



# PROGRESSIVE HOUSING SOCIETY

2012-2013  
Annual Report



# Progressive Housing Society Annual General Meeting 2013

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## Mission Statement

To empower individuals to be engaged with the community and achieve personal independence by providing access to resources and life skills.

## June 26, 2013

Lunch

Member Registration

Welcome

Call to Order

Approval of Agenda

Approval of 2012 AGM Minutes - June 20, 2012

Executive Reports

    President

    Auditor

Nominations Report

Election of Board Members

Approval of Reports

Resolutions

    Constitution & By-Laws

Special Performance

Program Updates

Mental Health Supported Housing

Mental Health: CLS/Transitional/Shared Housing

Community Partnership Committee

Homeless Outreach

Adjourn

# A YEAR IN REVIEW

## **HOP BBQ**

2012 summer student, Breanne Muire, organized an extremely successful Olympic themed BBQ for the Homeless Outreach Program. Held at

Southside Community Church, our clients took part in a variety of Olympic themed games and were awarded with prizes of pop, chips, and popsicles, and volunteers were in charge with providing hot dogs for all. The festivities planned and the donations provided from our sponsors collectively created yet another wonderful BBQ.



## **Walk for Mental Health**

PHS organized their 1st annual Walk for Mental Health around Deer Lake Park. Over 200 people attended with the choice of walking either a 1 km or 5 km route. With the support of Echo Clubhouse, BC Schizophrenia Society and Fraser Health, this event promoted mental wellness, mental health awareness, and community. Volunteers served hot dogs and drinks as well as door prizes to the participants.

## **Volunteer Appreciation Breakfast**

This year was PHS' first Volunteer Appreciation Breakfast. The staff members set up at Southside Community Church and made a delectable pancake breakfast for all of the tireless volunteers that support PHS throughout the entire year. This event was well received by all volunteers and created such a lovely atmosphere that PHS has decided to make this an annual event!

## **HOP Christmas Party**

Once again, HOP's Christmas party was a major success. With the help of City Core Catering, this event was able to provide a hot pancake breakfast and a delicious turkey lunch. With a guest appearance of Santa Jim, Christmas bingo and Christmas comfort kits, Christmas cheer was spread all around.

### **Homeless Action Week**

This past year's Homeless Action week brought out over 350+ people. Staff and volunteers of PHS worked alongside the Burnaby Task Force on Homelessness on Burnaby's Homeless Connect event held at Southside Community Church. The people who attended were able to access a variety of services such as foot and eye care, a nurse practitioner, a dentist, legal services and outreach support. The students from Utopia Academy of Hair Design attended once again to provide wonderful haircuts. Each attendee also received a comfort kit. With the continuous support of the Burnaby Optimists Club, Salvation Army and Tim Horton's Community Cruiser, there were plenty of baked goods, meals and beverages to provide for everyone. Over 28 people attended who were formally homeless are now housed! This successful event once again united our community and created new unforgettable memories for everyone.



### **Community Partnership Committee (CPC)**

The CPC is composed of SIL and CLS clients. They meet up on a bi-weekly basis to organize a variety of fundraisers throughout the year which help toward subsidizing group events.

These events provide entertainment and an opportunity for the clients to socialize and enjoy themselves. This year the CPC hosted a bowling event not only for SIL clients, but for the entire Mental Health Program. With their largest group yet, they did a fantastic job making sure everyone had a great time.

### **Mental Health Client Christmas Party**

The Mental Health clients and staff attended a festive Christmas dinner held at the Burnaby Firefighters Club. The

continuous support from Burnaby Firefighters Club's for this event is invaluable, they provided such a wonderful feast. Once again, the amazing voices of the children from Maywood Elementary School attended and sang all the classic Christmas carols. The guests then had the opportunity to sit with Santa Richard and Mrs. Sandra Claus and receive a gift!



# OUR SERVICES

## **Supported Independent Living Program (SIL)**

The SIL program is funded by the Fraser Health Authority and provides support and rent subsidies to 92-95 clients. SIL's goal is to help individuals with a severe and persistent mental illness develop the skills necessary to successfully maintain an independent lifestyle. To receive subsidization, clients must actively participate in the program.

## **Community Living Program (CLS)**

CLS provides support to between 22 and 25 participants depending on support worker availability. CLS participants do not receive financial assistance, but support staff do meet with them on a regular basis to assist them in developing their skills and in accessing community resources.

## **Shared Housing Program**

PHS has two shared houses in Burnaby where five clients have chosen to live in a communal setting. Participants are provided with a rental subsidy through B.C. Housing to ensure that the accommodation is affordable. Support staff visit the houses on a regular basis to help clients learn or re-learn basic life skills essential to living independently.

## **Irman Townhouses**

In 2012, we re-negotiated our long standing partnership with BC Housing. PHS manages 6 3-bedroom townhouses with assistance from the BC Housing Maintenance Department. We house eligible families and individuals from our programs, and provide lite support to the tenants.

## **Transitional Housing Program (Georgia Formerly known as Gilmore)**

Georgia House is a transition home that offers communal housing and a higher level of support services to five people at a time. The Georgia house program is time limited and is often a starting point for many of our clients. In February 2013, we ended our lease with the City of Burnaby for Gilmore House and moved our Transitional Housing Program over to Georgia House.

## **Homeless Outreach Program (HOP)**

HOP provides direct, on-site support to those in need. On a weekly bases, our Mobile Outreach van makes four stops through Burnaby, enabling Outreach Workers to interact with over 200 individuals who are homeless, at risk of becoming homeless, or living in extreme poverty. We supply these individuals with basic necessities such as food, clothing, and hygiene items to improve their quality of life. In addition, we help them access community resources and government support programs to secure housing, a sense of stability and future wellness. HOP also manages 40 rental subsidies funded through B.C. Housing.

## **Rent Supplement Program**

The Community Residential Program of Burnaby Mental Health Services supplies PHS with 7 rental subsidies. Eligible applicants are graduates of supported housing programs that have demonstrated their ability to live independently without support.

# HOMELESS OUTREACH REPORT 2012-2013

ANITA STOCKER & CHRISTINE KLASSEN

You may think homelessness does not affect you directly, but the HOP team believes it does have an impact on all of our lives. Homelessness and its cousin “Poverty” are social issues and therefore the solution involves a social solution.

What do we mean about a “social solution”? The more people become involved in this particular social issue, the easier it is to see some results. In partnership with the Burnaby Taskforce on homelessness, Progressive Housing Society has asked individuals who live and work in Burnaby to step up and help.

There have been some noticeable differences. Willingdon Church and the Guru Nanak Gurdwara have started to provide lunches for our clients on Thursdays at Southside church. Willingdon church also provided us with some much needed translation services. We have been fortunate enough to continue receiving help with lunches at Southside from churches such as Saint Francis de Sales, Saint Albans, Our Lady of Mercy, Gordon Neighborhood and Deer Lake United. The Burnaby Mosque, Creekside Mom’s group and Saint Thomas Moore Collegiate have also been providing lunches.

We have volunteers who have stuck with us through the growing pains of developing the program: Arlene, Don, Emily, Grant, Kristen, MJ, Marion, Mary, & Sharon. We even have two volunteers who are recipients of Burnaby’s Volunteer of the Year awards - Wanda and Jim. In addition to their weekly volunteer commitments with PHS, Wanda and Jim have helped out on weekends, early in the morning, late at night – you get the picture, whenever we ask. Progressive Housing is so fortunate to be on the same team as all of these dedicated folks.

We received an overwhelming amount of donations from community members, Creekside Mom’s group, the staff at Burnaby Hospital and the Teachers Federation throughout October to December 2012, which has carried us over well into the months of 2013. Our program depends heavily on donations and the excess of certain items has been a blessing. Sometimes, it becomes a challenge to figure out how to use our limited storage efficiently. Have no fear, Melanie Siteman to the rescue!

Melanie Siteman, from PODS contacted us and set up a meeting to inquire how PODS could get involved. It was the atmosphere of this meeting, which created the feelings of excitement. PODS understood the value of putting effort into strengthening their community. We can tell you that they have provided us with some much-needed storage and helped us out with the logistics of a clothing drive. But that does not do them justice. It is the knowledge that PODS is a true ally in the work that we do.

Last but not least, the hardworking staff of PHS. Kalie and Brian have been working hard to help their clients out as much as possible. As usual, there have been some staff changes, which is pretty normal for this kind of field. Alanna joined the HOP team in March 2012. She had already been volunteering with us for a long time and jumped right into her role and also does a great job. Anifa is in the final stretch of finishing her Masters program and is sharing the position of supervisor of the homeless outreach program with Christine. When Christine is not here, she looks after her daughters.

HOP is lucky to have so many talented individuals working for us and I expect our “family” grows bigger as more time passes.

# MENTAL HEALTH SUPPORTED HOUSING REPORT 2012-2013

LINDA KINGSTON

**“Life’s ups and downs provide windows of opportunity to determine your values and goals. Think of using all obstacles as stepping stones to build the life you want.”**

Marsha Sinetar

Recovery is the personal process that people with mental health conditions experience in gaining control, meaning and purpose in their lives. Recovery involves different things for different people. Recovery involves changes in the way individuals with mental health conditions think, act and feel about themselves and their lives. Recovery is about transforming the mental health system so that it truly puts the person at the centre.

Our Supported Independent Living Program and our Community Living Support Program assist people in their recovery every day. These programs support many of the fundamental components of Recovery – Self-Direction, Strengths-based, Individualized and Person-Centred, Respect, and Responsibility. They are also based on hope – that motivating message that people can and do overcome the barriers and obstacles that confront them.

Our program participants work hard to achieve the goals they set for themselves. The support staff is there to coach them and cheerlead from the sidelines. This year a change in the technology used by the support workers has provided better access to resources and information. It has been a learning curve for all of us, but improved communication and less travel time has resulted in more cohesive service and more time available to be spent with participants. Thank-you to the skilled and dedicated staff in the SIL Program: Sandra Warren, Greg Bourgeois, Richard, Rigby, Freddy Benmergui, Gloria Rogers, Luba Andrews, Kayla Clack, Jesse Donaldson and Andi Hale. Sadly we said goodbye to Jodi Cooper this year.

We were able to provide subsidies to 106 people over the last fiscal year. Even with a subsidy it is a constant challenge to find and maintain decent and affordable housing for people as rents continue to increase every year. Twelve people have moved on, six of those to other subsidized housing options. We have also provided support services to another 30 individuals that did not receive a subsidy.

We look forward to continuing to be a part of the achievements and successes in the lives of our participants.



### **Rumble House**

The Rumble house has gone through many changes this year, the roof was replaced due to wear and tear and renovations were done in the basement suite and bathroom for one of the clients, who upon arrival was extremely pleased with the outcome!

### **Gilmore House**

The clients from Gilmore house moved into the Georgia house which is now the new transition house! Furniture and household items were donated to Progressive Housing Clients and families in need.

### **Georgia House**

Clients have adjusted well with the move from Gilmore to Georgia and are actively participating with the following projects such as gardening, landscaping and painting at the Georgia House.

### **Fit Club**

Many clients enjoy learning about how to live healthier lives and increase their fitness level with the PHS Fit Club. Every Wednesday, staff meets with between 14 and 18 members at Eileen Dailly Community Centre to exercise. Members have option to walk, swim, or use the gym because we realize that one of the keys to maintaining a healthy lifestyle is variety.

### **Painting and Gardening at the houses**

Recently CLS staff have been committed to make the houses homier for clients. Staff have been working hard with residents of the houses to freshen up the inside of the houses with a fresh new coat of paint. With summer around the corner, clients and staff have also been involved in yard work around the houses. By doing so we are getting clients to interact and make their stay at the houses enjoyable and make them feel like they are contributing to their own home.

## EXECUTIVE REPORT 2012-2013

It is with pleasure I deliver the Executive Report for this our 32<sup>nd</sup> year since Progressive Housing Society began its services in Burnaby. Our organization continues to grow, demonstrate leadership and commitment to making a difference in lives of some of society's most vulnerable adults and families.

We will continue to advocate for greater input from all levels of government and community members in order to achieve more improvements to the quality of life of our clients.

We continue to dream and seek solutions that would allow every citizen in Burnaby to have safe, clean and affordable homes. We believe that every individual has a right to have a home. We believe, and have seen over time, that vulnerable individuals, who are struggling, can be empowered to change, grow and become active participants of the community.

Utilizing creativity, passion and dedication, our staff, Board of Directors and tireless volunteers work throughout the year to make changes happen within the community one small step at a time. They remain positive and full of hope and their never-ending passion fuels the desire to satisfying the needs of our clients and others struggling with homelessness and mental illness in the community.

This year we say goodbye to 4 very dedicated and committed board members: Jenny, Tania, Elke and Rose. We are very grateful for their years of service. We also welcome new Board members Alice Sundberg, Garth Evans, Ken Bergen, and Bobby Colburn and look forward to engaging each of them in a new Strategic Planning process that will carry the Society through the next few years.

As we look forward to the coming year, we will keep in mind the words of Margaret Meade, "Never believe that a few caring people can't change the world. For, indeed, that's all who ever have."

*"We can change our own life and ultimately change the world."*

*- Kristie Bowman*

*"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."*

*- Mother Teresa*

*Jaye Treit*  
Executive Director

*Irfan Ali*  
President

# BOARD OF DIRECTORS



## **Irfan Ali - President**

Irfan is passionate about housing and firmly believes in giving back to the community. As current corporate counsel for one of Canada's premier real estate developers, former employee of the Office of Housing and Construction Standards, Irfan brings legal expertise and commitment to social justice to the Board.



## **Jenny Katayama - Vice-President**

Jenny is serving her fifth term on the Board. She specializes in commercial and real estate loans and has over 15 years of experience in the financial industry. Jenny believes in working collaboratively to help our most vulnerable population receive the support needed to start their journey to recovery and independent living.



## **Carrie McLaren - Secretary**

Carrie brings creativity to the Board and enjoys working with people to find solution to problems know that there are no "right" answers. Carrie has been involved with Green Politics for the past 6 years. She joined the Board to help move forward the issue of homelessness in Burnaby and promote PHS, its mandate, and its services in the community.



## **Elke Yeung - Treasurer**

Elke believes that safe and affordable housing is something everyone should have access to because it is essential to the growth and stability of our community. Elke joined PHS to help support this cause. She has a progression CA designation and brings passion and commitment to the Society along with her finance and accounting background.



## **Tania Dong**

As a lifelong resident of Burnaby, Tania is thrilled to be able to share her commitment to helping people while giving back to her local community. She has over 15 years experience working as a Human Resources professional in the public and private sectors and has always supported local causes. Tania is looking forward to putting her people skills and energy to the task of advancing PHS's cause.



## **Pamela MacDonald**

Pam has a graduate degree in Community Planning from Dalhousie University. She has a long time interest in social planning, community engagement, and universal access to housing. Pam currently works at a non-profit organization in Vancouver and is excited to bring her knowledge of non-profit governance and community planning to PHS.



## **John Morton - PPAC Rep**

John in one of the co-chairs of the Program Participant Advisory Committee. He has been a PHS client for over 10 years now and has really appreciated the help he has received. He believes that, because of PHS, his life has been enhance. John joined the PPAC because he enjoys having the responsibility and being involved with the community. John stays very busy volunteering in Burnaby.



## **Maria Asuncion - PPAC Rep**

Maria has lived in Burnaby for over 20 years and brings over a decade of experience in the software industry to the Board. She grew up in Canada and the Philippines. PHS has been a blessing to her, and she enjoys volunteering as well as establishing new relationships within the community.



## **Rose Bergen - Past President**

Rose has worked in the non-profit sector for over 16 years, providing affordable housing to seniors and families. Rose has been working with PHS for 9. Last year, Rose's term as President ended, and she took on the advisory position of Past President in order to continue her great work with the Society.

## **Alicia Chung**

Alicia serving her first term on PHS's Board. With a passion for helping those with a mental illness and the homeless, she was drawn to PHS and the values it promotes within the community. She specializes in real estate acquisitions and She is currently working for a leading real estate developer in the Lower Mainland. She hopes to merge her experience in real estate development with social welfare to improve the lives of others our communities.

# ORGANIZATION OF PHS

PHS membership

Board of Directors

**Executive Director**  
Jaye Treit

**Office Manager**  
Pindi Gill

**Program Manager**  
Linda Kingston

**Program Coordinator**  
Irene Reddy

**Supervisors**  
Christine Klassen  
Anita Stocker

**SIL Team 1**  
Luba Andrews  
Freddy Benmergui  
Gloria Rogers

**CLS/Transitional/Shared Housing**  
Syed Mumtaz  
Leanna Chatwin  
Marilyn Salling

**SIL Team 2**  
Andi Hale  
Jesse Donaldson  
Kayla Clack

**Irman Townhouses**

**Homeless Outreach Team**  
Kalie McIntosh  
Brian Baybay  
Alanna Mulholland

**SIL Team 3**  
Greg Bourgeois  
Richard Rigby  
Sandra Warren

**Summer Co-op Student**  
Jay Gill  
Eileen Meng

# AGM 2012 Meeting Minutes

Southside Community Church-7135 Walker Ave. Burnaby, BC V5E 1G5

June 20<sup>th</sup>, 2012

## Registration and lunch began at 11:30

1.0 Welcome and Introductions

2.0 Call to order and establish Quorum:

12:15 pm

3.0 Review of Agenda

Motion to approve agenda: Irfan Ali

Seconded: John

Motion Carried: Yes

4.0 Adoption of the 2012 AGM Minutes

Motion to adopt minutes: Irfan Ali

Seconded: Brian

Motion Carried: Yes

5.0 Executive Reports

5.1 Executive Director/President's Report

Motion to adopt report: John

Seconded: Doris

Carried

5.2 Auditor/Treasurer's Report

Motion to adopt report: Carrie

Seconded: Doris

Carried

6.0 Nominations Report

6.1 The following officers and directors-at large

are in the middle of their term and therefore do not need to be re-elected: Irfan Ali – President, Jenny Katayama – Vice President, Elke Yeung – Treasurer, Tania Dong, Pamela MacDonald, John Morton – PPAC Representative, Mara Asuncion – PPAC Representative

6.2 The Nominating Committee wishes to put forward the following slate of candidates:

Carrie McLaren – Secretary – 2<sup>nd</sup> two-year term,

Alicia Chung – 1<sup>st</sup> two-year term.

6.3 The Committee wishes to appoint Rose

Bergen as Past President to the Board for a term of one year.

6.4 Motion to approve the slate of candidates: Jenny Katayama

Seconded: Tania

Carried: Yes

6.5 Nominate the STS Partners LLP auditors for the next fiscal year 2012-13.

Motion to approve: Carrie McLaren

Seconded: Brian

Carried: Yes

7.0 Resolutions

7.1 Constitution: Amendment to item (2) : Currently reads: The Purpose of the Society is: To promote the wellness of people with a mental illness by providing affordable housing options and support services, based upon the principles of recovery.

The board of directors has passed a motion to replace our Purpose with a Mission Statement that reads:

**To empower individuals to be engaged with the community and achieve personal independence by providing access to resources and life skills.**

7.2 By-Laws: Amendment to Article 3, Section 10, Item (6): Currently reads: The Past President may remain as a resource to the Executive in the interest of continuity and experience.

The Board of Directors has passed a motion to amend the role of the Past President to read:

*The Past President is appointed and serves as ex-officio, with all the rights and responsibilities of a Board Member, to the Board of Directors for a minimum of one (1) year and a maximum of two (2) years.*

*Extensions to the term may be made by the Board in the interest of continuity and experience.*

7.3 Motion to approve amendments: Tania

Seconded: John

Carried: Yes

8.0 Meeting Adjourned

Business part of meeting adjourned: 1:00pm  
Move adjournment: Carrie

# NOMINATING COMMITTEE REPORT

2013/2014 Board of Directors

Special thanks to my fellow committee members, Rose Bergen and Irfan Ali for their passion and commitment. It's been a pleasure working with them and I am excited about the calibre of new candidates coming on board.

The following officer and director-at-large are in the middle of their term and therefore do not need to be re-elected:

Carrie McLaren	Secretary
Alicia Chung	

The Nominating Committee is pleased to put forward the following slate of candidates:

Irfan Ali	President, Second two-year term
Alice Sundberg	Vice President, First two-year term
Ken Bergen	Treasurer, First two-year term
Pamela McHugh	Second, two year term
Garth Evans	First, two-year term
Bobby Colburn	First, two-year term
John Morton	PPAC Representative, Third two-year term
Maria Asuncion	PPAC Representative, Second two-year term

We recommend acceptance and confirmation of this slate of board member.

Respectfully submitted,

Jenny Katayama  
Chair, Nominating Committee

## ALEX'S STORY

Progressive Housing Society's SIL program first met the client, Alex a year ago. He was living alone with a mental illness, hearing and visual impairment at the age of 85. Our staff member, Luba,



visited him weekly to make sure that his apartment was kept well and if he ever needed anything done for him. However, Alex never asked for help and when asked if he had any family members, he always said that he had no contact with any of them. One day, when Luba went to go visit him, Alex said that he was in extreme pain. He was brought to hospital and after a few tests, it was determined that he had cancer with a life expectancy of 6 months. Nevertheless, even after receiving this news, Alex's outlook on life did not change; instead he kept his calm composure. Shortly after, he was admitted into the hospital and all while this was happening, Alex's case manager located and contacted Alex's brother through a simple Google search.

Unfortunately, a few days before his brother arrived to the hospital, Alex had undergone chemotherapy, which rapidly declined his health. Although having lost contact with his 10 siblings for 15 years, and his daughters for 32

years, most of them managed to make it out and visit him. His brother was shocked to not being able to recognize him at all, "Last time we saw him he had black hair!" It was then concluded that due to his mental illness, they had lost contact with him because Alex did not own a phone. After an extremely emotional family reunion, Alex passed away early May, beating his life expectancy by 2 months. Alex's brother then went on expressing his gratitude for PHS by saying "In a not so perfect situation, it makes it easier to stomach that Alex had support in his life. Because we had often thought he was homeless. I can't tell you how much of a blessing this has been, and we want to thank you from the bottom of our hearts".

# IN MEMORY/RECOGNITION

## Volunteer Recognition

### **Office**

Herb

### **Community Partnership Committee**

Rod, Paz, Doug, John, Larry S., Larry R.,  
Maria, Vojin, and Tracy

### **Homeless Outreach Program Clothing and Donations:**

Sharon and Grant

### **Wednesday Set-up:**

Brian, Fida, Linda C., Linda T., Doroth, Rahel,  
Paul B., Shane, Barbara, Pancha, Gail, and  
Razan

### **Wednesday MOP Van:**

Colleen

### **Thursday Southside:**

Wanda, M.J. Gabriella, Arlene, Darlene,  
Marion, Jim, Doug, Paul S., Elaine, Murrey,  
Jeff, Shirley, Parviz, and Mitchell

Thank you for all that you do. Without  
your endless support, PHS could never  
be the same.

## **In Loving Memory**

We regret the passings of each and every  
client here at Progressive Housing  
Society. They all have a very important  
meaning to us and their presence will  
never be forgotten.

Alexander Pleshko  
Adam Sager  
Sylvana Kierans  
Gerry Rogers



Mitchell Ballantyne went through a different childhood than most. He and his dad faced with issues living in Manitoba and moved to British Columbia in hopes of living a better life. They left behind everything and everyone they know, because living on the reserve became unbearable. Although at first moving here was a challenge, especially living without a home, Mitchell and his dad found way to overcome this obstacle. Now volunteering on a weekly basis here at Progressive Housing Society and having found a permanent apartment in Burnaby, he has proven to be one of our most trusted and strongest volunteer we know. He recently sat down in our office and answered a few questions about his journey, and this is what he said.

Q: What is the hardest challenge you've ever overcome?

A: Dealing with myself, dealing with the negativity of being on low income. I heard a good quote one day 'He who overcomes others is strong, but he who overcomes himself is mightier still', this quote helped me through.

Q: What is your favorite memory so far on your journey?

A: This one time when me and my dad were homeless, we were sitting outside the Burnaby RCMP station at Crystal mall. I started making a video on my camcorder and we hadn't slept for several hours and we were just laughing and I said "If we're gonna be homeless we're gonna be homeless in style."

Q: What do you miss about Manitoba? What was the toughest thing to let go?

A: To be honest, nothing really, haha. The small town feel and being able to talk to somebody. In a big city it's hard to start a random conversation.

A: The friends.

Q: What motivated you to make these changes in your life?

A: To break the cycle of reserve mentality. Make myself a success.

Q: What would you say to other people who have struggled through the same situation as you?

A: Gotta just stay motivated and keep busy. You stop for a minute you don't realize how much time has passed before it's too late. Don't worry about the big picture, just step by step, day by day.

Q: What's the most valuable lesson you've learned so far on your journey?

A: To just believe things are gonna work out. Don't worry about the big things, life has a way of working itself out.

Q: How did you get in touch with PHS?

A: I didn't really want to come here at first. But my dad got one of those blue cards and he convinced me. I didn't want to come at first cause other organizations didn't do anything, but I went and it worked quite well. I liked the people and the feel. The first meeting was at Southside and I met Kalie and the ball started rolling from there.

Q: What do you get out of volunteering at PHS?

A: A sense of belonging. Volunteering helps me connect with people something I don't have in my real life.

Q: You've already accomplished so much, what else do you wish to do in the future?

A: I want to go to post-secondary and get a degree in something. Either in social work or psychology. Or to just have my version of success. Good home, good family, little bit of income not having to worry week to week. Stability is the main thing.

It is sad to see that someone with such great potential has so many obstacles to overcome, but we are also delighted to see the success. They are one of the most humble clients we have ever met and they never leave our office without saying "thank you".

# Thank-You to Our Sponsors

## **Our Weekly Partners:**

Save-On-Foods at Highgate  
Monte Cristo Bakery  
Burnaby Community  
Connections (Special thanks  
to MJ and Kirsten)  
Southside Community  
Church  
New Life Community  
Church (Special thanks to  
Esther)  
St. Francis Del Sales  
Burnaby Mosque  
Deer Lake United Church  
Burnaby Homelessness Task  
Force (Special thanks to  
Wanda Mulholland)  
Burnaby Mental Health and  
Addictions (Special thanks  
to Jeff Thoms)  
West Burnaby United  
Church  
McGill Library

## **Our Monthly Partners:**

Burnaby Mental Health and  
Addictions' Primary Care  
Clinic (Special thanks to  
Kelly and Fiona)  
Fraser Health Authority  
Fraser Health Authority  
Prevention Services (Special  
thanks to Giselle)  
Purpose Society  
Burnaby Public Library  
Helping Family's in Need

## **Community Partner's Throughout the Year**

Burnaby General Hospital  
Administration Staff  
New Westminster  
Secondary School  
Burnaby Firefighters Local  
323  
Morley Elementary School  
ABC Recycling  
Edmonds Lions  
Eileen Dailly Leisure Pool &  
Fitness Centre  
Sterling Shoes at Lougheed  
(Special thanks to Pamela)  
Shoe Warehouse at  
Lougheed (Special thanks to  
Amanda)  
New Balance Shoes in Delta  
(Special thanks to Paul)  
Mountain Equipment Co-op  
(Special thanks to Matt)  
Pacific Breeze Winery  
(Special thanks to Frank)  
Christine Catering  
Company  
Onni Group  
Canadian Western Bank  
KPMG  
Fairmont Hotel Vancouver  
Capilano Suspension Bridge  
Vancouver Arts Club  
Stanley Park Horse-Drawn  
Tours  
Purdy's Chocolates  
Inn at the Quay  
Baxter's on Beach (Special  
thanks to Brent)  
Quilchena Golf Club  
(Special thanks to Tony)  
EA Sports  
Jet Pet Resort

AG Hair Cosmetics  
Club 16/She's Fit at  
Highgate  
The Woof Dog Spa and  
Lounge  
Artist Grahame Arnould  
Sequoia Company of  
Restaurants  
Burnaby Village Museum  
Terra Luma Design  
Delta Hotel  
Grand Villa Casino  
Rolls-Right Industries Ltd.  
River's Reach Pub  
Stillpoint Massage Therapy  
Omega Nutrition  
The Old Spaghetti Factory  
Brentwood Town Centre  
Metropolis at Metrotown  
Mary Kay  
Vancouver International  
Film Festival  
Lougheed Paint and  
Decorating  
Locksmith M. Lee  
Plum Clothing  
The Local Restaurant  
Rogers  
McGregor Socks  
Sunstar  
Starbucks  
CUPE Local 379  
Snow Cap Enterprises  
Bosa Properties  
City Core Catering  
Ethical Bean Coffee  
Tim Horton's Community  
Cruiser  
Burnaby Optimist Club  
Ray and Roxy Abernathy  
St. Timothy's Anglican  
Church  
Garden Works

## **We are Here to Listen**

We are here to listen  
not to work miracles

We are here to HELP clients discover what they are feeling  
not to make feelings go away

We are here to HELP clients identify their options  
not to decide for them what they should do

We are here to DISCUSS steps with the clients  
not to take the steps for them

We are here to HELP clients discover their own strengths  
not to rescue them and leave them still vulnerable

We are here to HELP clients discover how they can help  
themselves  
not to take responsibility for them

We are here to HELP clients to learn to choose  
not it make it unnecessary for them to make difficult choices

We are here to provide support for change  
while encouraging acceptance



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