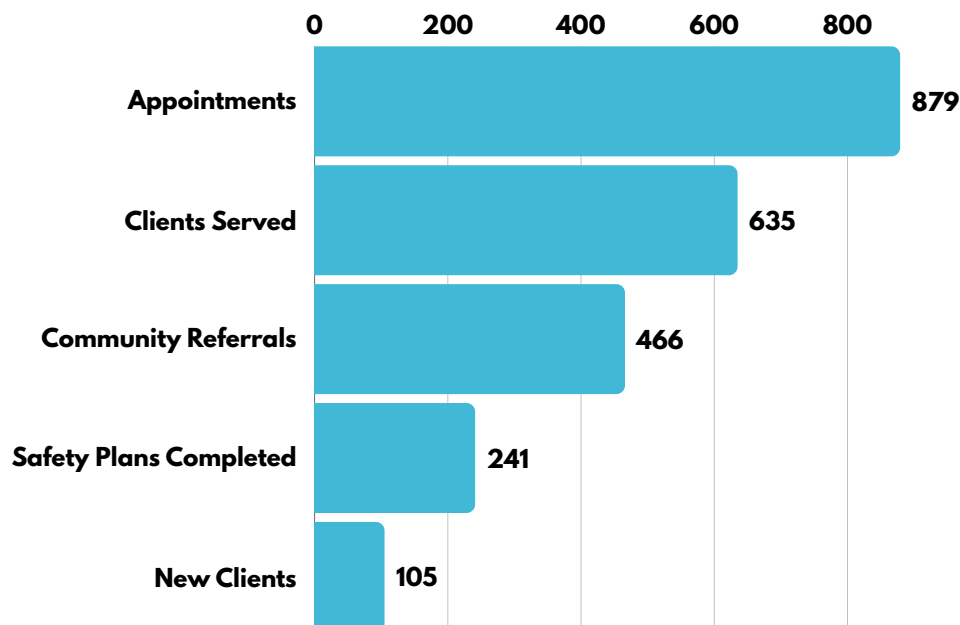
PRINCE GEORGE

Funded by the Ministry of Public Safety & Solicitor General

The Victim Services (VS) program in Prince George offers safety planning, crisis counselling, community referrals and information related to abuse/assault to victims of childhood abuse, criminal harassment, intimate partner violence/domestic violence, and sexual abuse. It is funded for two full-time staff positions. Changes in staffing have been a challenge in the past year. Between new hires, maternity leave/interim coverage and people changing positions or leaving, VS has not had 2 long-term workers for clients this year.

Staff created STAT tracking sheets in order to more accurately show work that is done in VS, some of which is not captured by COAST. Staff also researched resources and updated/made new Safety Plans, labeled as Elizabeth Fry's own, and developed an internal referral form for the VS team. This form is now being used for internal referrals within the agency.

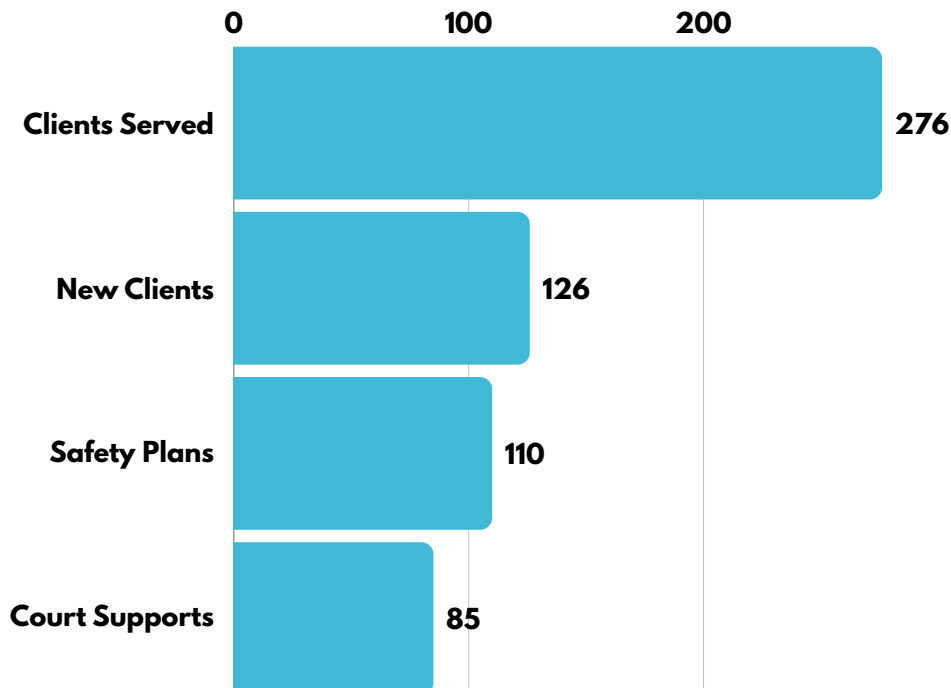
One VS staff member moved to the embedded Domestic Violence Unit (DVU) at the end of February. Due to having only 1.5 months of DVU statistics this year, the numbers have been included in Victim Services. The challenge for DVU currently has been RCMP's acceptance of the position being filled, and little to no communication from them.



VICTIM SERVICES QUESNEL

Funded by the Ministry of Public Safety & Solicitor General

The Community Based Victim Services Program (CBVS) in Quesnel is located on the second floor of the Service Centre Canada building. The office location enables staff to support clients with easy access to provincial and supreme court and crown council. The Quesnel CBVS worker works closely with justice personnel and community services providers to deliver support and resources to victims of domestic violence, child abuse, and sexual assaults.



EAGLE'S NEST

BURNS LAKE

Funded by BC Housing

Eagle's Nest is a 6-bed transition house for women and children who have, or are at risk of, experiencing violence in the Lakes District. The transition house is staffed 24 hours a day, 7 days a week and is funded by BC Housing.

Over the last year Eagle's Nest provided emergency shelter to 45 women and 9 children. Of the women served, 35 were indigenous and 10 non-indigenous.

113 crisis calls were received

115 referrals were provided to women for additional community support services

1 staff attended the BC Society of Transition Houses annual training forum in October 2023.

With staff input, the House Coordinator began purchasing educational books from our sector for the purpose of enhancing staff knowledge. The books are available for staff to read at work or they can check them out and take them home.

The last purchases from the Women's Shelters Canada funding were to enhance our current pet program. We added an additional kennel.

3 staff at Eagle's Nest completed the training for Nasal Naloxone.



MY SISTER'S PLACE

PRINCE GEORGE

Funded by BC Housing

My Sister's Place (MSP) is a community housing program that supports women with or without children who have experienced domestic violence and or abuse. This program consists of three different levels of supports and housing.

Amber House Transition House is our 18-bed women's transition house that is for women and children directly leaving an abusive or violent situation. Typical length of stay at the Amber Transition House is 30 days.

The MSP Second Stage Program is secure independent housing for women, with or without children, who have experienced intimate partner violence/abuse and whose income levels are low to moderate. We will prioritize those who are fleeing current violence from an intimate partner and who wish to stay in the community. Second Stage program accommodation consists of studio, two-and-three-bedroom apartments. Women living in Second Stage receive programming and supports that are intended to help them move forward in their lives in a healing, healthy and meaningful direction. Typical length of stay in our Second Stage program is anywhere from 6-18 months, potentially up to 2 years.

MSP Long-Term Housing Program consists of 21 town homes that are 1, 2, and 3 bedrooms and intended to provide women-led tenancy for women with or without children, also with low to moderate income, who are looking for a sense of safety, community and longer-term stability. There is some programming and support included with Long-Term Housing. There is no limit to the length of stay in this housing.

Together, all of these programs are intended to provide a sense of connection, safety and community for women who are healing from the trauma of violence and abuse, and wish to make change in their lives and the lives of their children.



AMBER HOUSE

MY SISTER'S PLACE

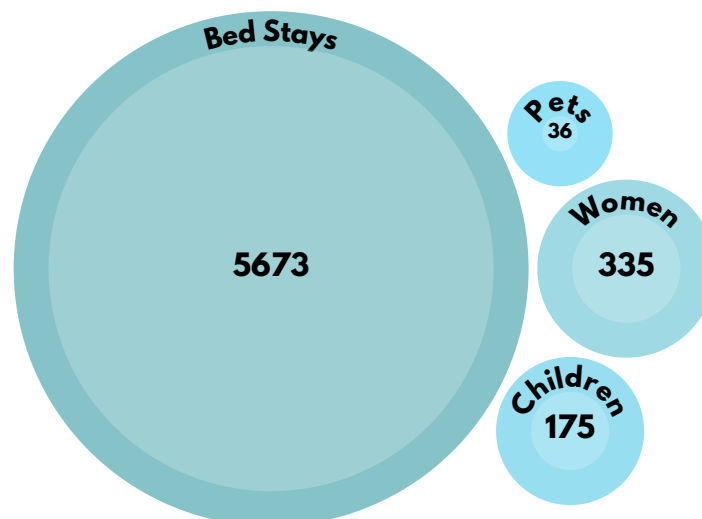
Funded by BC Housing

The mandate of our Amber House transition house program is to support self-identified women with or without children who are experiencing, or at-risk of experiencing, gender-based violence. We provide 24-hour fully staffed, safe, secure accommodation and supports that the women identify they will benefit from to achieve their goals. All age demographics are being represented, with youth under 19 staying independently with permission from MCFD or a guardian. Gender diverse individuals are welcome.

We have had a busy year with many events and programs that are facilitated by staff or the other coordinators in 2nd stage in collaboration with Amber House. Hilda led a group on Boundaries which was attended by up to 8 guests each time it was run. There were several events in collaboration with 2nd Stage, including potlucks, a BBQ, Mother's Day Tea, Christmas Cookie Decorating, Holiday crafts, and monthly clothing swap.

Staff attended training by the BC Society of Transition Houses and a Feminist Leadership workshop.

Amber House staff collaborated with many other agencies including the Ministry of Children and Family Development (MCFD), RCMP, Carrier Sekani Family Services, Northern Health Authority, The Prince George Native Friendship Center, United Way, Phoenix Transition House, RCMP Victim Services, Inter-agency Case Assessment Team (ICAT), PG Detox, CMHA, Iris House, PG Brain Injured Group, CLBC, Oasis, Ministry of Social Development & Poverty Reduction, and more.



POSITIVE HOUSING

MY SISTER'S PLACE

Funded by BC Housing

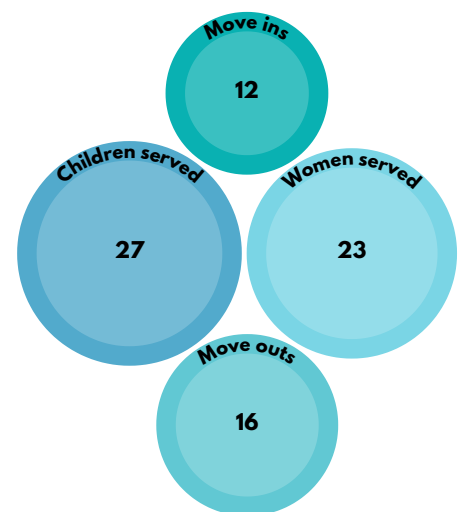
The Positive Housing program is staffed by one full-time position, which provides support, programming, life skills, and personal goal setting for self-identified women with or without children who reside in MSP Second Stage Housing and Long-Term Housing. This program supported women with or without children, that came to us locally as well as from various locations in British Columbia and across Canada. The women range in age from 19 up to 60 years of age. The children range in age from newborn, up to 18 years of age.

The Positive Housing Coordinator primary worked in the office and common area of the Second Stage apartment floors. Appointments took place in the homes of program participants and tenants, while programming happened in the common area, and occasionally in the Amber House multipurpose room and backyard. Examples of programming include workshops on Boundaries, and “When Love Hurts” support group curriculum.

Special events occurred in collaboration with Amber House and the Healthy Families program. These included a summer BBQ, several potlucks, a “Welcome Baby” party, a garden planting party, movie & popcorn afternoons, a trick-or-treat parade, a movie marathon (4 days of movies and popcorn), holiday baking and crafts, and a YCAN visit which involved holiday tree decorating and an art activity. There were 320 attendees throughout the year.

The Positive Housing Coordinator has worked in collaboration with the Ministry of Children and Family Development (MCFD), The OAT Program at Northern Health, Phoenix Transition Society, Corrections BC, Carrier Sekani Family Services, Provincial Tenancy branch, local food banks, the Salvation Army, the YCAN youth program, and many others when opportunities arise.

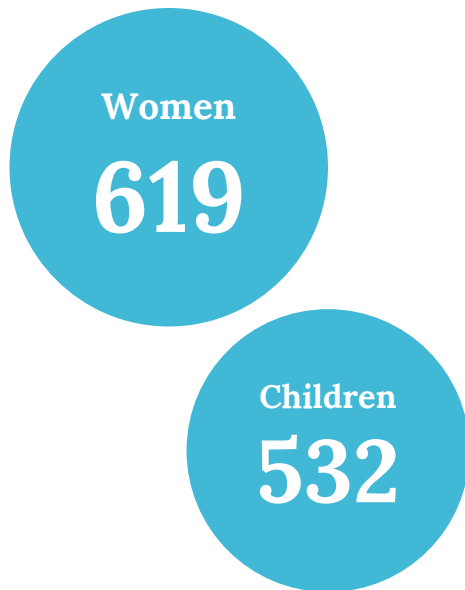
A woman came to live at My Sister's Place after seeking safety at Amber House Shelter. She was moved into 2nd Stage housing and had a family member go missing. She had to be in her home community to support family during that time. Upon her return, she stated that she was “so happy to be back, where she feels like she belongs and is safe”. This woman has moved on to Long Term Housing, as she felt ready for more independence with continued connection to our program.



HEALTHY FAMILIES

MY SISTER'S PLACE

Funded by BC Housing



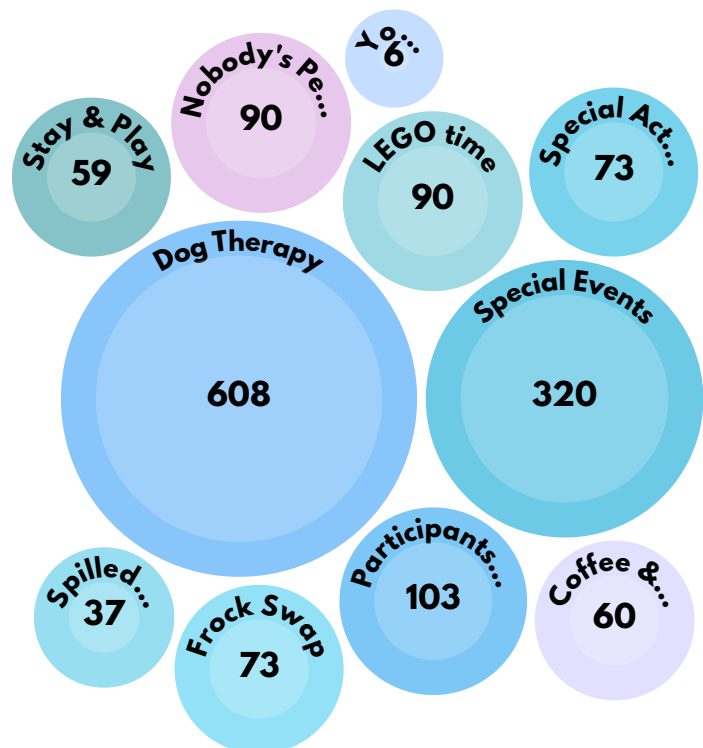
The Healthy Families program provides support and programming for families with children aged 0 to 18 years who have experienced domestic violence and reside in Amber House, MSP 2nd Stage housing, as well as MSP Long Term Housing. It is staffed by one full-time worker.

This year saw many changes within the program. Regular programming was offered along with special events. There were many families who were welcomed through the doors, some who still reside with us and some who have continued on their journeys.

Programming and special events included such activities as drop-in playtimes, clothing swaps, arts & crafts, cultural activities, parenting classes, and dog therapy sessions.

This program collaborated with Medicine Wheel Cafe, St. John's Ambulance Dog Therapy, the YCAN program, and the Wrap-around Parent Guidance & Support program through Carrier Sekani Family Services.

Staff attended a number of trainings, including PEACE Mentorship, Foundations in Violence Against Women, Living with Coercive Control: Youth Perspective, "Reducing Barriers, Singing Circles", "The Brain Story: Intro to working with Children and Youth". "Nobody's Perfect": Parenting Program Facilitator Training, Supporting Children & Youth Experiencing Violence Against Women, and more.



HEALTHY FAMILIES

PRINCE GEORGE

Funded by BC Housing

Stories of Impact

This young man attended the St Johns Dog Therapy Program. This young man sometimes struggles to sit still for extended periods of time, however he spent about 15 minutes in this position on his first visit with this dog, whose name is Ollie. At the next Dog Therapy program, a week later, this young man sat in his mom's lap and read Ollie the story Goodnight Moon.



As a mom looked through the donations of Christmas gifts from the community her eyes welled up with tears. She stated how amazing all of this was and shared that this was saving her this year. She shared that she was not able to afford gifts from Santa for her girls and she had been considering reaching out to her abuser to help her with finances. She shared how thankful she was that now she wouldn't need to do that.

A woman who had moved through Amber House and 2nd Stage housing with her small child returned to say goodbye and finish cleaning her unit. The woman shared how happy she was and things are going well. She has a new job that she is enjoying and a new home, as well as childcare for her child. The woman was thankful for all the support she received while she resided here, and shared her goals to come back to Prince George eventually to go back to school.

FAMILY PROGRAMS



DOMESTIC VIOLENCE COMMUNITY LIAISON WORKER PRINCE GEORGE

Funded by the Ministry of Children & Family Development

The Domestic Violence Community Liaison Worker (DVCLW) provides support to families that have involvement with the Ministry of Children and Families (MCFD), and have experienced domestic violence. The goals are to decrease domestic violence in the community, increase awareness and safety for families, as well as moving towards ending MCFD involvement.

Referrals are primarily provided by MCFD where the children have been placed outside the home, or at-risk of being placed. It is not a requirement that parents separate, so the worker is able to provide support to both parents.

This program is staffed by one full-time worker, who works closely with MCFD to support the individual goal work for families. The worker supported a total of 65 families from April 1, 2023 - March 31, 2024. The worker was able to attend court for both Child Protection and Family Law, and Family Mediation, as well as support from Duty Counsel and paralegal in community.

As a result of the DVCLW support, five families were reunited, and MCFD involvement was reduced.



**“I have a better
understanding of the
cycle of violence, and how
it impacts my children”**
- DVCLW Client

YOUNG PARENT PROGRAM

PRINCE GEORGE

Funded by the Ministry of Children & Family Development

The Young Parent Program (YPP) is for youth under 24 who are/were pregnant or parenting before the age of 20. YPP provides individual support, parenting support, peer group activities, and information on educational opportunities. Fun family outing and activities and daycare are available free of charge. Outreach workers and family development services support and assist.

This program is run by two full-time Outreach Workers and one full-time Family Development Worker who work both out of the main office, as well as in community. They collaborated with MCFD, Foundry, Carrier Sekani Family Services, The Prince George Native Friendship Center, and the Salvation Army.

This year saw an increase in behavioral and emotional sessions and an increase in parent's interest in tools/skills to support their families. Overall, there was a significant increase in participation from young parents in group activities and accessing family development and outreach supports. YPP as a whole had a significant increase in intakes and clients accessing housing and court supports.

Groups were facilitated once a week and included community connections, life skills (eg. cooking), seasonal safety, emotional and behavioral teachings. Group averaged 3-5 participants per week. Some special events included Mother's Day photos and Tea, Christmas Photos, and Easter Egg hunt.

Many of our clients saw huge changes this year, and we are so proud of all the hard work they have been doing. One in particular went back to school, worked with us to move into a new apartment and away from a dangerous situation, and now has an amazing new job to support herself and her son. Another started a small business, got her children back into her care, and got her day job back with a noticeable positive difference in client interactions.

A blue circle containing the text "Clients Served 52".

Clients
Served
52

A blue circle containing the text "Clients Over the Age of 20 38".

Clients
Over the Age
of 20
38

A blue circle containing the text "Clients Under the Age of 20 14".

Clients
Under the
Age of 20
14

PEACE PROGRAM

PRINCE GEORGE

Funded by the Ministry of Public Safety & Solicitor General

The PEACE program in Prince George provides group and individual counselling services for children and youth, between the ages of 3 – 18, who have witnessed abuse, threats, or violence in the home, and reside in the service area. It is currently staffed by one full-time employee. A new counsellor filled the position in February 2024, and she attended PEACE training in Vancouver as well as online trainings. Attendance for the program has been good, and remains busy with a waitlist.



Program for Children and Youth Experiencing Violence

Prevention, Education, Advocacy,
Counselling and Empowerment

Sessions
with
Children
209

Total
Clients
Served
102

Sessions
with
Parents/
Caregivers
127

Stories of Impact

A parent mentioned that their child had used the learning about boundaries to express their own boundaries, and how boundaries need to be respected.

PEACE PROGRAM

BURNS LAKE

Funded by the Ministry of Public Safety & Solicitor General

The PEACE program works with children between the ages of 3-18 years old. The program provides psycho-educational counseling to children and families to help reduce the emotional and behavioral concerns that come from being exposed to abuse and give children an opportunity to express their feelings in a safe place. This program operates with 17.5 hours per week in Burns Lake.

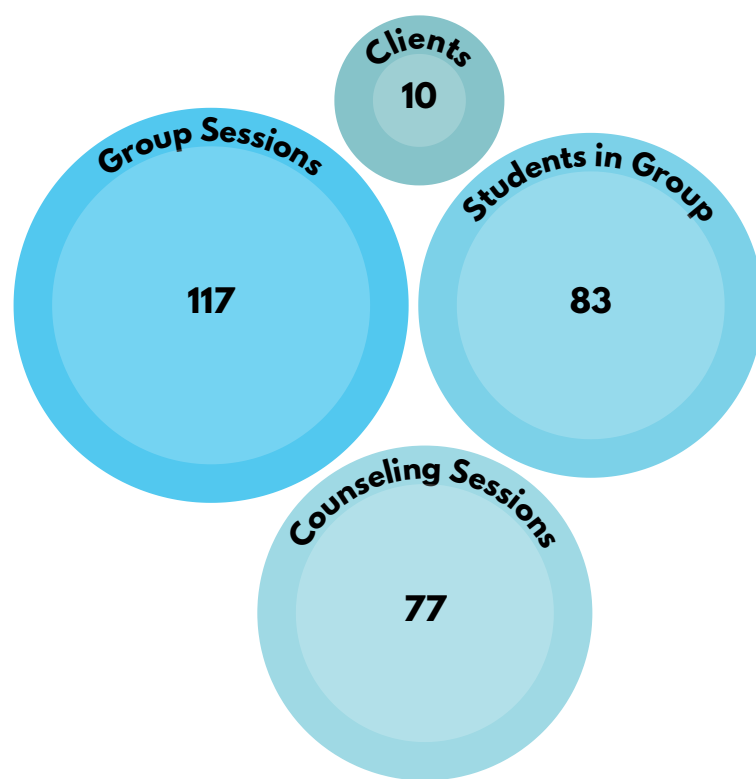
10 children/youth received one on one counselling support.

77 individual counselling sessions were provided.

46 individual high school students participated in weekly groups May through June.

37 individual high school students participated in weekly groups from September to March 31.

Through the collaboration with School District 91 there were 117 group sessions held at the high school during this reporting period.

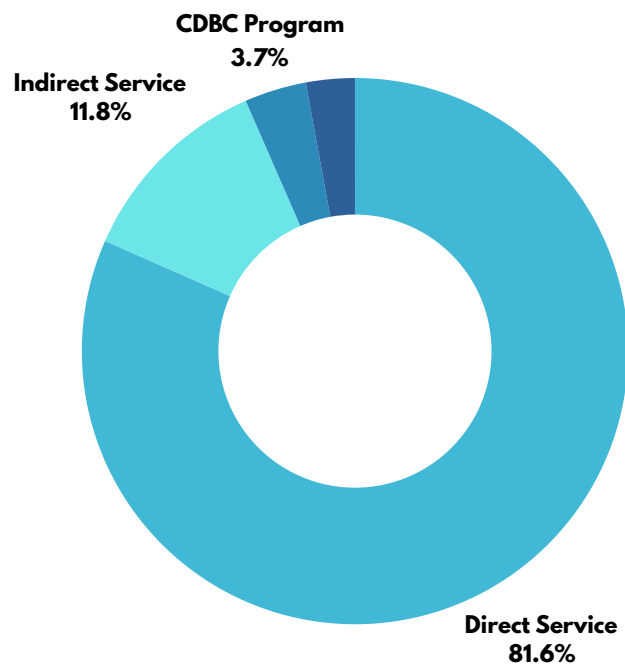


Program for Children and Youth Experiencing Violence

Prevention, Education, Advocacy,
Counselling and Empowerment

FAMILY SUPPORT PROGRAM BURNS LAKE

Funded by the Ministry of Children & Family Development



This program provides intensive support to families through MCFD referrals and non-intensive support for families from all other referrals sources. Once families are referred, individual plans are developed to address the specific needs of the family. The families may be working towards reunification or may be building capacity in an effort to remain unified. Referrals cover a large geographical area to ensure that families in remote communities have equal access to the support program.

50 individual families accessed services during the reporting year.

791 hours of direct service delivery was provided. This is time spent directly with program participants.

114.75 hours of in-direct service was provided. This includes any work that staff did on behalf of participants without them being physically present.

35.50 hours were provided for the Complex Developmental Behavioral Conditions (CDBC) program.

School District 91 approached us to partner with the Strong Start program. The staff support our vulnerable families at this weekly group. January 2024 – March 2024 program staff provided 28 hours of direct support.

The Ladies Auxiliary donated \$5000.00 to provide food for group participants. This is the second year that they have provided this funding to the program.

Healthy Start for Mommy and Me is another group that is supported by the Family Support Program. There were 100 hours of group time provided during the year.

FAMILY CONNECTIONS

BURNS LAKE

Funded by the Public Health Agency of Canada

This program provides support, education, programming, information and referral services to families who have children who are 0-6 years of age, and to those experiencing (or at risk of) fetal alcohol and drug effects. The goal of the program is to invest in families upstream in order to support healthy outcomes for all. This program is part time and currently operates on 14 hours per week.

Kim attended the first in-person Annual Training Forum with EVA BC since the pandemic.

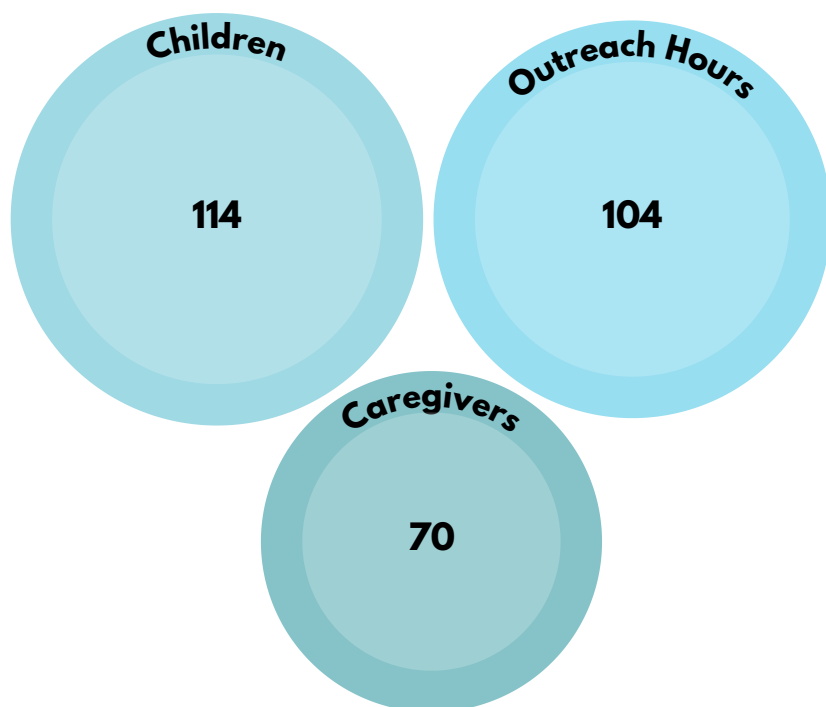
The Little Artist's group morphed into Strong Start in January. This is a collaboration with School District 91.

In addition to Strong Start, the program also offered Indoor and Outdoor Play Space.

Family Connections partnered with Carrier Sekani Family Services, Early Years, School District 91, and the Village of Burns Lake.

"It is so nice to have a space in the winter that I can bring the kids to run around"

- Mother utilizing Indoor Play Space



EARLY YEARS BURNS LAKE

Funded by the Ministry of Children & Family Development

*“If it wasn’t
for you guys, I
wouldn’t be
where I am
today”
- Mother
attending
HSMM*



FIGURE 1.

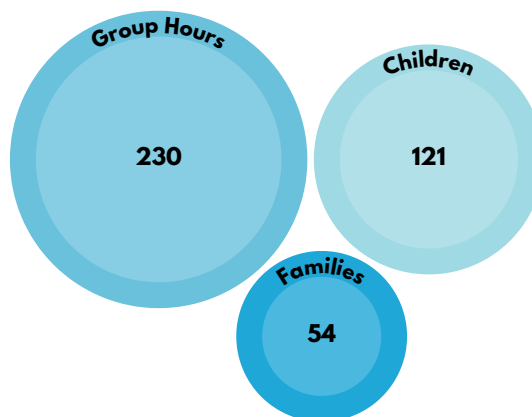
43 of the participating families
identified as Indigenous



FIGURE 2.

7 of the attending caregivers
were fathers.

Early Years Services aims to provide information, education, peer support, and referrals to parents of children from birth to 6 years of age. The program exists to fill a gap between pre-/post-natal and the services provided by the school system for children that are age 5 and older. The development that happens from birth to age 6 is crucial for lifelong physical, social, emotional, and mental health. Early Years was part of the agencies successful 3 year CARF certification for the MCFD programs.



During the year we ran a total of 5 different groups, with a variety of settings and times: Outdoor Playgroup, Indoor Playspace, Little Artists, Healthy Start for Mommy & Me (HSMM), and Strong Start. These groups provided 230 hours of direct service to children and families. 67 hours of outreach was provided outside of group.

We also provided a children’s activity table during the celebration of Indigenous People’s Day.

*“Me and my counsellor were talking about what makes
me happy, and this group makes me happy. ‘Cause this is
where I came when I had postpartum with the twins.”
- Mother attending HSMM*

FAMILY CENTER PRINCE GEORGE

Funded by Affordable Child Care Benefit and Private Fees

The Family Centre operated with 2 staff and 8 childcare spaces. We provided developmentally appropriate activities and environments to facilitate all areas of the children's development.

We seek to provide quality childcare to children under 36 months. Clients in the Young Parent Program have priority over spaces, then other Elizabeth Fry clients. If we still have spaces available, they are open to the community.

Between April 1, 2023 and March 31, 2024 the Family Centre provided childcare to 15 children. 7 were children of moms in the Young Parent Program, one mom was a client in another E-Fry Program, 6 were community clients and one was the child of an agency staff member. We also hosted two students from CNC completed their Infant/Toddler practicums.

The Family Center collaborated with other agencies in the community, including Harmony House, Carrier Sekani Family Services, MCFD, Northern Health Speech and Language Clinic, My Way, and CNC Early Childcare and Learning.



“Dear Colleen and Kelly,
Thank you for helping me
grow. It takes a big heart to
help shape little minds. A
daycare provider is hard to
find, difficult to part with
and impossible to forget.
Thank you E-Fry Family
Centre!”

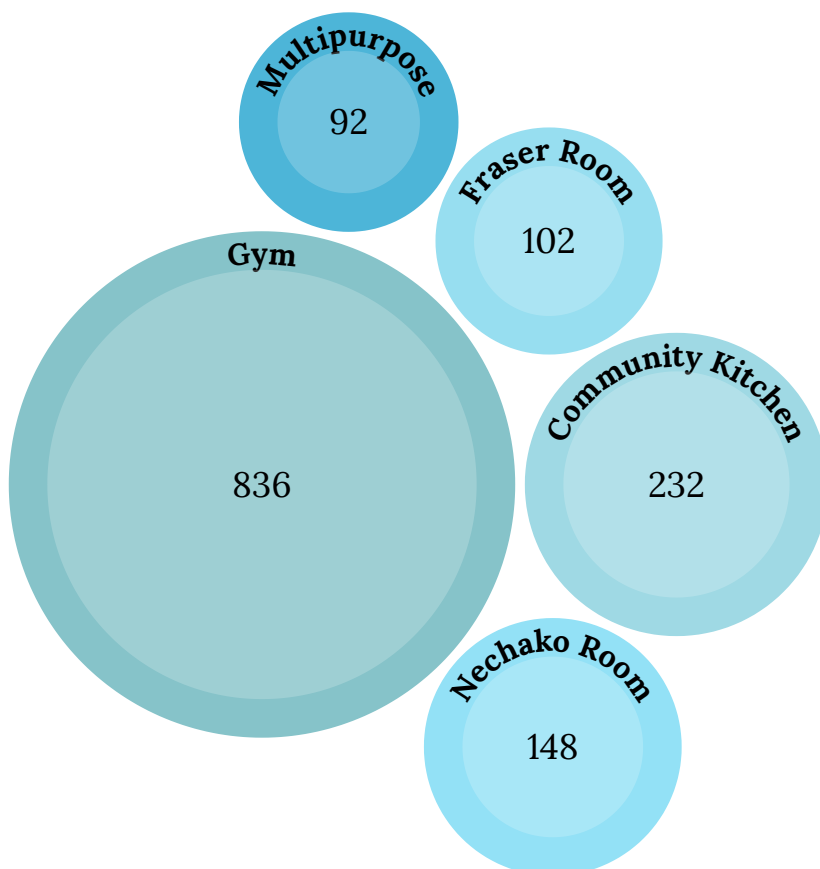
*-Quote from a departing
family*

SOUTH FORT GEORGE FAMILY RESOURCE CENTER PRINCE GEORGE

The South Fort George Family Resource Centre (FRC) is a partnership between School District #57, the Ministry of Children and Family Development, Northern Health and the City of Prince George. The centre is open to all families in Prince George and surrounding areas. The Prince George and District Elizabeth Fry Society coordinates the centre's day-to-day operations.

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Room Rentals



Our Family Resource Centre is a neighbourhood-based facility that offers programs and activities to promote the health and well-being of families and individuals of all ages and incomes. We are inclusive and culturally sensitive, honest, open and transparent, community-driven and operate with an open-door policy.

The FRC runs a variety of programs, including a Northern Health Dental Clinic, Northern Health Family Mediation, a Ministry of Children and Family Development office, Power Play drop-in program, Lending Library, Baby's New Beginnings, Clothesline, Family Connections, and rooms available for rent to the public.

The FRC hosted a clothing giveaway and was able to clear much of the year's worth of back stock from the Clothesline program to E.Fry clients and families in the community.

BABY'S NEW BEGINNINGS FAMILY RESOURCE CENTER

*Funded by Northern Health
and the Public Health Agency of Canada*

We support pregnant and/or newly parenting people who have an infant under the age of 6 months who are struggling with marginalization in our community. We work within a trauma-informed, harm reduction, relationship building, and non-judgmental perspective. We meet participants wherever they are individually, recognizing that each person has unique needs and is in a different place than another as they navigate pregnancy and parenting. We strive to offer a safe place for connection that is different than other community programs where we can empower, encourage and educate families to have healthy pregnancies, resilient infants and a healthy transition into parenthood. We are a Canadian Prenatal Nutrition Program with peer and mentoring support from the BC Association of Pregnancy Outreach Programs.

2 Family Support Workers staff Baby's New Beginnings on a fulltime basis with a third staff member who offers Dietitian support 4 hours per week

This program is open 5 days per week. M-W-F are open drop-in days from 9:00am to 3:30pm where participants do not need to make an appointment and can drop-in any time during our open hours to access support. T-Th are by appointment only as we save these days to schedule intakes, one on one support and group activities. We do accommodate drop-ins on this day as well if we are available and not supporting an intake or appointment.

Group
Sessions
91

prenatal
vitamins
41

Food
Vouchers
514

Bus
Tickets
269

Drop-In
Attendees
1640

Phone
Support
428

New
Intakes
60

BABY'S NEW BEGINNINGS, CONT.

We host a Community Kitchen every Friday where participants can come to learn cooking skills and collaboration alongside the program dietitian. We host one on one sessions from breastfeeding, baby bathing, labor positions, anything to do with pregnancy, birth, postpartum support and care, relationships, diapering, and so on, with participants who express the need for extra support or participants whom we recognize need the extra support. We connect families to local Doulas and the Aboriginal Doula grant program. We support them to access other Elizabeth Fry supports, other community agencies as needed, medical support, midwives, housing, etc. We are a safe place for participants to land where they will be supported wherever they are at, to access whatever they need on their terms. We work to support them in self-advocacy, knowledge as power, nutrition and well-being.

Our program accepts donations from the community of anything related to pregnancy and baby needs and we are able to distribute it from our program space. Our participants find value in our program as they can access the many donated items as well as have a quiet safe space to connect.

We facilitated 91 group sessions this year with a focus on Nutrition, Infant Care, birthing, Postpartum Depression/mental health, Postpartum care, Peer support, relationship and life skills activities.

Our Serenity Break Group, which is held once a month, is always a special event with a yummy lunch, activity and conversation/peer support.

One of our very first Serenity Break group activities was a painting class. We cued up a Youtube painting tutorial. We had all the supplies needed for each mom to create a masterpiece. As we watched the painting tutorial and progressed through the painting lesson, each mom was completely involved in the process. None of them had ever painted before and were quite skeptical at the possible outcome. At the end of the session, each mom had a beautiful painting, each with a unique twist to their art. They were all so surprised and pleased at their ability to create their painting.

One mom returned the very next day. She said that she absolutely loved how relaxing the painting was and wanted to sit with me to make a supply list as she wanted to have her own collection of paints, brushes and canvasses. She said that she was really inspired and felt completely relaxed in her own zone when she was painting. She said that she had never felt that way before. She shared that her boyfriend and other family members thought her painting was beautiful and her mom asked her to paint her one. She has since shared with me that she continues to paint. She finds it relaxing, enjoyable and she has gifted most of her artwork to family and friends for birthdays, grad and Christmas. She said that it's very fulfilling for her and she is so grateful to us for inspiring her to do something she never imagined she could do. She said it has given her a skill she enjoys to work on in her spare time. This mom was struggling with significant postpartum depression and has since found a way to fill up her bucket to wellness one painting at a time.

EARLY YEARS & CAP-C FAMILY RESOURCE CENTER

*Funded by the Ministry of Children & Family Development
and the Public Health Agency of Canada*

The Early Years and CAP-C programs in Prince George are mandated to provide a free drop-in for parents and their children aged 0-6 years. This was staffed part-time at 17.5 hours a week until October 2023, when a full-time staff was hired. 17.5 hours are funded by MCFD and 17.5 hours are funded by PHAC. From April 2023 to March 2024, 796 adults and 1,092 children were served through Early Years, while 905 adults and 1,314 children were served through CAP-C.

Early Years and CAP-C run the Power Play program (2-hour sessions, 4 days a week), Little Artists (1.5 hours, once week), and Parenting Neurodiversity (PND) peer support group (1 hour, once a week). All groups enjoy high and consistent attendance, facilitating a sense of connection and friendship amongst the community.

Reference & Regulate pediatric speech and language services are providing clients of PND support group with a free informational seminar about their views and approaches to behavioral intervention therapy. They have been renting a space in the FRC to provide clients these services, and we look forward to continuing this collaboration.



TRUTH & RECONCILIATION COMMITTEE REPORT 2023-24

Prince George and District Elizabeth Fry Society is dedicated to responding to the National Calls for Truth and Reconciliation within our agency, and with the work that we do. We have created a Truth and Reconciliation Committee that is staff driven as a way to create agency wide support and participation in this important direction.

Our members of the Truth and Reconciliation Committee have been attending meetings once per month. We have worked on such things as choosing where to place art that was purchased with the grant funds from Women's Shelters Canada.

The committee has also had a great dialogue with regards to creating a land acknowledgement that will work for all staff within the agency, in order to have consistency and ensure we are being comprehensive and respectful.

The T & R Committee has established a budget in order to provide staff with some interesting and timely indigenous information and ideas that will support our goal of responding to the Calls to Action.

The T & R Committee book club will be restarted as we move forward, providing an opportunity to for interested staff members of the agency to increase the knowledge base and enjoy dialogue around fiction and non-fiction works by Indigenous Canadian Authors.

Through the work of our Truth and Reconciliation Committee, the Agency hopes to provide staff with empowerment in the ways they find meaningful, to respond to these important Calls to Action.



QUALITY IMPROVEMENT REPORT 2023-24

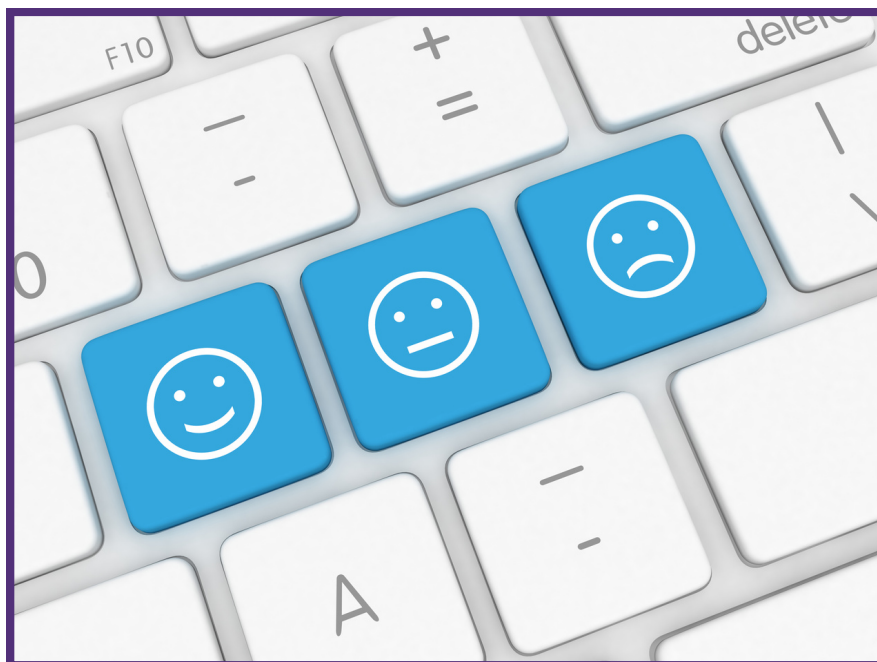
The Society prioritizes continuous quality improvement by ensuring stakeholder feedback, outcomes, and performance management are conceded when planning for quality improvement. Information we receive provides feedback to be considered when developing goals for improvement. Approximately 26 programs comprise the services available to individuals in Prince George, Burns Lake and Quesnel and a total of six MCFD programs were surveyed in Prince George and Burns Lake. Our workforce is comprised of approximately 68 full-time, part-time and casual employees. This report is just a snapshot of some of the areas we are effecting change.

Client Survey Results

As a part of Accreditation we recognize the importance of surveys. We have experienced challenges in this area such as resistance to the introduction of surveys, electronic challenges experienced by clients and developing methods and strategies for staff to distribute and support the completion of the surveys.

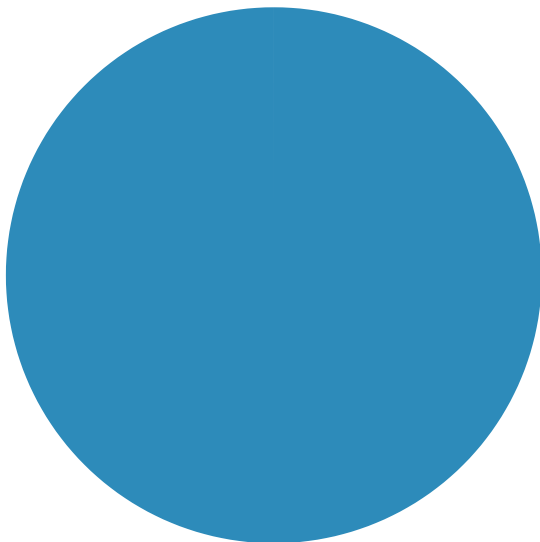
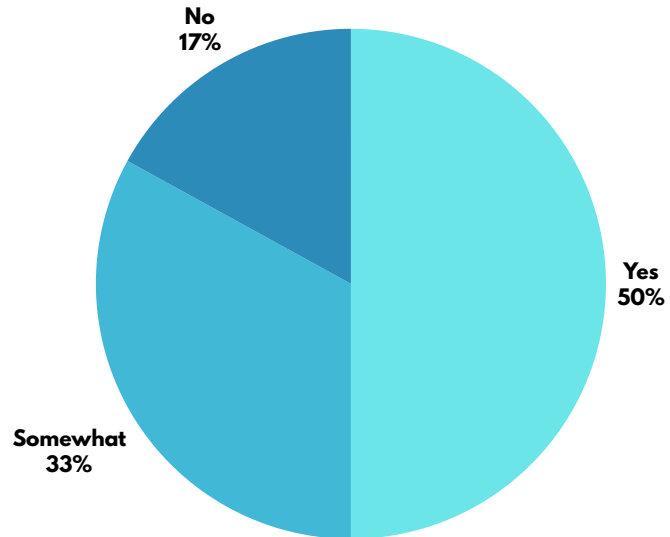
Action Taken

Leadership is exploring a variety of methods to gather this important information. Examples are summarizing data on month-end reports, discussing strategy at team meetings, checking in with clients to discover roadblocks to completion. Survey completion goals will be set for 2024-2025.



COMMUNITY STAKEHOLDERS SURVEY RESULTS

“I know how to make a referral to the Elizabeth Fry Society programs in our community”



“Please rate your overall satisfaction when interacting with Elizabeth Fry employees”

Comments: “Burns Lake office is awesome!”

Action Taken: Develop strategies to support community stakeholders to be aware of referral process for individual programs.

STAFF SATISFACTION SURVEY RESULTS

1.0

“I feel valued and respected”

Neither Agree or Disagree
18.3%

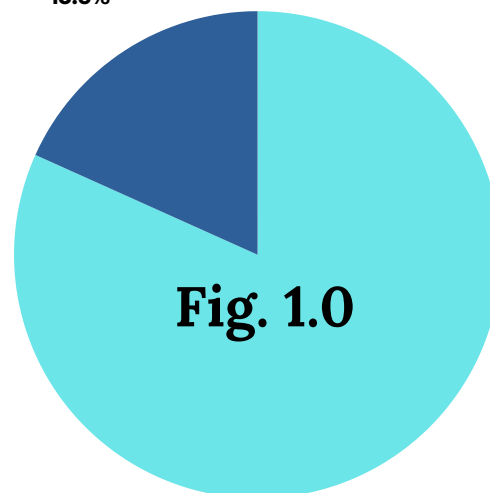


Fig. 1.0

Strongly Agree/Agree
81.7%

1.1

“I would recommend Elizabeth Fry to friends and colleagues as a great place to work”

Neither Agree or Disagree
25%

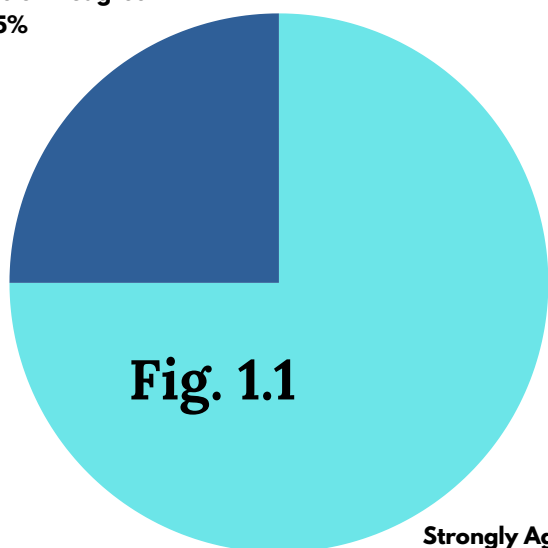


Fig. 1.1

Strongly Agree/Agree
75%

Comments:

“I feel that my voice and thoughts are valued”

“Our teamwork makes the work feel lighter”

Action Taken: Staff meetings were held with all staff, feedback was provided, and will be considered by leadership and implemented where possible.

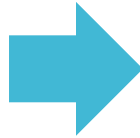
QUALITY IMPROVEMENT PLAN

**Maintain CARF
Accreditation**



Year 2 of a
3-year cycle

Fiscally Responsible



Successful quarterly
budget reviews

Improvements and Action

1. Stakeholder Surveys - our overall general response to surveys was low. The goal is to encourage stakeholders to complete surveys, thereby increasing our survey collection data. The goal for this year is to increase surveys by a minimum of 20 per each stakeholder category.

2. E Fry Profile - to increase the overall agency profile in the three communities where we provide services. Possibilities will be to hold an open house, provide literature to a key community locations i.e. doctor offices and other community agencies, city hall.

3. Employee Morale Engagement - provide opportunity for large and small group staff connection. This could happen through all-staff meetings, virtual connection opportunities etc. Through enhancement of our staff satisfaction survey questions for 2023-2024, we hope to obtain more relevant feedback to improve workplace culture.



BUSINESS FUNCTION

Accessibility

	Area Requiring Effective Change	Action Taken
Attitudinal	To promote successful usage of washroom facilities we needed to establish a procedure to ensure everyone's safety	Posted signage saying your safety is important to us and we will check on you every 10 minutes. We ensured each lock is accessible in case of emergency
Employment	Cross-training of key positions to support consistent operations	Key positions identified and cross-training was provided.
Communication	Age-appropriate pictorial handout developed to explain children's rights	A pictorial was developed by staff targeting ages 3-10



Cultural Competency Diversity and Inclusion

	Area Requiring Effective Change	Action Taken
Knowledge	Information sessions facilitated by Indigenous Program Coordinator- term position	Monthly info session by zoom and in-person; sessions to follow every 3rd Tuesday of the month. Every 4th Tuesday activity; information posted on server for all staff.
	Truth & Reconciliation Committee	To continue work of Indigenous Program Coordinator. Meets monthly to support Strategic Plan goal



Financial Planning and Management

	Area Requiring Effective Change	Action Taken
Budget	Quarterly Budget Review	Budgets reviewed quarterly including Finance Manager, Executive Director, and Program Manager
Daycare Billing	Establish a daycare billing system as we are now a \$10-a-Day childcare facility	Finance Manager, Program Manager, Program Coordinator and Admin Staff worked together to develop the system



Risk Management

	Area Requiring Effective Change	Action Taken
Staff Incidents of Injury	Ensuring all injury reporting is completed	Leadership reviewed steps regarding WorkSafeBC employer reporting and reviewed steps of workplace investigation guidelines
2nd Stage and Long-Term Housing	The collection of damage deposit, pet deposit, and monthly rent was required due to new build coming online. Pet and Security deposits require separate banking.	Tracking and banking systems developed.



Technology

	Area Requiring Effective Change	Action Taken
Hardware	Grant was received to upgrade our server and workstation equipment	Inventory of all hardware was completed and replacement list created
Security	Reviewing data security	Cybersecurity insurance is under consideration

Our Quality Improvement Plan is a living document that we look forward to capturing the work undertaken to continually improve the outcomes for clients, staff and other stakeholders.

ACCREDITATION REPORT 2023-24

In February 2023 the Society received our first CARF Accreditation. We are in the first year of a 3-year cycle and will be surveyed again in 2026 in order to continuously meet the Ministry of Children and Family Development requirements.

CARF (Commission on Accreditation of Rehabilitation Facilities) is headquartered in Tucson Arizona certifying programs throughout the world. CARF Canada's headquarters is in Edmonton through which we were provided direction and assistance. The CARF standards document which we applied is the Child and Youth Services Standards Manual. Within this manual some of the areas covered are:

- Leadership
- Strategic Planning
- Health and Safety
- Input from Stakeholders
- Workforce Development and Management
- Technology
- Performance Measurement and Management
- Program Standards



The overall agency completed the Aspire Section referenced above and the following programs met specific standards unique to them:

Prince George

Domestic Violence Community Liaison Worker
Early Years Program
Young Parent Program

Burns Lake

Early Years Program
Family Support Program
Intensive Family Support Program

During this year we updated policies, plans and completed the work necessary to meet the six areas that received recommendations. We completed our first Quality Improvement Plan, and the report is contained in this annual report.

The participation of staff and other stakeholders is vital to for our success in meeting the standards of Accreditation and we appreciate and thank you for your involvement and feedback in this process. The agency accreditation team, consisting of Shannon Smith and Pat Devore, continues to work through the extensive CARF manual since 2018.