



CHARLFORD HOUSE
SOCIETY FOR WOMEN

Annual Report

2018/19





Mission

Our mission is to provide women with a safe, healthy and caring environment in which to experience recovery from drug and/or alcohol addiction.

Values

We foster respect, compassion, and dignity among our clients, staff, board and volunteers.

We embrace recovery as having a profound impact on individuals and their families.

We cultivate peer relationships and mentoring in our highly structured living environment.

We support community integration through attendance at Alcoholics and Narcotics Anonymous meetings outside our facility

Vision

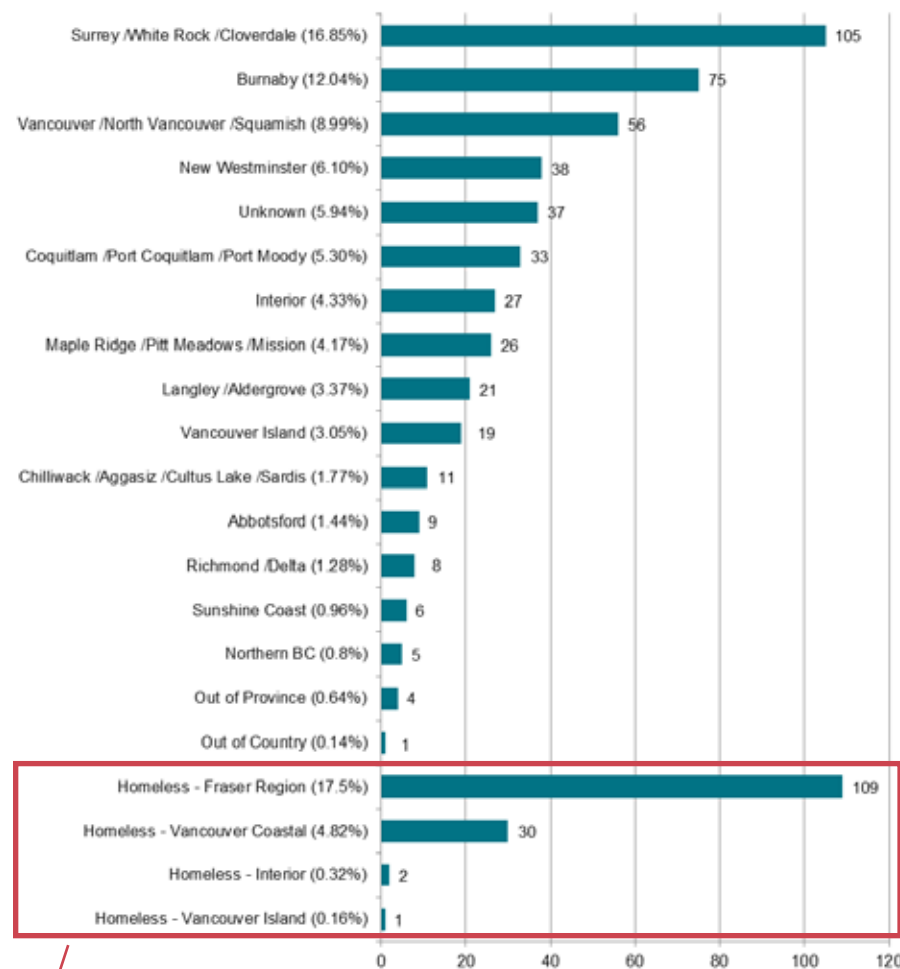
To stop the cycle of dependence by increasing resources available to women entering into recovery.

To provide a professionally staffed home in a non-institutional atmosphere.

To inspire hope and establish life-long relationships with the women and families we serve.



CLIENTS BY REGION 2008-18 PROFILE



23% of Charlford House clients were homeless

A MESSAGE FROM THE PRESIDENT OF THE BOARD

I'm delighted to report that it has been a very good year at Charlford.

It has been a year of streamlining and strengthening Charlford's management and financial position. We have implemented a number of technological and administrative changes that will make management of Charlford more efficient and oversight even more robust. Most significantly, we renegotiated our contract with Fraser Health, freeing up three more beds for private paying clients. This change will allow us to continue to pursue our mission while at the same time providing a solid financial base to pursue our dreams of serving more women in the future. I can't begin to thank Miranda enough for her leadership in making these critical changes.

At a Board level, I am in awe of the dedication of my fellow volunteer directors. We have a very strong team of individuals who are passionate about the success of this active organization. Not only do the directors work together on the Board, as a whole, each of them takes on a significant committee responsibility to undertake specific projects necessary to Charlford's success. So, many, many thanks to:

- Our Finance Committee who worked with Miranda on the aforementioned changes to our business model and administration,
- Our Public Relations Committee who recruited a small army of volunteers whose creativity and dedication have raised Charlford's profile tremendously,
- Our Governance Committee who have worked to ensure Charlford is governed by modern and relevant policies,
- Our Golf Committee who, working with another small army of volunteers, organized our most successful fundraiser to date, and
- Our Forever Home Task Force, which was struck this year, whose efforts have put us firmly on the path to securing our dream of having a new and better home to support our ability to provide care and service going forward.



Thanks are also due to all the other volunteers who support Charlford in so many ways, including working on committees, staffing events, working our social media, peer support and so much more. We could not do the work we do without you.

I would also like to express my profound thanks to the staff of Charlford House. It was with a poignant mix of feelings that we saw our long-time Program Director, Linda Shaw retire. While Linda's spirit and contribution will ever be with Charlford, our amazing counselling team, led by Kaela are doing a wonderful job and continuing to offer our women the best possible support for their recovery.

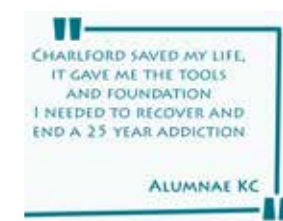
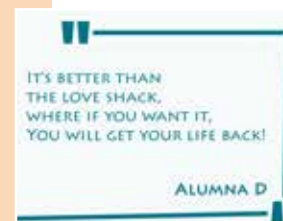
Moreover, under their creative guidance our continuum of care has grown to include:

- a weekly family group, providing guidance and support to the families of our women;
- transitional housing with a full range of programming; and
- sober living accommodations.

This continuum of care ensures that our clients will have the best possible support as they work toward and live in recovery.

It is the compassion, energy, creativity and dedication of our staff that make Charlford House the wonderful organization that it is. I know I speak for all the Board in saying that we are honoured to work with you.

- *Nancy Matheson*



EXECUTIVE DIRECTOR'S REPORT



While some things remain a constant within the organization, the year ended March 31, 2019 saw a year of evolution and change. Our long-time Program Director, Linda Shaw transitioned out and officially retired on December 31, 2018.

Picking up the torch now is Kaela McCann, Program Director /Lead Counsellor. Stacie Yarrow has been hired as our Caseworker /Counsellor and Leslie Martens as Support Worker /Residential Counsellor.

Our in-house doctor Karen Nordahl left after several years of faithful service, putting us in the capable hands of Dr. Kathryn Porter, also an addictions specialist.

Our bed capacity this fiscal year was 3,968 out of a possible 5,461, equalling 72.7%. Wanting to be able to weather any fluctuations in bed capacity while still staying true to our roots and preparing for a bright future, we re-negotiated our contract with Fraser Health allowing us to retain our contracted funds while freeing up 3 more of our beds (for a total of 5) for private pay clients. With the increased amount we charge for these beds while still offering the lowest price in the region, we have been able to considerably improve the financial health of our organization. This in turn, has allowed us to enhance some of our programs.

As we seek to address the growing needs of the women and families we serve, we have expanded to include not only transitional housing with its own full complement of programs, but also to offer sober living accommodations. Too, we now host a weekly family group, for the relatives of our women, past and present, which provides them with insight, education, resource information and support.

We hosted several fundraisers throughout the year, with the 4th Annual Golf Tournament being the signature event, which, thanks to a lot of teamwork, was our best ever – including attracting more than double the amount of golfers from previous years! We held our first-ever talent night and it too was very successful.

We applied for numerous grants throughout the year and successfully received funds for our transitional housing, Christmas gifts, music therapy and the seed-to-table program. We were also one of ten finalists across

Canada, eligible for a chance to win \$250,000. Sponsored by iaFinancial, it was a social media competition. We leveraged this opportunity to increase our exposure, appearing on Recovery Talk Radio and CTV Morning Live. Our volunteer social media team did an amazing job of staying active on facebook, twitter, instagram and LinkedIn. Despite our best efforts, we didn't win the grand prize but we still received a grant of \$10,000 towards our Forever Home.

We have been successful on several occasions in getting op eds published in the Georgia Straight and the Burnaby Now. This exposure is particularly important in breaking down stigma, letting people know about us and establishing Charlford House as a go-to source of information.

In response to the overdose crisis, Fraser Health organized a series of dialogues to engage the community. We facilitated one of the groups at each of these and a number of women from our transitional housing and sober living also participated in them. A Community Action Team has been formed to continue to respond to this health emergency and we are a member of it.

We also continue to participate in numerous Burnaby activities that relate to housing for our most vulnerable citizens.

Speaking of which, a Forever Home Task Force (comprised of Board Members and external volunteers) was formed to better position us to make the dream of securing a Forever Home a reality. The first step was doing some in-depth research which we have completed. We look forward to updating you further as our plans unfold.

I would like to end this report by thanking the amazing people who comprise our Board and who offer their expertise, selflessly dedicating countless hours to Charlford House business. Also, to the many volunteers who do everything from peer support to plumbing and driving duties to drywall. We couldn't do our work without you.

And of course, to the amazing staff who work together every day to make sure the women in our care feel safe, are nurtured and provided the space they need to grow into who they were meant to be.

And to the women of Charlford House, thank you for reminding us daily, why it is we do what we do.

- *Miranda Vecchio*

PROGRAM DIRECTOR'S REPORT



It is my great pleasure to introduce our 2 new staff members, whom I affectionately refer to as “The Dream Team”: Stacie Yarrow, Case Manager /Counsellor and alumna of Charlford House who is “back home”. In addition to her other strengths, she brings with her, experience in working with interventionists and private pay clients. We are overjoyed to have her here. Leslie

Martens, Support Worker /Residential Counsellor is also a life-skills coach and has been instrumental in launching new programs for the women in 2nd stage. She comes to us with fresh ideas to support our women in transition and our family group.

At Charlford House, 70 intakes were recorded for the fiscal year. 48% of those clients completed treatment with alumnae clean and sober at this writing. Most residents are from the Fraser Health region, and most are single with an average age of 32 years. Those who graduated, stayed for an average of approximately 4 months, many then however, transferring to 2nd stage housing.

Our MAP (Mothers Access Program) helped 6 residents and their children navigate through the MCFD (Ministry of Children and Families Development) maze. We are still attending court and case conferences with residents, to support them, providing a voice for those who have trouble advocating on their own behalf.

Historically, addiction and eating disorders have been addressed as two separate issues. Although they are just that, we believe that the two go hand-in-hand. Women who suffer with an eating disorder, whether past or present, often use this as a crutch in early recovery when substance is no longer an option to stuff one's feelings. We have been facilitating an eight-part series on Body Image to gently deal with this cross-over issue, allowing staff to monitor which women are struggling and will therefore benefit from external resources. Clients in need of outside help are referred to an Eating Disorder Clinic. In addition, we recently attended an Eating Disorder workshop and seminar to gain better awareness and provide the team with additional information and resources available to help meet the needs of our clients.

Many individuals and organizations donated their time, knowledge and expertise, allowing us to expand the existing programs at Charlford

House and Christie's Place (our transitional home). Soroptimists is an international volunteer organization of women who work to improve the lives of women and girls through programs leading to social and economic empowerment. This wonderful group of ladies has committed to one day a month, working with the women, making crafts, talking and sharing their numerous gifts with them. They are also hosting groups at our transitional home and in partnership with RBC Royal Bank, addressing budgeting, financial management, etc.

We are delighted to have our Music Therapist, Rebecca Barr working an extra afternoon each week with the women of Christie's Place, to aid with their process of transitioning from the main program to 2nd stage. According to the residents, this is a great addition for them.

Christie's Place aka G&F Bright Horizons (grant funds allowed G&F to name this particular location) has been at capacity regularly now and we have stopped taking outside referrals because our women are transferring there constantly. We have separated upstairs (Christie's Place) and sober living (which is downstairs) and have had great success with women reintegrating into the work force as the next phase of recovery. Our transitional housing program has benefited from activities and events provided by Vancity, Burnaby Public Library, Burnaby Mountain Golf, Work B.C., Plush Floral, Home Depot (Gilmore location), Overdose Response Community Action Team (C.A.T.), Burnaby Festival of Learning and more.

In closing, I would like to share a few of my thoughts as Program Director. Taking on the position, I was a little apprehensive, thinking of the shoes I had to fill. I couldn't help but compare myself to my predecessor, Linda Shaw. I doubt I'll ever write a book or counsel in the style she does but I realized something while I was reading her book: I have lived all of these moments in the house that she refers to - first as a client, then as a volunteer and now as staff. I have lived and learned intimately the treatment model of the surrogate family. Now as I reflect on this beautiful journey I have been on, I realize that my education, passion and personal experience will allow me to keep the heart of this program alive as we move forward through tides of change.

- *Karla McCann*

BOARD OF DIRECTORS



1



2



3



4



5



6



7



8



9

1. **Nancy Matheson**, President
Management Consultant
2. **Laura Johnson**, Vice President
Greater Vancouver Community Services Society
3. **Sara Li**, Interim Treasurer
Whitelaw Twining
4. **Alana Schultz**, Secretary
Faculty of Medicine, University of British Columbia
5. **Kathryn Sainty**, Past President
Sainty Law
6. **Jennette Leung**, Director
formerly TELUS Health
7. **Rachel Mockler**, Director
Flatiron Construction
8. **Julia Tchezganova**, Director
Campbell, Burton & McMullan LLP
9. **Rose Shawlee**, Director
Richards Buell Sutton LLP

CHARLFORD HOUSE STAFF



1



2



3



4



5

1. **Miranda Vecchio**
Executive Director
2. **Kaela McCann**
Program Director / Lead Counsellor
3. **Stacie Yarrow**
Case Worker / Counsellor
4. **Leslie Martens**
Residential Counsellor
5. **Vivian Gietz**
Administrative Assistant

CORE PROGRAMMING



12-Step Written Work



Mother's Access Program



Body Image Workshops



Music Therapy



Yoga and Meditation



Art Therapy



First Nations Integration



Food Safe Training



First Aid, CPR, and Naloxone Training

THE CHARLFORD HOUSE CONTINUUM OF CARE

TRANSITIONAL (SECOND STAGE) HOUSING

Charlford House offers transitional housing (eight beds) to women who have graduated from our minimum 90-day program.

Because many of our women are on a fixed low income and at risk of homelessness, we provide them with an affordable, supportive housing solution with an opportunity to further strengthen their foundation of recovery to gradually re-integrate into society. This provides stability and structure, while also enabling the women to explore volunteer and educational opportunities.

The women also benefit from taking responsibility for themselves by practicing cleanliness, healthy meal preparation (with produce from their own garden), and participating in a full range of activities, while maintaining a rigorous program of recovery from addiction.

SOBER LIVING

Charlford has four beds dedicated to sober living. These beds are for women who have completed the 12 step program; are practicing a rigorous program of recovery; and are seeking employment, gainfully employed, or exploring educational opportunities. While there are less rules and guidelines here than in transitional housing, there are still certain criteria to keep all persons living here safe.

LIFETIME AFTERCARE

Lifetime aftercare includes ongoing support, group and individual counselling, and community support. Many women consider Charlford House their spiritual home and are welcome to come back anytime.

Many Charlford alumnae return to volunteer, offering peer support to the new women in the program, while keeping themselves safe and connected.



FUTURE PLANS

BUILDING OUR FOREVER HOME

As the need for quality addiction treatment services for our most vulnerable women continues to increase, Charlford House is positioning itself to continue to meet this critical need for generations to come.

THE VISION TO SUPPORT MORE WOMEN IN A NEW HOME

To serve more women in need, Charlford's vision is to secure and own a new "Forever Home".

The Pathway to Accessible Services for Women

Charlford House will find a permanent home to increase long-term stability and implement a financially sustainable business model to reduce dependency on soft funding and grants.

With your support, we target to deliver on the following by 2020:

- Secure grant funding and a mortgage.
- Locate and purchase a property in Burnaby.
- Build or transform the property to a LEED certified recovery home with a farm-to-table garden.
- Design residential rehab facilities to serve 24 residents.
- Add new therapeutic spaces for community building, workshops, music therapy, fitness, meditation, yoga, and wellness.
- Allocate private, welcoming counselling rooms for residents and counsellors.
- Increase counsellors and staff.
- Enhance customized programming for women.
- Enhance community engagement through partnerships with ancillary services.

SUPPORT FROM OUR COMMUNITY



G&F Financial



Burnaby Board of Trade



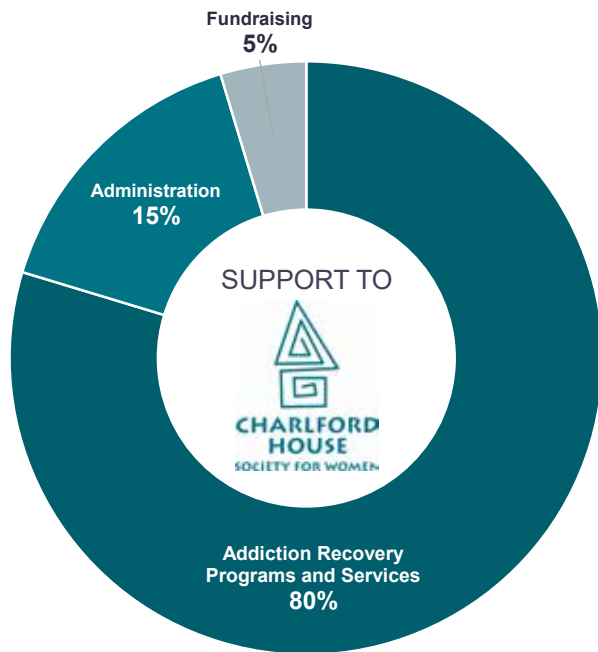
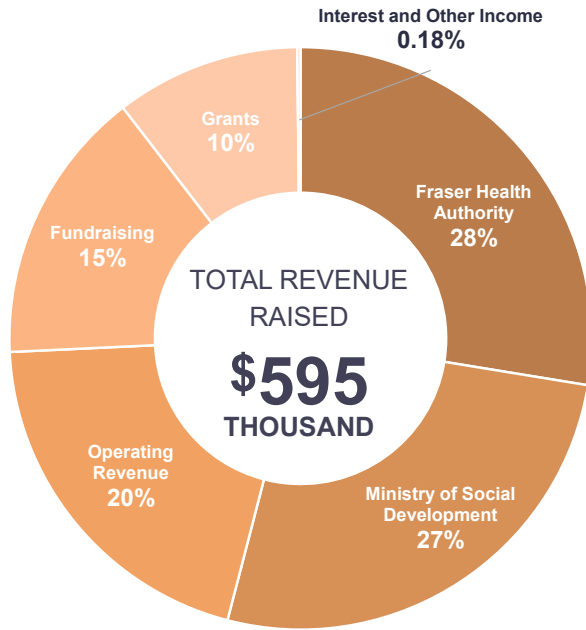
Vancity

CHARLFORD HOUSE
SOCIETY FOR WOMEN

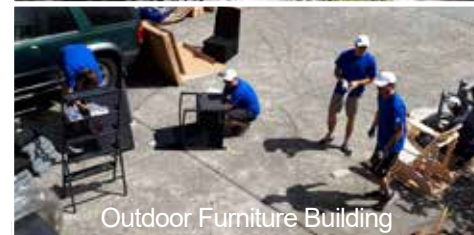
I COULD NOT EVEN BEGIN TO QUANTIFY HOW THIS RESIDENCE HAS HELPED ME AND SO MANY OTHERS. THE LIFELONG FRIENDS AND FAMILY I HAVE GAINED FROM MY EXPERIENCE WITH CHARLFORD HOUSE WILL STAY WITH ME FOREVER. THE RESPECT AND COMPASSION PROVIDED WHILE LEARNING HOW TO STOP THE CYCLE OF ADDICTION WAS TRULY UNBELIEVABLE
THANK YOU CHARLFORD HOUSE

ALUMNA JENNIFER

FINANCIAL HIGHLIGHTS



COMMUNITY AND EVENT HIGHLIGHTS



**CHARLORD
HOUSE**
SOCIETY FOR WOMEN

“

THE TIME IN THE HOUSE WAS LIFE CHANGING BECAUSE I STAYED AND GOT TO STEP 9, WHICH WAS HARD BUT MUCH EASIER TO DO WITH THE SUPPORT OF MY SISTERS IN THE HOUSE. YES SISTERS, IN RECOVERY WHICH I THOUGHT I WOULD NEVER SAY ABOUT THE WOMEN IN THE HOUSE AND DOING THE WORK THE COUNSELLORS ASKED OF ME THEY BECAME MY FRIENDS EVEN TO THIS DAY 15 YEARS LATER; WONDERFUL MEMORIES. I AM FOREVER GRATEFUL AS A PROUD ALUMNAE PEACH

ALUMNA L

THANK YOU DONORS AND SUPPORTERS

0976438 BV Ltd., 4 Pillars, Accent Inns, Peter Adamo, Keri Adams, Air Canada Foundation, Alexander Holburn Beaudin & Lang LLP, Alliance Clinic, Wendy Alston, Donald & Marion Anderson, Felicia Anderson of Keller Williams Elite Realty, Sarah Anderson, Angel Electric, Anita Alberto Photography, Anonymous, Anton's Pasta Bar, Applied Coatings & Restoration Inc., Arthur & Associates, Debbie Baddeley, Beedie Development Group, Dave & Lorraine Brett, Shawna Bubenko, Angie Buikema, Barbara Burkett, Scott Burton, Bar Method, Bard on the Beach, Banyen Books & Sound, BC Sports Hall of Fame, BC Lions, Krista Benedict, Brain Body Beauty, Brenda Kadey at Scentsy, Built For Speed Fishing Charters, Burnaby Art Gallery, Burnaby Board of Trade, Burnaby Fire Department, Burnaby NOW, Burnaby Parks Rec & Culture, Burnaby Village Museum, Ron Camp, Cartwright Jewelers, Cecil B Spa & Laser, Charlie's Chocolate Factory, Cleaning With Love, Cocoa Tanning Studio, Karen Conley, Robin & Kathy Crabb, Suzanne Crawford, Crescent Stables Riding School, CTV, David Curley, Mike Cvitkovic, Trudi Desrochers, Sav Dhaliwal, Clark Dickerson, Christy Dunsmore, Connelly Mechanical Systems, Rebecca Darnell, David's Tea, Direct Buy, Alexander & Janet Dobbins, Brock Dorwood, Dreyer Davison Lawyers LLP, Christy Dunsmore, EcoClean Carpet Care, Enterprise Rent-A-Car, Eterna Studio, Evolution Beauty Bar, EWomen Network, Executive Plaza Hotel Coquitlam, Exquisite Beauty, Nick Fiorvento, Firefighters Charitable Foundation, Nicole Fisher, Flaman Fitness Commercial, Float House, Lynne Ford, Frankie's Italian Kitchen & Bar, Fraser Health, G & F Financial Group Foundation, Barbara Ganger, Gateway Casinos, Lorna Georgica, Stavros Giannopoulos, Heather Gilmore, Ieuan & Gillian Gilmore, Gina Dal Corso at Epicure, Tara Leigh Hamilton, Geraldine Harder-Anderson, Harley Cross Coquitlam, Golf-Tec, Golf Town, Granville Island Hat Shop, Hastings Race Course, Hugh Hayward, Henry Ye at Investors Group, Carol Hickman, Laurie Hillis, Inlet Haven Bed & Breakfast, Innovative Fitness Coquitlam, Innovative Fitness Kitsilano, Innovative Fitness Port Moody, International Longshore & Warehouse, Jenkins, Marzban, Logan LLP, Laura Johnson, Ching Jung, Key Rigging Equipment, Lori Kilburn, Kilburn Coxford Wealth Management Group, S. Kim, Martin Kopelow, Jeri Krogseth, KT Concrete Works, Jacobus G. Kuyser, Wilfred & Lori Lach, Trish LaNauze, Lavigne Organic Skin Care, Amanda Leith, Leon Judah Blackwell Foundation, Sara Li, Lochdale Community School, Locked Canada, Longshoreman's Union Local #502, Sarah Look, Lotus Café, Lure Salon, Lush, Luxe Beauty Lounge, Lykki, Maestro of Magic, Carolynne Mahood, Dan Matheson, Nancy Matheson, Paul McDonnell, Teresa M. McFadden, Marie McKee, McQuarrie Hunter LLP, David McRae, Me-N-Ed's Pizza, Deborah Melenchuk, Metropolis at Metrotown, Karen Mikonjic, Miller Thomson LLP, Mirella's Touch of Class Tattoo, Mobil 1 Lube, Rachel Mockler, Moksha Yoga, Morgan Creek Golf Course, Janice Moss, Mott Electric, Move UP, Elissa Morrissette, Trish Murphy, Ian & Frances Murray, Music Heals Charitable Foundation, MV Décor, Northview Golf Academy, Ocean Park Natural Therapies, OCL Industrial Materials, Olympus Corporation of the Americas, Ounce of Prevention Solutions Inc., Pacific Blue Cross, Pacific Coastal Airlines, Noel Palmer, Park & Fly, Mandi Parkes, Physio Moves, Platinum Pro-Claim, PNE, Point Grey Medical Clinic, Port Moody Health, Camilla Potter, Patrice Pratt, Platinum Pro Claim, Presentation House Theatre, Prism Printing, Province of BC, Pure Float, Revolucion Cigars & Gifts, Linnea Richardson, River Rock Casino, Ron Zalco Fitness & Yoga, Gary Rosval, Joni Rosval, Wilma Rosval, Janet Routledge, Rumble Beach Fishing Charters, Safeway Kensington, Chris Sager, Kathryn Sainty, Sainty Law, Save-On-Foods Grandview, Lisa S. Salazar, Salon Glam, Alana Schultz, Karen Scott, Semiahmoo Resort, Semperviva Yoga, Sensea Float, Rose Shawlee, Sherwood Studios, Sign-A-Rama, Smart Photos, Smarty Pantz, Spa Utopia, Shelly Spittler, Sprout Shaw College, Starbucks Market Crossing, Steelhead Contracting Ltd., Stikeman Elliott LLP, Cameron Sture, Surrey Golf Club, Surrey Honda, Emily Sutherland, Robert Swann, Julia Tchezganova, Telecon /Telus, Terra Breads, Terminal City Club, McCarthy Tétrault, The Bar Method Yaletown & West Vancouver, The Coast HR, The Kilburn Coxford Wealth Management Group BMO Nesbitt Burns, The Krogseth Foundation, The Skin Girls, The Stewart Family Foundation, The True Nosh Company Ltd., The Valley Bakery, Don & Marilyn Thom, Trinity Salon & Spa, TRS Bookkeeping Services, True Nosh, UBC Botanical Garden, Urban Body Laser, Urban Impact, USW Local 2009, Vancity Branch #6, Vancity Foundation, Vancouver Canadians Baseball Club, Vancouver Canucks, Vancouver Whitecaps, Miranda Vecchio, Venue Kings Ticket Brokers Inc., Veronica's Gourmet Perogies, Vespa & Metro Scooter Rentals, VIP Home Services, Visions Book Store, Voltech Fire Protection, Stewart & Salli Walker, Toscan Casale, Tim Waert, Watson Goepel LLP, West Coast ADR Law Group, West Jet, White Spot, Whitelaw Twining Law Corporation, Whiting Geological Consulting, Wholey Fit, Robert & Marilyn Wiens, Lorrie Williams, Stacie Yarrow, YPI Canada, and the list keeps growing...





**CHARLFORD
HOUSE**
SOCIETY FOR WOMEN

Charlford House Society for Women
6845 Kitchener Street
Burnaby, BC V5B 2J8
604-420-6601
info@charlfordhouse.ca