

ANNUAL REPORT

2024 - 2025



PRINCE GEORGE & DISTRICT

Elizabeth
Fry SOCIETY



TERRITORY ACKNOWLEDGEMENT

At the Prince George & District Elizabeth Fry Society, we respectfully acknowledge that our work takes place on the traditional unceded territories of the Lheidli T'enneh, Skin Tyee, Nee Tahi Buhn, Cheslatta Carrier, Lake Babine, Wet'suwet'en, Ts'il Kaz Koh, and Lhtako Dene First Nations.



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THANK YOU TO OUR DONORS

THE HISTORY OF ELIZABETH FRY



Elizabeth Fry was born “Elizabeth Gurney” at Norwich England on May 21, 1780 into a wealthy family. She gave up luxury to become a plain Quaker woman at age 17 and married Joseph Fry on August 18, 1800. Their first child was born in 1801 and over the next twenty years Elizabeth gave birth to eleven more children.

In 1813 Elizabeth Fry became aware of the deplorable conditions in London’s New Gate Prison. Four hundred women were imprisoned there, along with over fifty of their children. There were no beds, no toilets, no heat, no ventilation and no light. However it was not until Christmas of 1816 that she was able to begin her lifelong reform work.

Appalled by the conditions, Elizabeth Fry did more than any other person of her time to bring about prison reform. She convinced the prison officials and lawmakers to allow her to work with the women in a more humane fashion. At the time Elizabeth Fry was working for prison reform, the laws were extremely harsh and punitive. Men, women, and children could be hanged for petty theft. Mutilation was an acceptable form of punishment, written into the criminal code.

One of her first priorities was to ensure that the women and children lived in clean and pleasant surroundings. She insisted that all the women and children attend school and learn a trade. She soon had the women making quilts and selling them to the town’s people.

In addition to her prison work, Elizabeth Fry was often consulted when new prisons were established and founded societies to assist women after they were discharged from prison. Elizabeth set up societies and committees to work with the poor and to provide assistance to homeless women and children. Before her death on October 12, 1845, Elizabeth Fry had led reforms in many areas and her ideas had spread throughout England, France, Holland, and Denmark and eventually to Canada in 1939.

A LETTER FROM THE PRESIDENT

As our Mission Statement declares, “The Prince George and 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”.

The Annual Report statistics indicate how many services E Fry provides in Prince George, Burns Lake, and Quesnel. These include safe housing, 2nd stage housing, STV (Stopping the Violence) programs, counselling, Baby’s New Beginnings, Daycare, Victim Services and Family Outreach programs. However, the stories from clients, former clients, and their families show that E Fry is making an impact in the lives of many. E.Fry plays an essential role in challenging violence, marginalization and oppression in our communities.

As always, our ability to do this work is made possible only thanks to our donors, funders, volunteers and staff. Your support is deeply appreciated and essential in helping so many to living healthier, stable lives in our communities. Thank you all for helping Elizabeth Fry to pursue its mission statement and live its vision: “To create an equitable and safe world, free of violence, injustices and oppression”.

Suzanne Jackson

PRESIDENT OF THE BOARD

A LETTER FROM THE EXECUTIVE DIRECTOR

As I reflect on this past year—my fourth as Executive Director of the Elizabeth Fry Society—I am filled with pride and deep gratitude for the work we have accomplished together. This year has been marked by significant transitions, meaningful staff engagement, and renewed commitments to the individuals and communities we serve.

One of the most significant milestones was the successful sale of the original Amber House transition house. This building has been a cornerstone in our journey, and its walls held stories of resilience, healing, and hope. Though saying goodbye was emotional, we do so knowing the legacy of Amber House lives on in the countless lives it helped transform.

We also gathered for full-day staff meetings in both Burns Lake and Prince George which provided powerful opportunities for connection, reflection, and growth. Through team-building activities and meaningful discussions around the staff satisfaction survey, we re-affirmed our collective commitment to the work we do.

Staff in Prince George beautifully decorated a tree for the Community Forest at the Festival of Trees in November, symbolizing our shared goals and the passion that fuels us every day. It was later auctioned off and the proceeds returned to support our mission, another reminder of the generosity of our community.

This year also brought incredible successes in client support. We helped women and families relocate across the province, and even the country, on their path to safety. It is an honor to be trusted with such a profound responsibility, and we remain steadfast in our role as advocates, supporters, and allies.

Another proud moment came when we paid off the mortgage on our main office at 1575 5th Avenue in Prince George. Owning this space outright strengthens our foundation, both literally and symbolically, and represents our enduring presence and stability in the community.

Every day, our dedicated staff and Board of Directors work with care and integrity to offer a wide spectrum of services under the Elizabeth Fry Society banner. From Prince George to Quesnel to Burns Lake, our impact continues to grow, and so does our sense of purpose.

As I look ahead, I remain deeply humbled to serve as Executive Director. Leading a nonprofit is not just a role, it is an honor rooted in empathy, collaboration, and unwavering belief in change.

"To lead a nonprofit is to hold the stories of many in your hands and to work each day to build a world where their voices are heard, their struggles seen, and their futures bright."

— Anonymous

In Strength,

Shannon Smith

EXECUTIVE DIRECTOR



OUR MISSION

The Prince George & District Elizabeth Fry Society is an intersectional feminist organization that 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.

OUR EIGHT STRATEGIC GOALS



To be advocates in raising awareness of violence, marginalization, inequities, and oppression against individuals who identify as women, children, and their families.



To foster an organization built on the foundation of equity, diversity, and inclusion.



To respond to the Calls to Action of Truth and Reconciliation and Calls to Justice of Missing and Murdered Indigenous Women and Girls by understanding the root causes of violence against Indigenous Women, girls, and 2SLGBTQQIA+ and the impact of Colonization through increased intentional organizational awareness, opportunities for education and learning, and enhanced engagement with Indigenous communities.



To develop innovative programming in response to the community and regional needs.



To strengthen the use of technology to improve service delivery options and increase business efficiency and effectiveness.



To raise the profile of the Elizabeth Fry Society through an intentional communication and public relations strategy.



To create a diverse, sustainable, and supported workforce that builds on best practice, teamwork, wellness, and growth.



To succeed as a results-driven Board of Directors through development, education, and governance.

PRINCE GEORGE



The Prince George Branch of the Elizabeth Fry Society of British Columbia was established in 1979 and became independent of the Vancouver Society In February of 1990. There are several sites currently operating in the city of Prince George:

The Main Office

Situated downtown at 1575 5th Ave in the Brockwell Building, the Main Office is the central hub of the Society operations. This building hosts many outreach and anti-violence programs, as well as the Family Center daycare and various family support programs. It is conveniently located across the street from the Victoria Street RCMP Detachment, and a short walk from the Prince George Courthouse.

The Family Resource Center

Based in the South Fort George neighbourhood, this facility offers programs and activities that promote the health and well-being of families and individuals of all ages and incomes.

My Sister's Place

This safe and secure facility was opened in 2022 and contains three separate levels of housing and support for self-identified women with or without dependent children leaving unsafe situations.

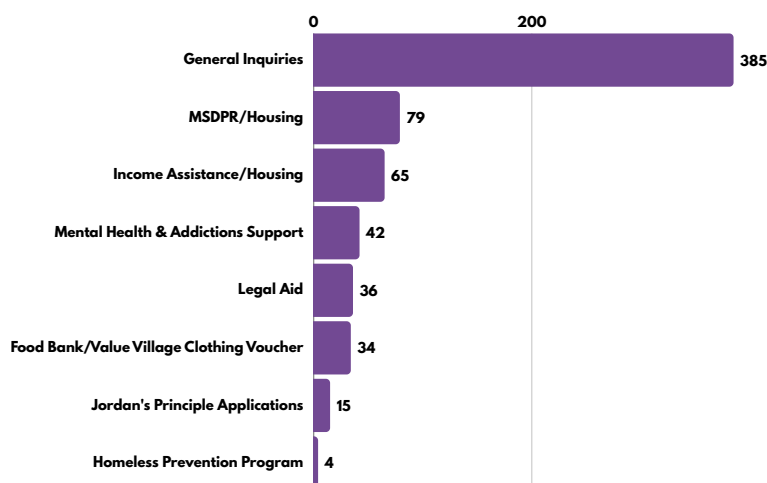
WOMEN'S OUTREACH

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

Women's Outreach runs out of the Main Office, and provides a range of supports, information, referrals, follow-up, community coordination, and public education on domestic violence and interpersonal violence. These areas can include completing housing applications, 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.

Women's Outreach 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. Navigating multiple non-user-friendly systems while advocating for women who have experienced or are at risk of violence and abuse continues to be a mainstay of this position. 79 women were served from April 2024–March 2025.

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



The Outreach worker provided services to 79 women, as well as 59 children.

***“Thank you for connecting me to
the right places. I did not know
where to start”***

Client accessing Women's Outreach

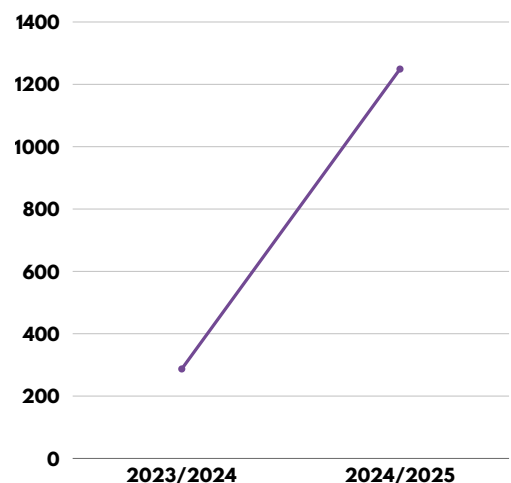
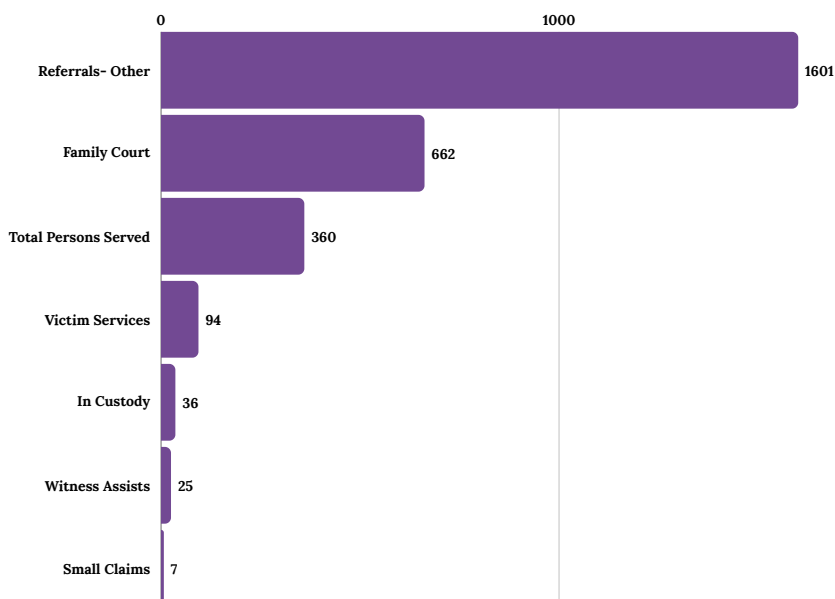
The most critical service rendered during this period under review is emotional support. This involved creating a safe space that gave room for the women served to feel heard and supported in an empowering environment. This allowed them to trust that support would be given.

COURTWORK

Funded Through Fundraising

The Courtwork Program continues to be an integral part of the Prince George Court House, as well as the Prince George & District Elizabeth Fry Society. 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. Of vital importance is that the 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 critical 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 the Courthouse (eg: Legal Aid, Native Court Work Services, Crown Counsel, the Court Registry and Judicial Case Managers' office), and outside (eg: RCMP, Victim Services, Sexual Assault Centre, Active Support Against Poverty, Native Healing Centre, etc). 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.



There was a significant rise in the need for support with Criminal Court Procedures this year.

VICTIM SERVICES

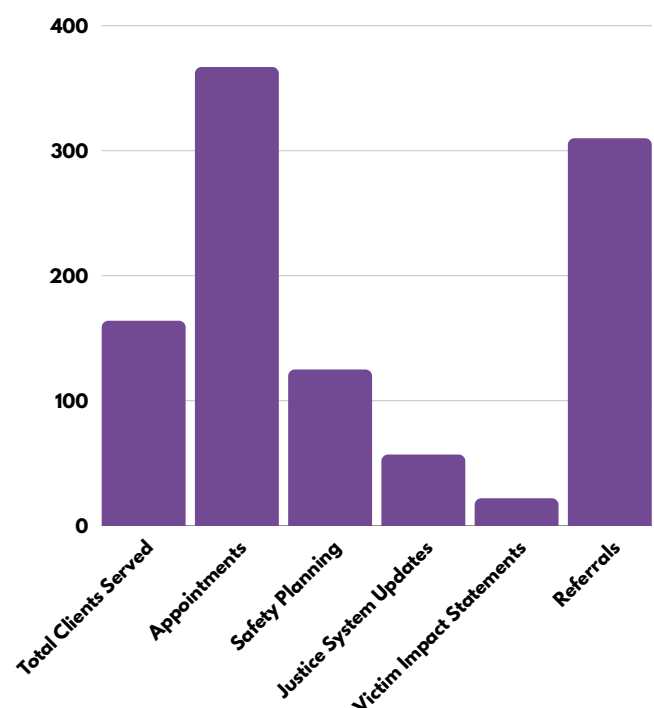
Funded by the Ministry of Public Safety & Solicitor General

Operating out of the Main Office, Victim Service Workers at the Prince George & District Elizabeth Fry Society provides crisis support for survivors of power-based crimes including domestic violence, childhood sexual assault, stalking & harassment, and physical/sexual assaults. Victim Services provides a range of services which includes providing emotional support and advocacy for survivors going through the criminal court process, providing justice system updates, liaising with Crown Counsel and RCMP personnel and other relevant agencies. In addition, Victim Services provides appropriate community referrals, supports survivors with safety planning, and provides information and education about the dynamics of domestic violence. Victim Services receives most referrals from RCMP Victim Services, self-referrals, and other community agencies including Victim Link, Northern Health, and various justice system personnel.

An emerging trend that Victim Services has observed is a noticeable increase in women accessing support who identify as immigrants and refugees. These clients often present with unique and complex needs related to their immigration status, cultural background, and trauma experiences. Victim Services has also noticed a trend in female youth seeking support, particularly related to court proceedings and needing advocacy within the justice process.

Another notable increase in service has been assisting victims with preparation and submission of Victim Impact Statements to support in ensuring that their voices are heard within the justice system. Furthermore, there has been an increase in people seeking support with liaising with justice system personnel including Crown Counsel and RCMP.

An ongoing noticeable challenge is the lack of direct access to the Justice Information Systems (JUSTIN) platform. This has been causing a delay in providing survivors clarification and understanding about their case proceedings in a timely manner.



DOMESTIC VIOLENCE UNIT SPECIALIZED VICTIM SERVICES

Funded by the Ministry of Public Safety & Solicitor General

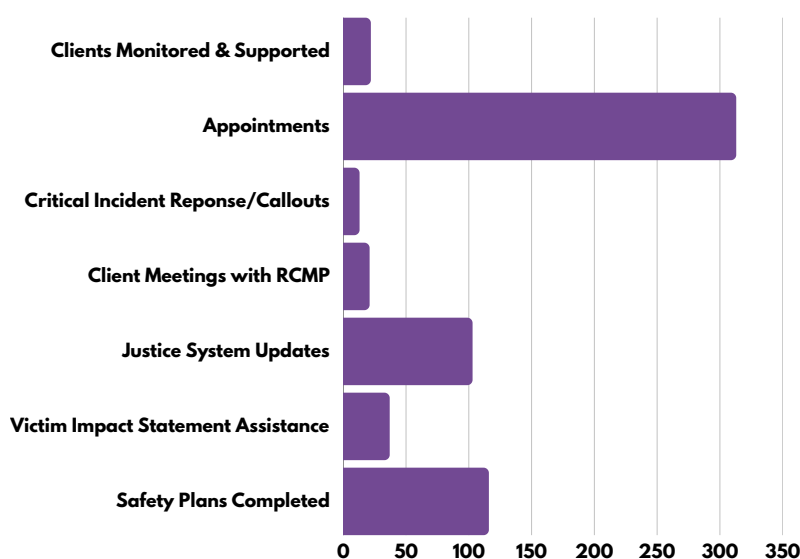
The Prince George Domestic Violence Unit's Specialized Victim Services (SVS) operates in partnership with the RCMP and the Ministry of Children and Family Development (MCFD) to monitor and support couples assessed as highest risk of domestic and gender-based violence, as a means of homicide prevention. SVS offers a range of services including crisis counseling, education on healthy relationships, safety planning, emotional and practical support, critical incident response, referrals to community resources, and liaison with the justice system and other agencies.

A key function of SVS is supporting victims/survivors in their interactions with police and ensuring accountability in the handling of their cases. SVS co-chairs the Interagency Case Assessment Team (ICAT) alongside the RCMP member of the Domestic Violence Unit. Most referrals to SVS come through the RCMP, though community professionals may also make referrals. Upon receiving a referral, the DVU conducts a risk assessment to determine the level of risk involved. If a referral is not accepted or a case is being closed, SVS ensures the victim/survivor is connected with ongoing support services.

The DVU has faced challenges securing consistent support from key partner agencies since the inception of the provincial agreement. While the current RCMP constable is fully engaged, the Unit has been unable to secure a full-time, road-active police officer in the past year. MCFD has also not provided a dedicated worker to the Unit for several years. Compounding these challenges, the Unit was recently removed from its office within the RCMP detachment and no longer has access to a private, secure workspace.

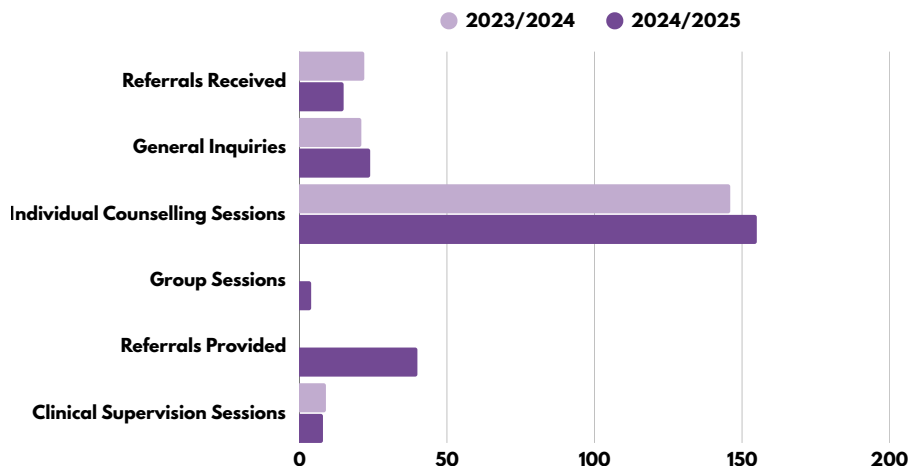
Efforts are ongoing to strengthen collaboration and secure sustained support from both the RCMP and MCFD. SVS has been in communication with EVA BC and the Ministry of Public Safety and Solicitor General to advocate for recognition and prioritization of the Unit's work.

A concerning trend observed by the DVU involves new Canadian residents on visas perpetrating severe violence, including attempted murder of their spouses and assaults on their children. This underscores the critical need for targeted intervention and enhanced support services.



STOPPING THE VIOLENCE

Funded by the Ministry of Public Safety & Solicitor General



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 is based out of the main office, and operates from a strengths-based, feminist, anti-oppressive, and harm-reduction perspective.

This program has one full-time staff counsellor. To continue their knowledge and skill development, the counsellor participated in five webinars throughout the year; a total of 26 hours. Additionally, they started Somatic Trauma Therapy Training and Complex Trauma Training at the beginning of 2025, which are both certification courses.

The counsellor began offering psychoeducational group therapy sessions for existing clients in early 2025. These have been well received by participants.

Staff supported the RCMP Victim Services in planning, coordinating and collaborating for the 2024 Victim and Survivors of Crime Awareness Week in May of 2024. This year, the counsellor joined in the initial planning of the 2025 Victim and Survivors of Crime Awareness Week happening in the month of May 2025. The Elizabeth Fry Society is the host agency for 2025.

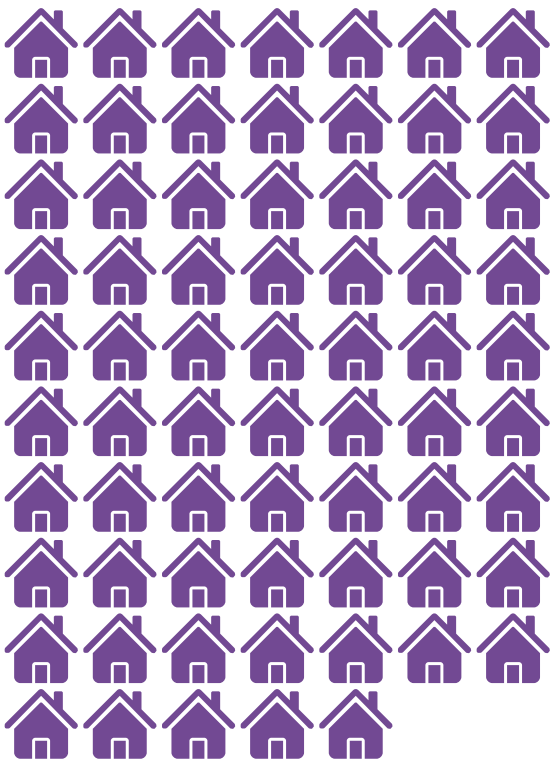
To help safe-guard the integrity of all services rendered by the STV Counselling Program, consultation with Clinical Supervisor and Executive Director take place on a regular basis. Ethical practice and professional competencies are reviewed.

DOMESTIC VIOLENCE COMMUNITY LIAISON WORKER

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, and move towards ending MCFD involvement.

This program is staffed by one full-time worker, who works closely with MCFD to support the individual goal work for families. The DVLCW is based out of the main office, but often works out in the community, meeting clients in their homes as well as supporting them at various appointments. The worker supported a total of 68 families from April 1, 2024 - March 31, 2025. The worker was able to attend court for both Child Protection and Family Law, and Family Mediation, as well as support for Duty Counsel and paralegal appointments in community.



7

Families Reunited as a Result of DVCLW Support

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.

*"I have a better understanding
of how to set boundaries and
to spot red flags"*

DVCLW Program Participant

68 Families were supported during this reporting period.

PEACE PROGRAM

Funded by the Ministry of Public Safety & Solicitor General

The PEACE program in at the Main Office 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.

The PEACE Counsellor is currently collaborating with the PEACE program at Phoenix Transition House to offer the Violence is Preventable (VIP) program to local schools. The presentations cover topics such as healthy relationships, safety planning, emotional expression and self-care. This can also support connection to the PEACE program.

89

Clients Served

The Counsellor attended two conferences during the 2023/24 year, including the PEACE conference and BC Society of Transition Houses conference.

104

Parent/Caregiver
Sessions

Over the past year the counsellor has noted a growing waitlist and increased need for education to help keep children safe online.

355

Sessions with
Children

“One of the stories that was a success was hearing from the parent that they have noticed a huge difference in how their children express their emotions, and teachers at their school have noticed as well.”

PEACE Program Counsellor



**Program for Children and Youth
Experiencing Violence**
Prevention, Education, Advocacy,
Counselling and Empowerment

FAMILY CENTER

Funded by Affordable Child Care Benefit and Private Fees

The Family Center provides a quality program for children under 36 months that will promote curiosity, positive self-esteem and individual growth of each child in a play-based learning environment, while enhancing the relationships between parents and children in a respectful and inclusive manner. The Family Centre operates with 2 staff and 8 childcare spaces at the Main Office. Clients in the Young Parent Program (YPP) have priority over spaces, then other Elizabeth Fry clients. If we still have spaces available, they are open to the community.

Between April 1, 2024 and March 31, 2025 the Family Centre provided childcare to 16 children. 10 were children of moms in the YPP, 2 were the children of a former YPP client, and 4 were community clients and one was the child of an agency staff member. We also mentored two students from CNC's Early Childhood Care and Learning program, who completed their Infant/Toddler practicums.



Some success stories from the year included continuing to offer care to children when they were placed in foster care, as well as when they successfully reunited with their mom. Additionally we connected a family to the Supported Child Development Program to provide support when their child moved on to 3-5 care.

The Family Center collaborated with other agencies in the community, including Carrier Sekani Family Services, MCFD and Wrap Around. We made referrals and had communication with specialists from Northern Health, including physiotherapy and speech language pathology.

YOUNG PARENT PROGRAM

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.

41

Clients Served

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 the community. They collaborated with MCFD, Foundry, Carrier Sekani Family Services, The Prince George Native Friendship Center, and the Salvation Army.

34

Clients over
the age of 20

Over the past year, YPP has seen a significant increase in young parents seeking opportunities to build community and meaningful peer connections. The program has continued to prioritize creating a supportive, inclusive environment where participants and their children can engage in both group and individual activities that foster connection and growth.

7

Clients under
the age of 20

This year highlighted the vital role of wraparound supports in helping families navigate community resources such as housing, food security, education, positive parenting advice, growth and development tracking, and social engagement. Many of our clients face systemic barriers to accessing these services independently, and YPP works to bridge those gaps with compassion and consistency.

Through ongoing programming, clients are developing the knowledge, confidence, and tools they need to advocate effectively for themselves and their families. The YPP team is proud to walk alongside each participant, supporting their personal growth and celebrating every milestone along the way.

The family development group ran weekly and averaged 3-5 participants per sessions. 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. Their dedication to personal growth and strengthening their families does not go unnoticed.

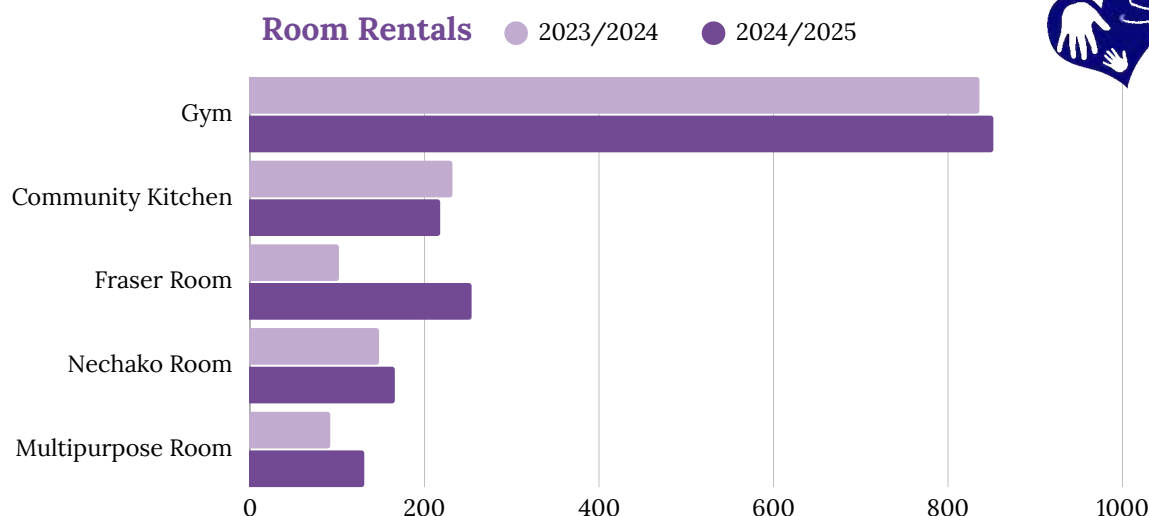
SOUTH FORT GEORGE FAMILY RESOURCE CENTER

The South Fort George Family Resource Centre (FRC) is a partnership between School District #57, the Ministry of Children and Family Development, Northern Health, with the day-to-day operations coordinated by the Prince George & District Elizabeth Fry Society. coordinates the centre's day-to-day operations.

Open to all families in Prince George and surrounding areas, the FRC is a neighbourhood-based facility offering inclusive, culturally sensitive, and community-driven programs that promote the health and well-being of individuals and families of all ages and income levels. The FRC operates with honesty, transparency, and an open-door policy.

Programs and Services Include:

- Northern Health Dental Clinic
- Northern Health Family Mediation
- Ministry of Children and Family Development Office
- Power Play Drop-In Program *
- Baby's New Beginnings *
- Lending Library *
- Clothesline Program *
- Family Connections *
- Facility Rentals (including gym space) *



*Indicates the program is run by the Elizabeth Fry Society

BABY'S NEW BEGINNINGS

*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.

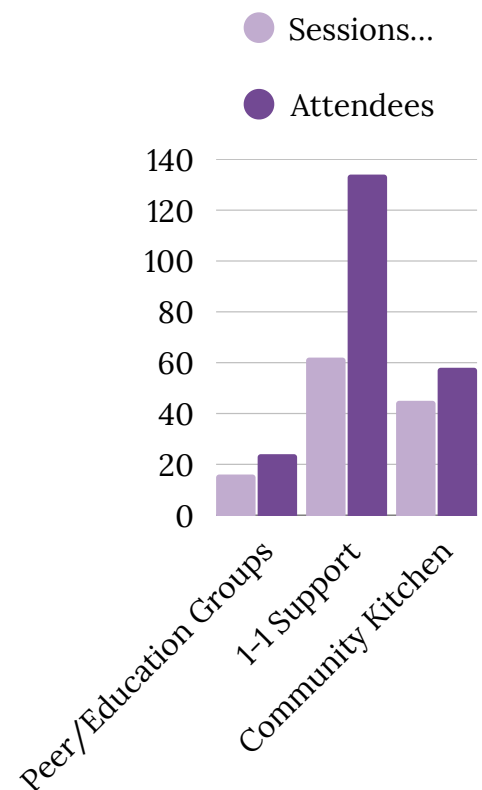
We host a Community Kitchen every Friday where participants can come to learn cooking skills and collaboration alongside the program dietitian.

We provide 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. Attendees may include parents, partners, children, and additional support people.

We facilitated 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.



There were 48 new intakes during this reporting period



1,561
Visitors

Including pregnant and postpartum participants, their infants, children, partners and community supports

BABY'S NEW BEGINNINGS, CONT.

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 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.

"I had a very good experience with the Baby's New Beginnings program. During pregnancy, I had a lot of guidance. I feel like my pregnancy has been in control despite having gestational diabetes. I had good support. During baby's early stages I had learned a lot of tips and tricks. The program helped a lot to be well equipped as a mom. The program has also given me a chance to be in a birthing class which gave me enough knowledge to go through birth, the delivery and the whole journey. I really treasure being a part of this program. Thank you for guiding moms on this wonderful journey"

Program Participant

28

Bottles of prenatal vitamins / infant vitamin D supplements distributed

502

Food Vouchers Distributed

115

Bus tickets distributed

28

families received \$432 each over 16 weeks to shop at the local Farmers Market

45

nutritious freezer meals distributed

One of our group activities was focused on an early summer theme of growing your own food, food security and pregnancy/family nutrition. We chose to complement this group with an activity that we called 'Spaghetti Sauce Garden in a pot'. We provided big planter pots, dirt, a tomato plant, fertilizer sticks and herbs (Oregano, basil and parsley). The idea was to provide participants with an opportunity to plant a small patio garden where the ingredients once grown, could be used to make a homemade spaghetti sauce. We included a recipe to make homemade spaghetti sauce as well as information for drying herbs because we knew that the herbs would be growing like mad throughout the season while the tomatoes grew and ripened.

One of our participants was a weekly visitor to our program which meant that she kept us updated often on the development of her Spaghetti sauce garden. She embraced the herb drying and shared that she had several bags dried and saved up for the season. She said that her children loved watching the tomatoes grow and she even involved them in helping her to water the plants. She said that she was so inspired by this opportunity that she purchased a few strawberry plants, raspberries and a mint plant to grow on her small patio to accompany her tomato and fresh herbs. She was keen to share stories of the children discovering their first strawberry on the plant or watching the tomato turn from green to red or the joy of drinking their own mint tea.

There are so many reasons to celebrate the successes for this family in just this one story.

EARLY YEARS & CAP-C

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

The Early Years and Community Action Program for Children (CAP-C) in Prince George are mandated to offer free, drop-in programming for parents and caregivers with children aged 0–6 years. These programs are delivered through full-time staffing of 35 hours per week, contributing 17.5 hours a week for each program.

From April 1, 2024, to March 31, 2025, the Early Years program served a total of 778 adults and 1,006 children. During the same period, the CAP-C program reached 839 adults and 1,089 children. These figures reflect the continued demand for accessible, community-based early childhood programming and support services in the Prince George area.

The Early Years and CAP-C programs deliver the Power Play initiative in two-hour sessions, four days per week, while Little Artists is offered for 1.5 hours once weekly. Both programs consistently attract strong attendance, fostering meaningful connections, mutual support, and lasting friendships within the community.

Networking with other community resources began later in the year when a new staff member joined the team. She has been out in the community making valuable connections which include the Maternal Child Health Supervisor at Carrier Sekani, the Administrator Consultant at Child Care Resource & Referral, an Occupational Therapist at the Child Development Centre, representatives from the Family Support Institute of BC, the Métis Family Connections Navigator at Métis Nation BC, and the Infant Development Consultant at AiMHi. We look forward to continuing these valuable partnerships, which play a key role in enhancing the support and services available to families in our community.



MY SISTER'S PLACE

Funded by BC Housing

My Sister's Place (MSP) is a community housing program located in Prince George that supports women with or without children who have experienced gender-based 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 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

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.

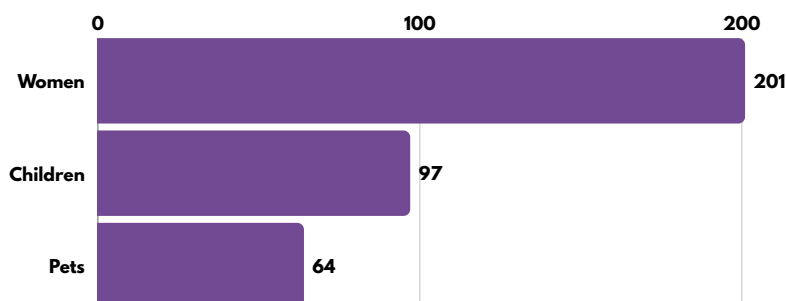
The current housing crisis has contributed to a busy year, with women typically requiring services for longer than previous years. Our funder has been supportive of allowing longer stays to keep guests and their families safe.

There is an increase in women with children, and a lot of new clients accessing supports. There have been several group events and supports that included our 2nd stage program participants. Groups include such topics such as boundaries, mindfulness/meditation, dog obedience, and events included clothing swaps, COBS bread distribution, cookie decorating, potlucks, dog therapy, holidays dinners, gardening, and weekly guest meetings.

Staff attended training in psychological safety in the workplace with Work BC, Emergency Management and Service Continuity Pilot Project, and Mirror Method Training with Marli Rosen.

**"I will never forget
the love I received here"**
Amber House guest

4,266
Bed Stays



POSITIVE HOUSING

Funded by BC Housing

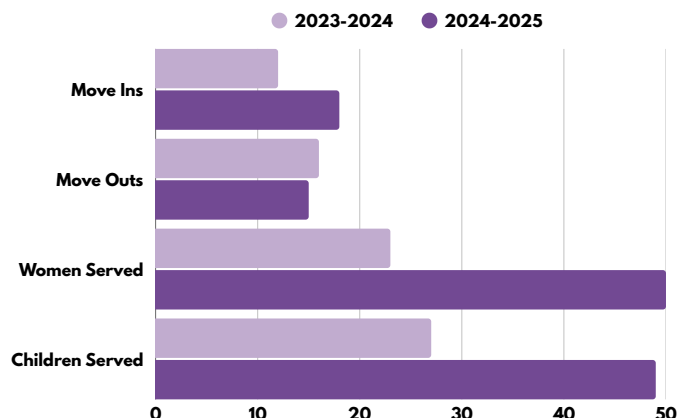
The Positive Housing program is staffed by one full-time position, which provides support, programming, life skills, and personal goal setting for self-identified women with or without dependent children who live in the units at MSP Second Stage Housing, and MSP Long-Term Housing. This program supported individuals that came to us locally as well as from various locations in British Columbia and across Canada.

There have been a number of changes and new initiatives in this program during this reporting period, with a new Positive Housing Coordinator (PHC) entering the vacant role in August 2024.

- Quarterly apartment walkthroughs were introduced to support the women's ability to maintain sanitary environments for them and their children
- A maintenance system put in place to ensure that there is a faster turnaround time for maintenance-related issues. The women have also been empowered to perform basic maintenance. This helps participants gain confidence and improve their experience
- The program partnered with CIBC to provide a Financial Literacy workshop
- The Canadian Vocational Training Center (CVTC) and College of New Caledonia (CNC) were invited to share information on their programs and support with applications for continuing education
- The PHC provided a weekly group (48 sessions) on boundaries and conflict management to build skills, as well as bond with and support one another. This involved role playing conflict situations which provided an opportunity to practice new skills, provide constructive feedback, and brainstorm solutions together. Attendance averaged 7 women per group.

Staff attended the training on de-escalation hosted by the BC Society of Transition Houses.

"I have always seen conflict as negative because of my abuse. Now I see it differently... as an opportunity to grow."
Group Participant



HEALTHY FAMILIES

Funded by BC Housing

The Healthy Families program provides support and programming for families with children aged 0 to 18 years who have experienced gender-based 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.

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, a book club, parenting workshops, coffee times, clothing swaps, calm dog training, creative journaling, yoga, arts & crafts, cultural activities, parenting classes, holiday events, BBQs, and dog therapy sessions.

“A woman attending the Book Club shared her gratitude for the education and support she has received while she has been here, and expressed her appreciation that she can access these supports even though she resides in Long Term [Housing].”

Healthy Families Program Coordinator

621

Women Served

562

Children Served

812

Group & Event Attendees

This program collaborated with St. John's Ambulance Dog Therapy, Omineca Art Studio, and Calm Dog Training & Rehabilitation.

Staff attended a number of trainings, including Bringing Back the Village, The Role of Early Literacy in Attachment, Self-Awareness: the Strength Within Us, Creative Journaling: Self-Care for Parents and Caregivers, Peter Jaffe Lecture, Standard First Aid, and Building Effective Teams.

BURNS LAKE



The Burns Lake branch of the Prince George & District Elizabeth Fry Society opened in November 2002. Currently it includes two sites:

Burns Lake Office

The centrally-located office at 347 Highway 16 is the main base for 6 community and family programs.

Eagles Nest

A transition house for self-identified women, with or without dependent children, who are leaving unsafe situations.

WOMEN'S OUTREACH

Funded by the Ministry of Public Safety & Solicitor General

Our 21-hour 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.

Staff provided an information table and support at Indigenous Peoples' Day, and there was an estimated 2000 participants at the event.

This program collaborated with the RCMP and presented a workshop on dating violence at the local high school.

Women's Outreach staff is also present at the round table for the supportive housing in our community.

423 services were provided. This includes referrals, one on one support, transportation, and advocacy.

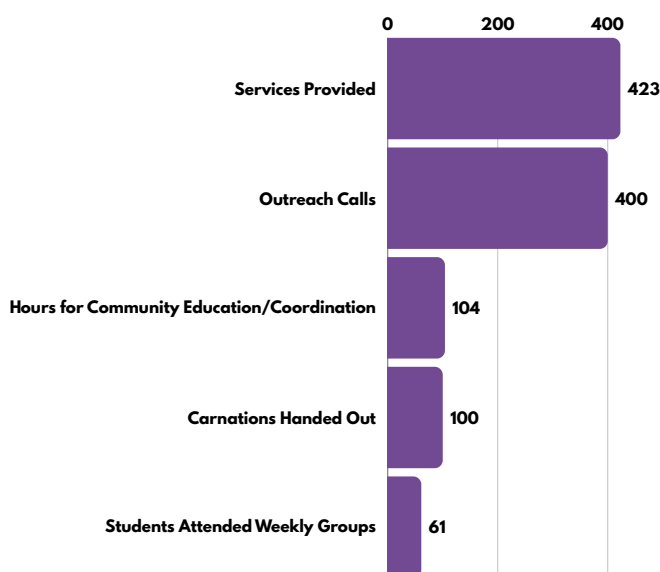
The program received 400 calls from women in our community.

104 hours were spent providing community coordination/education.

Outreach also distributed 100 carnations to women in our community to celebrate International Women's Day on March 8th.

35 individual students participated in weekly groups from April through to the end of June 2023.

26 individual students participated in weekly groups from September 2023 – March 31 2024.



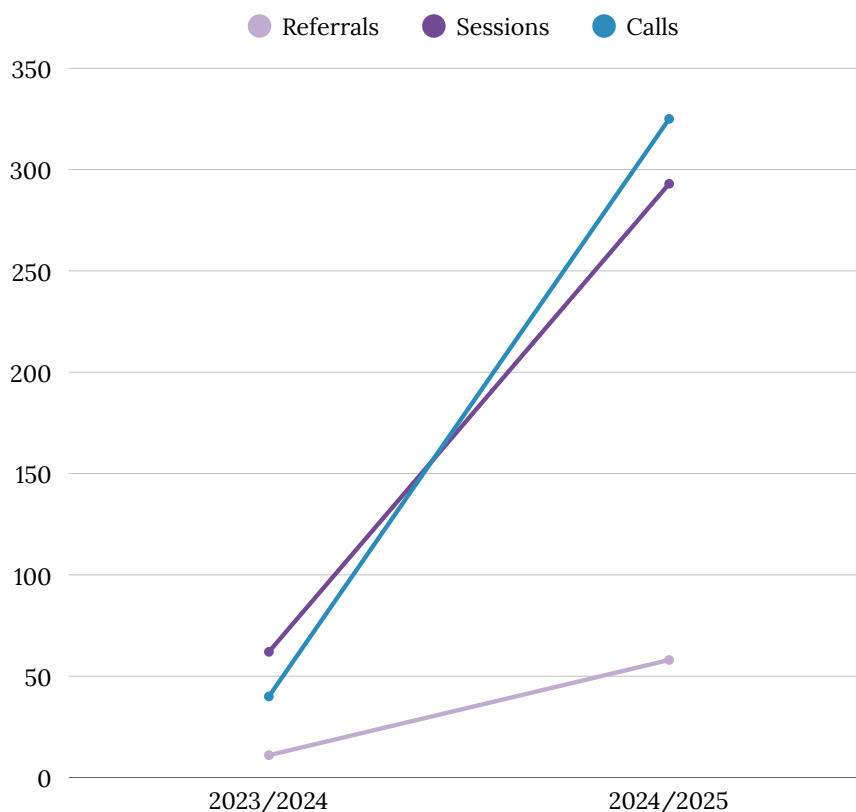
STOPPING THE VIOLENCE

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.

The staff has been participating in an ongoing training that specializes in childhood trauma and neglect.

The program experienced a small waitlist during the fiscal year. We were able to clear this with a slight increase of hours. MPSSG provided a one-time grant that was used to support the extra hours.



12

Women Received
Counselling Services

293

Counselling Sessions
Provided

325

Calls taken,
including General Inquiries
and Crisis Calls

58

Referrals Provided

PEACE PROGRAM

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.

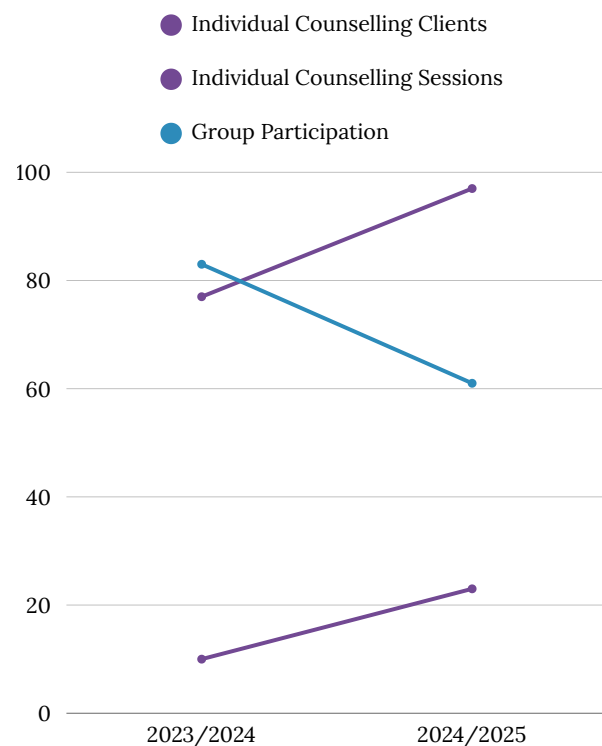
The program received a \$5,000 grant from the BC Society of Transition Houses to provide pieces of the Violence is Preventable (VIP) Program in the schools. Staff participated in the VIP training, as well as attended the Tending to Trauma training in Prince George.



Program for Children and Youth
Experiencing Violence
Prevention, Education, Advocacy,
Counseling and Empowerment

**"I can't wait to see you
and Kim again. Thursday
is the only day I like"**

Highschool group
participant



23 children/youth received one on one counselling support.

97 individual counselling sessions were provided.

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

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

Through the collaboration with School District 91 there were 105 group sessions held at the high school during this reporting period (same number as previous year).

FAMILY SUPPORT PROGRAM

Funded by the Ministry of Children & Family Development

"We wouldn't have made it without your help"

Parent/Caregiver receiving support

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.

Between our group work at Strong Start and the Healthy Start for Mommy and Me (HSMM) group, program staff provided 268 hours of support to participants.

The Ladies Auxiliary continues to support the Healthy Start for Mommy and Me group. We received another \$5000.00 to provide the meals.

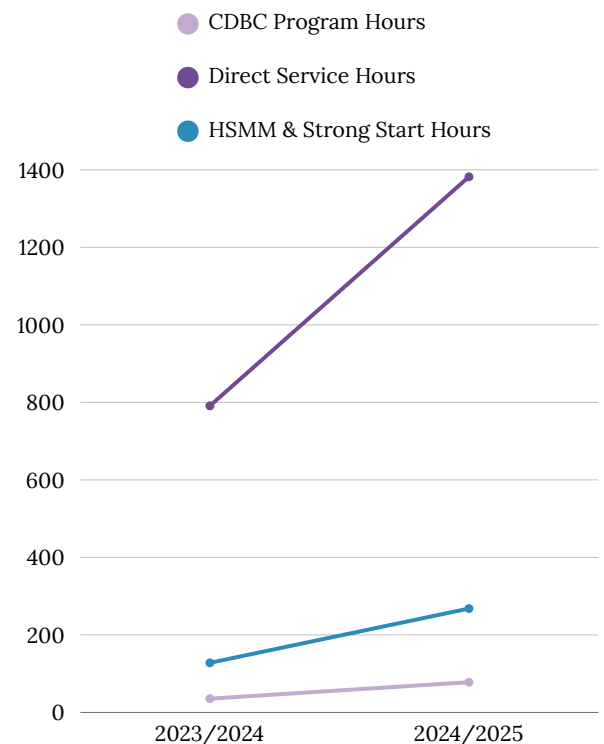
Staff from the program represented our agency with an information booth at the Lake Babine Nation Health Fair in June.

47 individual families accessed services during the reporting year.

1382 hours of direct service delivery was provided. This is time spent directly with program participants.

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

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



"It's not just a job for them. You can tell they care. That makes you feel safe to ask for help"

Parent/Caregiver receiving support

FAMILY CONNECTIONS

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.

95 individual parents/caregivers participated in groups.

135 individual children participated in groups.

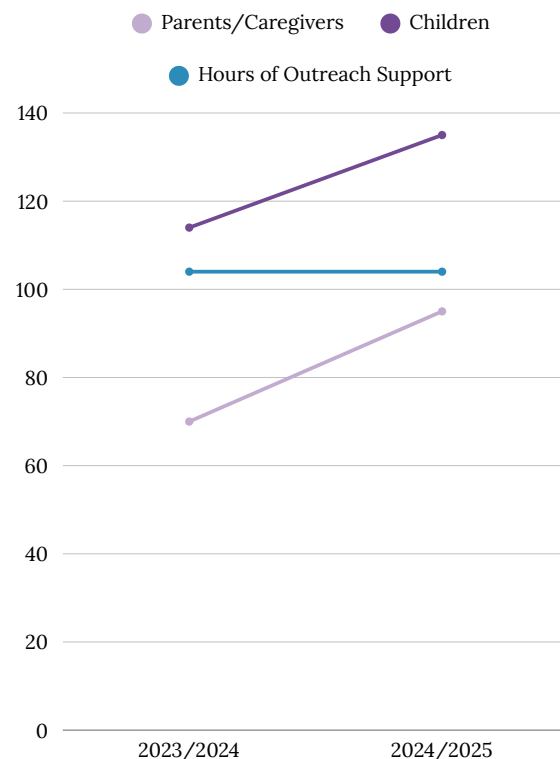
104 hours of outreach was provided outside of group support.

Kim attending 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, the Village of Burns Lake, and Thomas Robinson Consulting.



"We would be so bored without Indoor Play Space! Its the only time we actually get out of the house"

Parent attending Indoor Play Space

EARLY YEARS

Funded by the Ministry of Children & Family Development

**"I need this after
a long day"**

Parent/Caregiver
attending group

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.

**"I'm glad we came. We
had so much fun today"**

Parent/Caregiver
attending group

During the year we ran a total of 5 different groups, with a variety of settings and times: Outdoor Playgroup, Indoor Play Space, Little Artists, Healthy Start for Mommy & Me, and Strong Start. 40 hours of outreach was provided outside of group.

This program also provided a children's booth during the celebration of Indigenous People's Day.



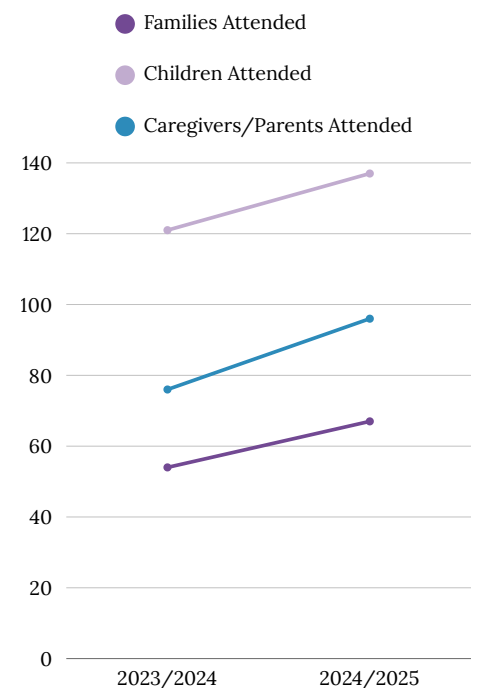
23 of the participating families
identified as Indigenous



11 of the attending
caregivers were fathers.

Group Attendees

- 67 individual families
- 96 caregivers
- 137 children
- 11 of the caregivers were fathers
- 23 of the families were indigenous
- There were 87 indigenous participants



**"I've been eating so
much takeout lately,
so I was happy to
walk in and see all
the veggies."**

Parent/Caregiver
attending group

EAGLE'S NEST

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 44 women and 11 children. Of the women served, 32 were indigenous and 12 non-indigenous.

156 crisis calls were received and 126 referrals were provided to women for additional community support services.

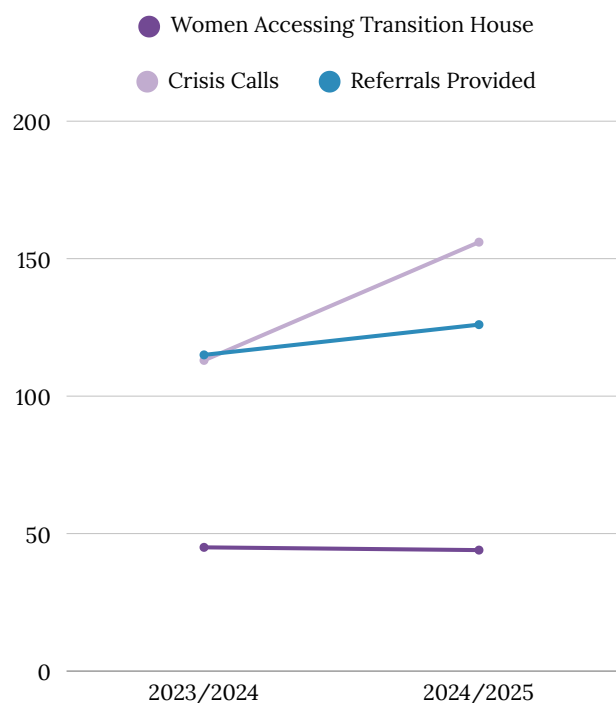
There were some minor repairs done to the transition house throughout the year. We had the wheelchair ramp resurfaced and also had some minor roof damage repaired.

Our House Coordinator attended Module 1 of the Feminist Leadership training provided by the BC Society of Transition Houses. This training was also attended by the Burns Lake manager.

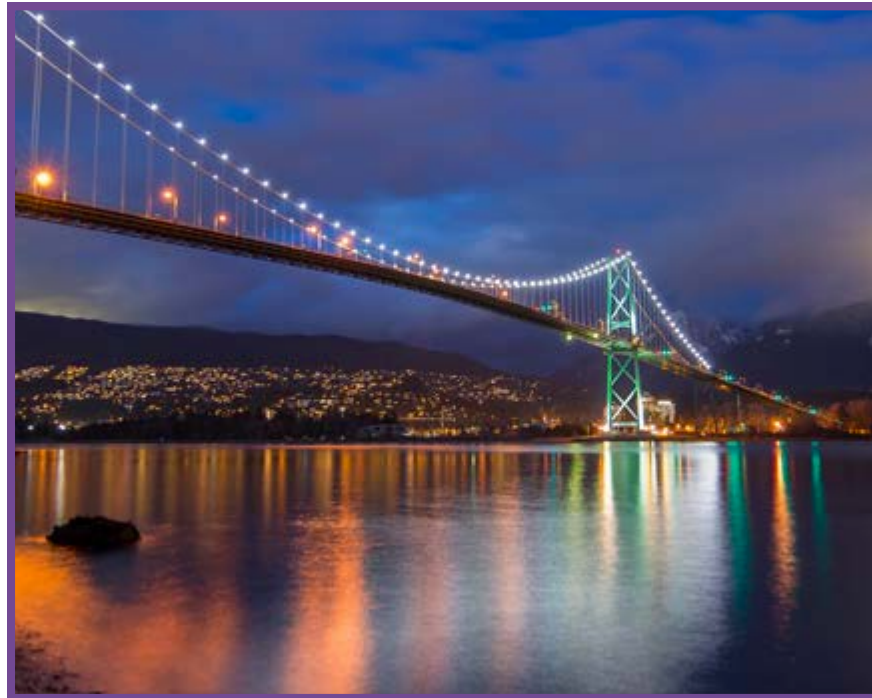
The House Coordinator is representing our society at the round table for the Burns Lake Supportive Housing.



32 of the 44 women served identified as Indigenous.



QUESNEL



In January 2004, an office opened in Quesnel to run a community-based Victim Services program. This office is located in the #205-350 Barlow Ave next to the Courthouse and Crown Counsel.

VICTIM SERVICES

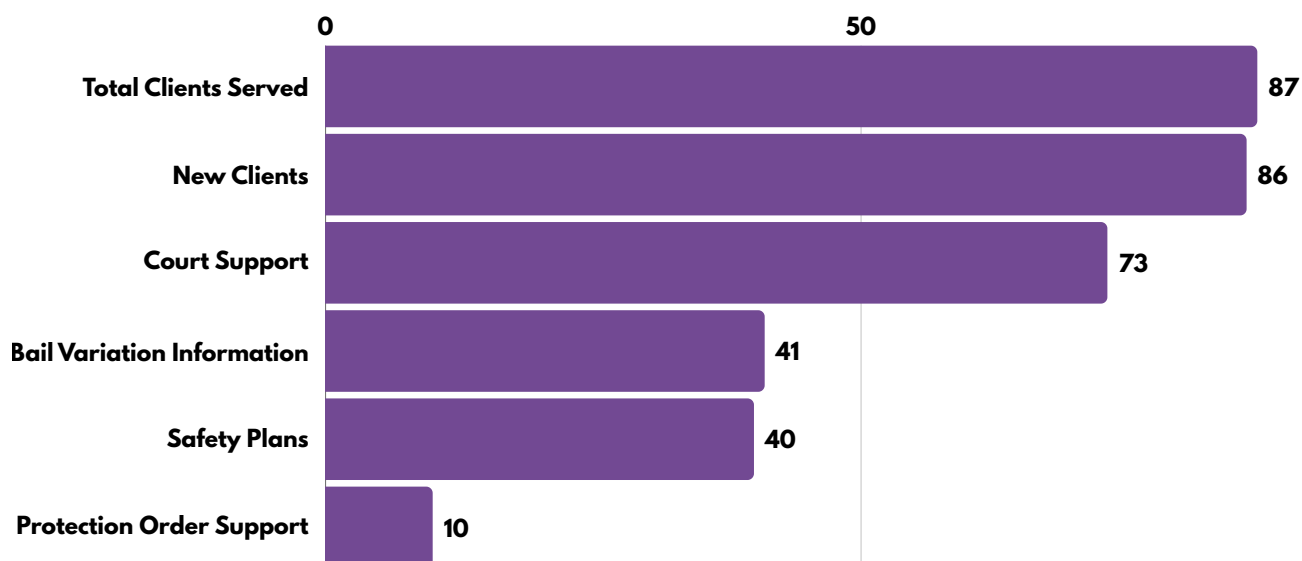
Funded by the Ministry of Public Safety & Solicitor General

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 counsel. 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.

Due to a brief gap in staffing during April and May 2024, the following statistics cover the period of June 2024-March 2025. Currently most referrals come from RCMP Victim Services, rather than Crown Counsel. The Quesnel CVBS worker averages 15 active files per month.



86 of 87 clients were new to Quesnel CBVS during this reporting period.



REPORTS



WAGE PROJECT

REPORT 2024-25

The Society was extremely gratified to be a successful applicant for the “Women’s Program” grant from Women and Gender Equality (WAGE) Canada, which is to be used for a project titled “Strengthening Our Foundation”. Rather than the program-specific funding typical of non-profit work, this piece of funding is earmarked for projects that improve and elevate the Society as a whole. A Project Coordinator was hired internally and began work on the project in January 2025. Although this report covers only 3 months, there were several key tasks accomplished:

- The Society partnered with local graphic design company, Concept Designs, to update the Prince George & District Elizabeth Fry Society logo, which had not been changed since its inception. The new logo includes colour and text.
- Job postings and job descriptions were updated with current and consistent information, layout, and branding.
- New program pamphlets with updated information and design were created, printed, and distributed. Feedback from staff and clients has been very positive.
- The Society hired local videographer D. Rigo Media to create two promotional videos for the Society. One will share the positive impact the organization has had on individuals in the community, and the second video will focus on staff experience and recruitment. We worked closely with D. Rigo Media to conceptualize the vision, and obtain commitment from staff and previous clients to feature in the videos.
- The Society partnered with CultureAlly consulting to begin work on creating a Diversity, Equity, and Inclusion (DEI) strategic plan.

The project will run until March 2026.



The old logo was a low resolution image and did not have text attached which frequently led to inconsistencies in branding



One of several orientations of the updated logo

SOCIAL COMMITTEE

REPORT 2024-25

The staff-led Social Committee in Prince George has been gaining traction again after a hiatus during the pandemic. Voluntary staff contributions have been stopped while we use up the budget that accumulated from 2020-2023. In the 2024/2025 period of review, there were several fun events that created opportunities for casual staff connection and conversation, including:

- Two show & tell afternoons, where staff shared something of interest to them with other staff
- A costume potluck in October
- A 6-week restorative yoga series with local teacher, Denise Marshall
- A catered luncheon to celebrate International Women's Day In March



International Women's Day staff luncheon



Staff in costume



*Samples of homemade burdock tea
at the staff show & tell*

TRUTH & RECONCILIATION COMMITTEE REPORT 2024-25

The Prince George and District Elizabeth Fry Society Truth and Reconciliation committee was started in response to the National Calls to Action and the agency's commitment to responding to those calls, as prioritized in the fourth pillar of our Strategic Plan. We hope to take the lead from Indigenous leaders, partners and communities to build meaningful relations and walk together in a good way. Our staff are the key to the success of this initiative.



Our goal is to have monthly meetings with a break for the summer months. In this fiscal year we met in April 2024 with an unintentional hiatus until March 2025. The committee has re-emerged with the participation of some very keen and energetic staff people as we move into the next year.

Our March 2025 meeting was our opportunity to do a reboot of the committee, and the following items were prioritized for the Truth and Reconciliation Committee moving forward:

- Indigenous documentary film screenings (4 per year)
- A monthly book club meeting featuring books by Indigenous authors
- A monthly Truth & Reconciliation feature in the E.Fry staff newsletter
- Order staff t-shirts for Orange Shirt Day
- Purchase books on Truth & Reconciliation for the staff library
- Prioritize training and information for E.Fry Staff to augment cultural agility and safety
- Increase budget for T&R committee to better provide staff with opportunities

We are excited as we move forward with this valuable committee that responds to our Strategic Plan and provides staff with opportunities to be further educated and contribute to the cultural safety of our persons served and the community as a whole.

QUALITY IMPROVEMENT REPORT 2024-25

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 61 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 2025-2026.

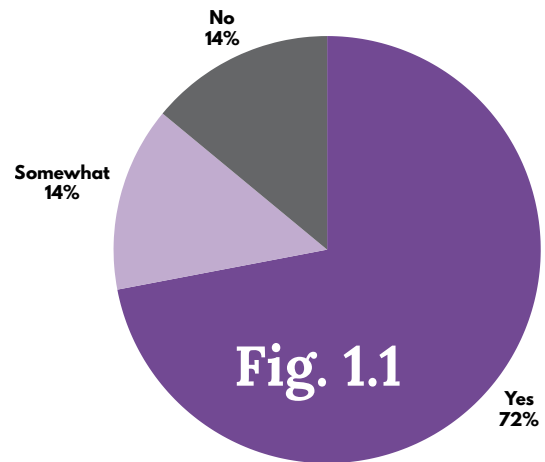


COMMUNITY STAKEHOLDERS SURVEY RESULTS

In May 2024 we conducted a community stakeholders survey to gather insight and feedback from key community members in Prince George, Burns Lake, and Quesnel. This survey focused on five question areas, and the following results are based on the 18 survey responses we received.

1.1

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

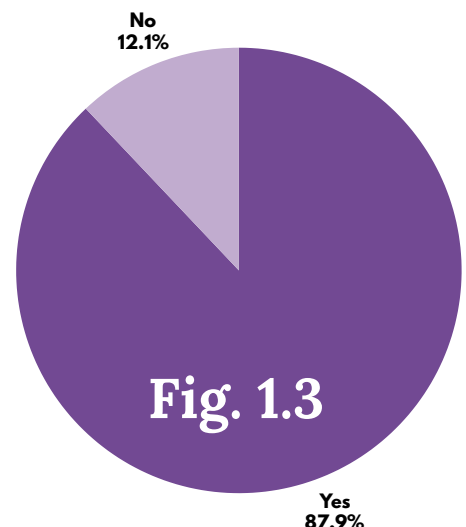


1.2

“The services provided by the Elizabeth Fry Society improve the lives of women, those who identify as women, children, families, and the greater community”

1.3

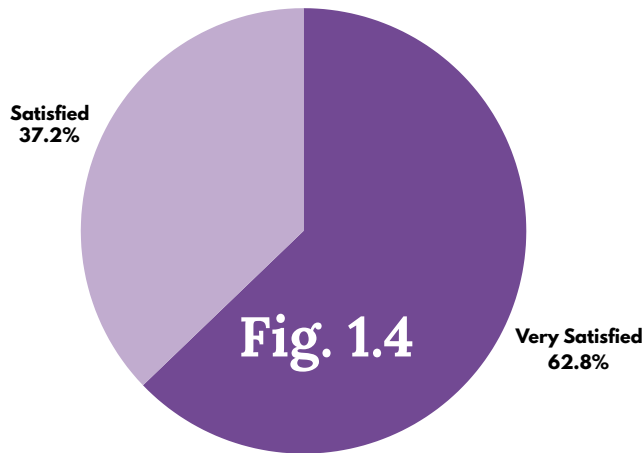
“When referring clients to the Elizabeth Fry Society in your community, have you experienced any barriers?”



COMMUNITY STAKEHOLDERS SURVEY RESULTS

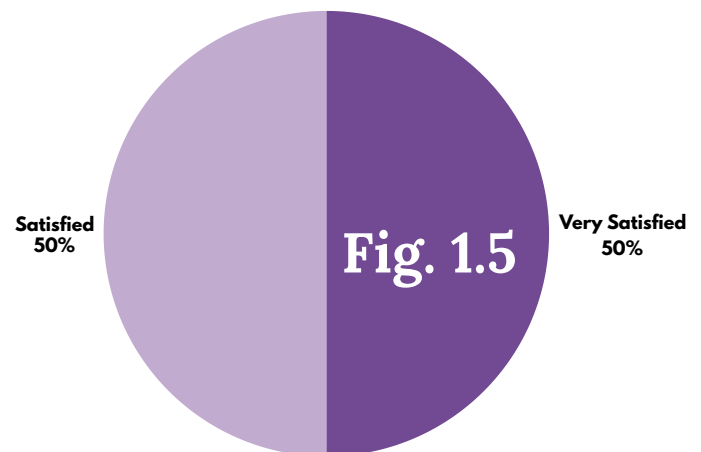
1.4

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



1.5

“Please rate your overall experience with the Elizabeth Fry Society”

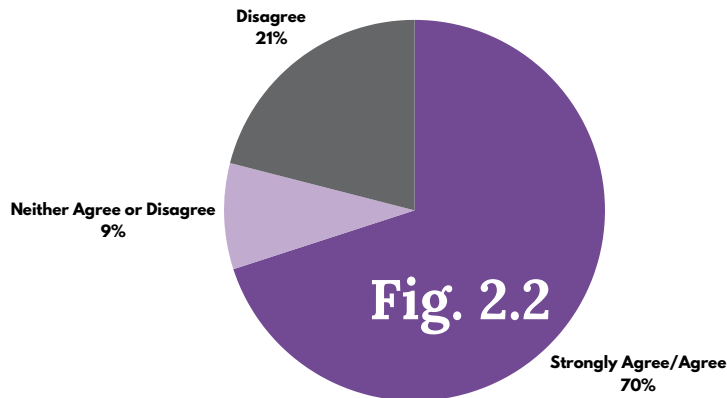


We greatly appreciate the valuable feedback provided by our community stakeholders. Their insights highlight many strengths in our approach, as well as key areas where we can continue to grow and enhance our efforts. While we acknowledge there are opportunities to improve, we remain committed to reviewing and refining these aspects to better serve the community. On behalf of the leadership team, we would like to extend a heartfelt thank you to everyone for their continued dedication and hard work we put in together every day. Your efforts are truly appreciated, and we look forward to building on our success.

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

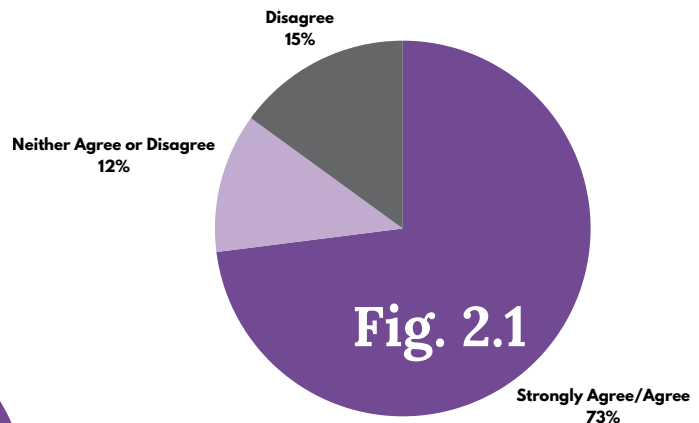
STAFF SATISFACTION SURVEY RESULTS

2.1 “I feel valued and respected”



“So far, my feel for the people I work with, the mission statement of E.Fry, the community I am privileged to work with and for, is outstanding. I feel at home at work for the first time ever.”

Staff Survey Response



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

“PG E.Fry has an amazing team, happy to have everyone’s support daily”

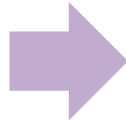
Staff Survey Response

Action Taken: Staff meetings were held with all staff, the lowest scoring areas (under 60%) were identified, and they are as follows:

1. My Job is not too stressful
2. Client comments and recommendations often lead to improvements and changes
3. Leadership acts consistently and they do as they say
4. Regular recognition is important to me
5. The job orientation and initial training I received helped prepare me to do my job
6. I am satisfied with my access to training and ongoing professional development
7. I am aware of what changes are within the ED’s control

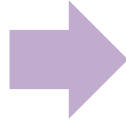
QUALITY IMPROVEMENT PLAN

**Maintain CARF
Accreditation**



Year 3 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. This year we received 18 surveys and will continue to strive for the minimum of 20. A highlight in this area - 100% said that the services provided by the Elizabeth Fry Society improve the lives of women and those who identify as women, children, families and the greater community. 87.5% identified that they experienced no barriers when referring clients to E.Fry

2. E Fry Profile - this year we were part of a community-led initiative to re-establish the Violence Against Women in Relationship committee (VAWIR) following VAWIR training through EVA BC. The first meeting was held October 16, 2024 followed by monthly meetings. With our committee participation our profile will expand with a possibility of further expansion into the north. With a goal to raise awareness of VAWIR as well as on-going Prince George city council support, staff will be part of a presentation in April 2025. Staff have participated in a variety of community events with the goal of increased recognition within the communities we serve.

An on-going goal will be to hold an open house as well as provide literature to key community locations i.e. doctor offices, community agencies etc.

3. Employee Morale Engagement - All day staff meetings were held in Burns Lake and Prince George in September 2024. Monthly agency newsletters continue which include updates and staff engagement. A new initiative began to provide program budgetary information to applicable staff.

To follow-up from staff feedback requesting additional information and engagement opportunities, four Town Hall meetings were scheduled. The first one was held in March 2025 and the remainder scheduled for June, September, and December 2025. The first Town Hall meeting was hosted by Kelsey and Tamara and the agenda included an ice breaker activity, community stakeholder survey results were presented. Staff at Amber House and Second Stage housing provided an overview of their programs, and update from CAEFS. There was also a question and answer segment. Second Town Hall scheduled for June.

BUSINESS FUNCTION

Accessibility

	Area Requiring Effective Change	Action Taken
Attitudinal	Agency job postings: standardize template with wording to reflect inclusive culture	This task has been completed and all job postings and descriptions are uniform and on brand for the agency.
Employment	Cross-training of key positions to support consistent operations	Cross training has occurred regarding payroll. Three managers are able to approve payroll; an increase from one.
Communication	Develop a tool to gather feedback from young children	A pictorial was developed and now in use with young children.



Cultural Competency Diversity and Inclusion

	Area Requiring Effective Change	Action Taken
Knowledge	Develop a Diversity, Equity and Inclusion plan for the agency	Successfully secured funding from WAGE to develop a variety of areas including DEI. Funding will continue through March 2026.
	Truth & Reconciliation Committee	Committee had a strong start and experienced a dip in consistency. It is being reestablished through planned regular meetings and participant recruitment.



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 revise initial billing system as gaps in system became evident with review.



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. WorkSafe BC provided in-person training for leadership team.
Psychological Safety	To support all staff to feel psychologically safe at all work sites.	Establish a committee to review and develop a implementation plan for Guarding Minds program. Next steps will carry over to 2025-2026.



Technology

	Area Requiring Effective Change	Action Taken
Hardware	Grant was received to upgrade our server and workstation hardware.	Approximately 90% of staff have received hardware upgrades through the year.
Security	Reviewing data security.	Cybersecurity insurance was purchased to protect our data and information.

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 2024-25

In February 2023 the Society received our first CARF Accreditation. We are in the second 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, and provided information and training for new staff regarding the Accreditation framework. The completion of client surveys have been a focus area this year, with the goal to increase survey participation.

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.

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