



Annual Report

2013 - 2014

MISSION STATEMENT

Mary Manning Centre responds to children, youth and families affected by sexual abuse and other trauma, by providing victim services, counselling, prevention and education within the Greater Victoria community, and consultation throughout the Province of British Columbia.

Board of Directors 2013 – 2014

Trina Stevens, Chair
 Julie Adams, Vice-Chair
 Laura Vye, Secretary
 Stephen Chapman, Treasurer
 Sam Cameron
 Wayne Mitic
 Craig Tompkins
 Allen York

Staff 2013 – 2014

Sandra Bryce, *Executive Director*
 Lynda Bradley, Carlie Green, Priscilla Healey, Sandra Lacroix,
 Kathleen Lightman, Kelly Montgomery, Kim O’Leary, Shawna
 Paul, Susan Payne, Cynthia Pearce, Maggie Reidy, Juliet Rice, Ken
 Seidman, Carlin Son, Gaylene Turner, Shannon Wilcox,
 Judith Wright, *Clinical Coordinator*

REPORT FROM THE CHAIR OF THE BOARD OF DIRECTORS

This past year the Mary Manning Centre has encountered many challenges, but thanks to the dedication of the staff and Board we have successfully worked through each and every one of them. As time goes on access to funding for non-profit agencies like ourselves becomes argumentatively more difficult. This major challenge sees the Centre’s staff and Board work harder every year in order to gain essential funding required to help children, youth and their families effected by abuse and trauma. This year the Board and the Executive Director faced some tough financial decisions in order to keep our amazing agency helping as many children as possible. While we continue to face an ever growing waitlist of children in need of counselling services, we press on, looking toward our incredible community for support as well as continuing our ongoing fundraising efforts.

Long term sustainability of the Mary Manning Centre is ever present in the minds of its Board members. This year has provided our Board with many learning opportunities and discussions on not only sustainability, but has also offered avenues of exploration for improving our current services. It is the Board’s hope to increase the Centre’s community profile which will create stronger bonds within the community as well as aid in our ongoing fundraising efforts. Our board currently seats eight members who meet several times a month in addition to regularly participating in events and fundraisers that not only benefit the Centre and its clients but the community as well. We were lucky enough to participate in a number of community events this past year including the University of Victoria’s Volunteer Recruitment Fair, fundraising at the Royal’s hockey game and participating in the Goodlife Fitness Marathon.

The Board has also taken on a mentorship role by having a student board member become part of our team. We were pleased to have Sam Cameron as our Student Board member this past year. Sam recently graduated from the University of Victoria with a Political Science Degree. We would like to wish Sam all the best in his future endeavors as he has moved to Vancouver. We would also like to congratulate our Board member Craig Tompkins. Craig graduated from his nursing program and is now ready to start his new career. Lastly we are thrilled to welcome our newest Board member, Reggie Norton, who has recently relocated to Victoria and has brought with him many great fundraising ideas.

The Board completed a three year Strategic Plan outlining five goals to focus in on maintaining the high quality of service it provides the community. Our goals include: being a Centre of excellence, being an employer of choice, achieving organizational stability, increasing our community profile, and enhancing governance. We believe these five goals will help us grow so we can put an end to child abuse. The Board will continue to achieve our high standards of practice that have allowed us our three-year CARF accreditation.

Lastly, as the chair, I would like to thank the staff at the Mary Manning Centre for all the work they do. I can imagine how difficult it can become to hear children’s stories and see their tears, but thanks to the hard work and dedication of the staff these children are guided toward a future of hope and happiness. We thank you for this.

We all must work together to create a safe and healthy community for our children and families.

Respectfully submitted,
 Trina Stevens

REPORT FROM THE EXECUTIVE DIRECTOR

Over the past 30 years, our agency has been committed to fulfilling our mission and vision keeping the following in mind - first and foremost we are a child centered agency and therefore we must:

- Lead with our hearts
- Embrace diversity and inclusivity
- Act with respect and integrity

- Promote learning and growth through mentorship
- Foster collaboration and connection

“In mentoring you will learn, and in learning you will mentor.”
 -Sandra Bryce, *Executive Director.*

At MMC, we strongly encourage mentoring and mentorship opportunities. We acknowledge the great learning benefit to the mentee and mentor, as both parties learn and grow from each other’s knowledge, skills, experience, and wise practices. Mentoring helps boost confidence, and leadership skills; it is about motivating and empowering the other person to identify their goals, and helping them to find ways of reaching them - not by doing it for them, or expecting them to ‘do it the way I did it’, but by understanding and respecting different ways of working. It can be a life-long commitment or a short term involvement. In 2013, we gained three practicum students who stayed with us until May 2014. They graced the agency with their bright, creative and enthusiastic presence, bringing with them new ideas. MMC was able to help them grow in their career and experience as well as provide guidance and encouragement. In turn MMC gained new, fresh insights to practices. Best wishes to them as they continue on their journey. Through our Turtle Talk WISH Program, which came to an end in 2013, WISH mentoring provided sustainable prevention and intervention achievements for the community and developed healthy mentor and mentee relationships between partners. Although the program came to end, it is our hope that this program will be continued on in the TSAWOUT community and other First Nation communities in the province. The program and the handbook has been dedicated to former staff member, Ana-Elisa, who had a great impact on the choosing of the title WISH: Weaving in Spirit and Health. Ana-Elisa passed away March 1, 2012, from inflammatory breast cancer, but her spirit will live on through the WISH project. The children around us are the real mentors in our lives. Do we not learn from them on a daily basis? They constantly ask questions and challenge us, opening up our eyes to look more closely at ourselves and where our lives are taking us.

Another of our goals is to increase our community profile, and we have done so by school presentations, speaking at conferences, conducting training at various friendship centers throughout the province, by becoming a member of The Victoria Chamber of Commerce, multiple interviews with CHEK News, presenting at the Union Club and United Church and Save-On-Food arena for the Royal’s Hockey game, promoting at the annual Volunteer Recruitment Fair at UVic, enhancing our use of social media platforms, and hiring a marketing and advertising consultant. We have successfully kept up with the CARF standards, have gained our second year decal and are actively preparing for our next accreditation in 2015.

A heartfelt ‘Thank-you’ to the Steve Nash Foundation and the Victoria Foundation for their continued support. We look forward to continuing our work with you, as your generosity enables our agency to provide more comprehensive services to the children, youth and families in our community.

In addition to our core funding which continues to come from the MCFD and the Provincial Department of Justice, we were able to establish dedicated and continual funding from the Norgaard Foundation. The Norgaard foundation has helped us fund an additional 15 non-SAIP children for counselling, which in turn has helped reduce our referral list. We are so appreciative of their support. Fourteen proposals for further funding and grants were sent out during the fiscal year, with two more to come this fall: United Way and the Gaming Grant. It is time to establish core funding for trauma services to victims of domestic and physical violence as referrals for these services have decreased in the last fiscal year due to our large referral list and limited funding. We believe children have the right to our services so that they can heal, grow and function as healthy members of our society; in order to do so funding must be acquired.

“The best help we can offer the youth of today is to prepare them for tomorrow.” – Mark W. Boyer

Respectfully submitted,
 Sandy Bryce, *Executive Director*

REPORT FROM THE TREASURER

This year we again retained *D.A. Levinson and Associates* as our bookkeepers. We thank *Dave Levinson and Associates* for all of their hard work over the past years. Another special thanks to *Allen and Krauel* and *Jack Toepfner* for their auditing services over the years.

Every year brings new challenges to the Child Abuse Prevention and Counselling Society of Greater Victoria, but with challenges come changes and we have made many significant changes to accommodate our financial situation. This has allowed us to balance our deficit by 90%, despite the adverse economic climate and constant increase in cost of living. On balance, we will not carry a significant deficit into the next fiscal year.

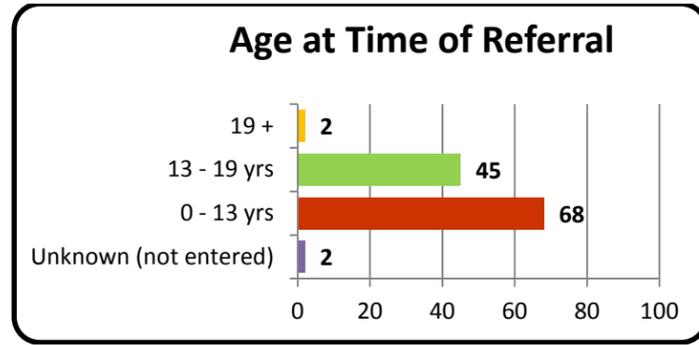
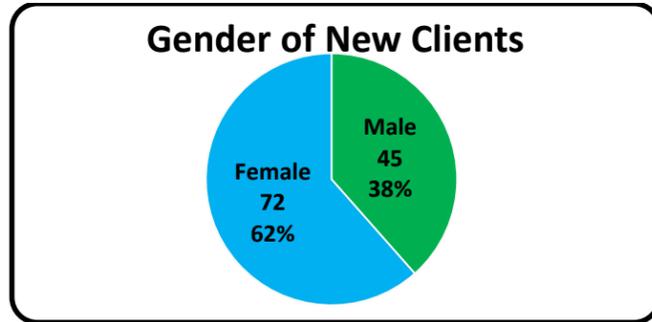
The Mary Manning Centre is deeply thankful for the donations, events, sponsors, and especially volunteers who keep this organization viable. While we expect the cost of living to increase and governmental funding to remain stringent, we are grateful for our ability to expand service through public awareness and project development initiatives. These initiatives are possible through the indispensable commitment and sponsorship by staff, board members, volunteers and community stakeholders. This report reflects the community support the Society needs to deliver our much needed services to the children of Greater Victoria.

Respectfully submitted,
 Stephen Chapman, *Treasurer*

STATISTICAL REPORT

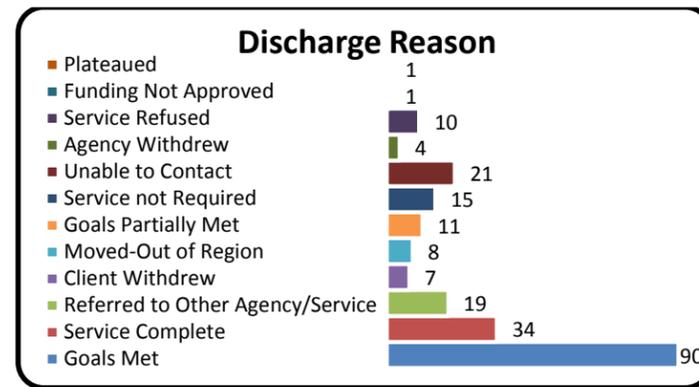
The Mary Manning Centre compiles annual statistics describing key elements of its service. Our victim service program is available throughout Greater Victoria, West Shore, Sidney and the Gulf Islands. SAIP counselling is available at our Centre, but is also available in the West Shore at Pacific Centre Family Services Association and through Hulitan Family & Community Services Society, which serves First Nations clientele. Families who access service through private therapists are also not represented in our data. We also know that many children who experience sexual abuse do not access any service, as many do not disclose, and sometimes even when they do disclose, the information is not reported, despite mandatory reporting laws. It is also important to remember that at Mary Manning Centre we provide support services for the families and caregivers of the children and youth we see. These individuals are not reflected in our statistics. Therefore, while the number of child and youth clients seen in the 2013-2014 fiscal year might be calculated at 275, with the additional service provided to parents and caregivers, that figure is much higher.

Referrals
In 2013-2014, the agency received 117 referrals, compared to the previous year of 163.



PROGRAM OUTCOMES

There were 221 Program Discharges:



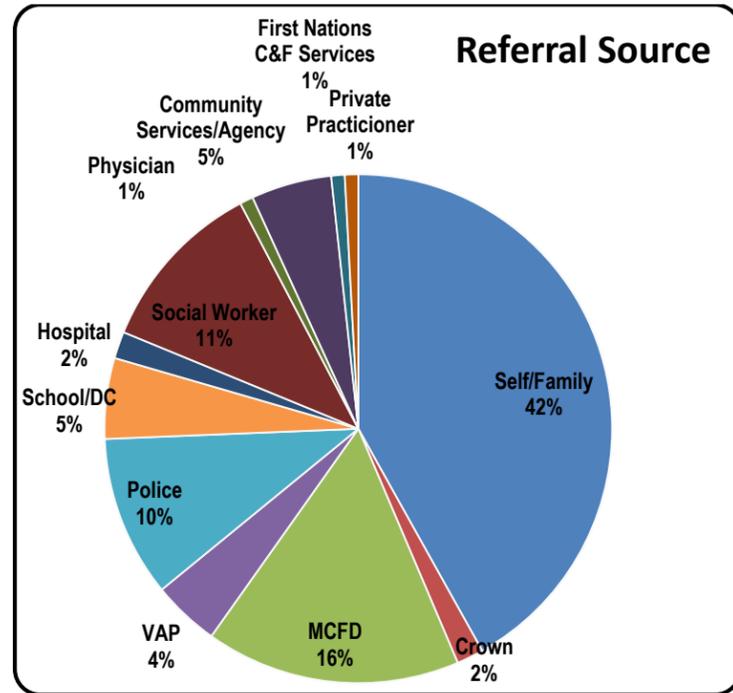
Yates; Trellis Foundation Fund; Techsoup; Toscan Cascale Foundation
United Way of Greater Victoria; United Way of Toronto; Victoria Salmon
Kings Booster Club; Youth Justice; Youth and Philanthropy Initiative.

INDIVIDUAL DONORS

Julie Adams, Anonymous, Jim Bardon, Bud Bond, Beverly Brookman, River Chandler, Jenelle Cooper, Janine Cowie, Denise De Pape, Jane Godfrey, Shirley Griffiths, Nancy Hansen, Leslie Latta, Theresa Logan, Mel McDonald, Jean McGale, Beverley McKinnon, Susan Mickelson, Adrian Mulholland, Anna Neuheimer, Judith Neuheimer, Diana Nicholson, Reg Norton, Denny O'Leary, Kerry O'Leary, Sharon O'Leary, Patrick Pollak, Ryan Pollak, Shane Ransome, Grace E. Rogers, Ken Siedman, Faith Shields, Scott Smiley, Stephen Smith, Genevieve Tamosiunas, Moneca Tayler, Craig Tompkins, Lesley Valour, Jessica Van Der Veen, Dan Van Der Veen, Joan Wenman, and Eric Young.

SPECIAL THANKS

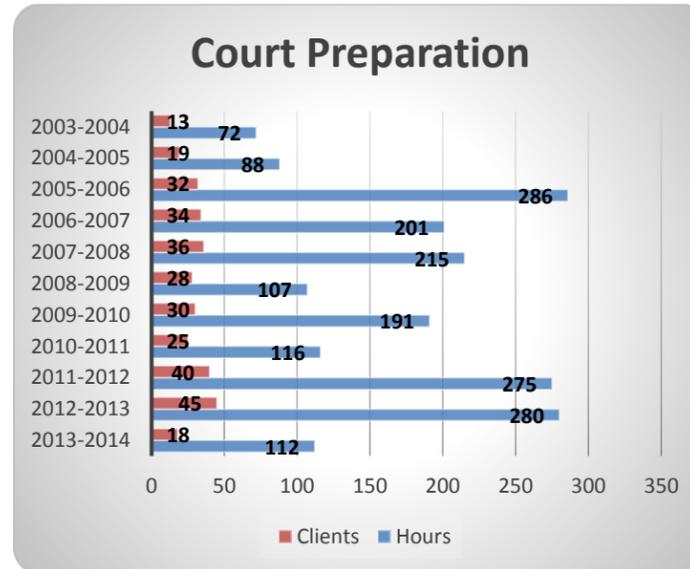
The Board and staff thank our volunteers Kati Conconi, Ron Harshman, and the Garth Homer Society as well as consultants Patti Sullivan and Rod Fraser for their hard work and contributions to the agency.



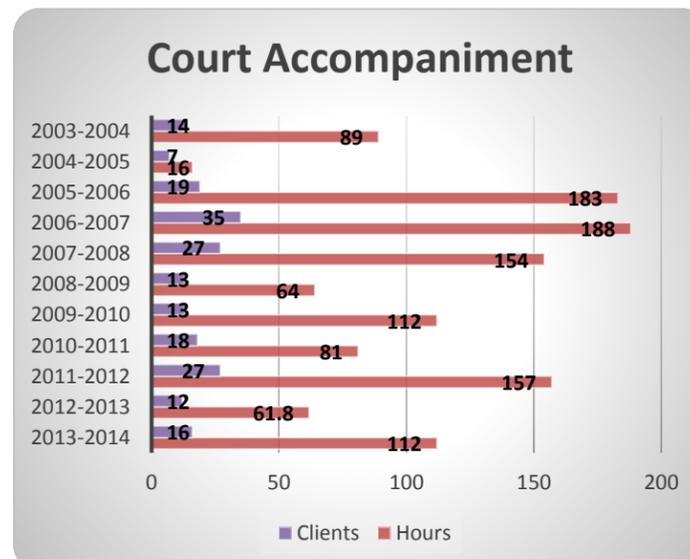
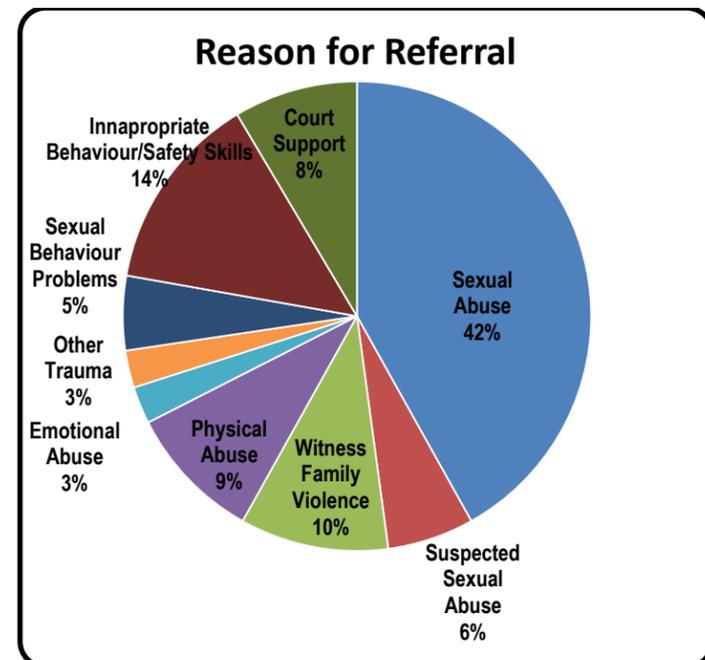
OUTCOMES

VICTIM SERVICES STATISTICS

Our intake and victim service team handles all of the referrals to Mary Manning Centre. Our statistical report includes the following charts which illustrate the number of clients and hours of service provided in court preparation, and court accompaniment.



The Mary Manning Centre is committed to providing the very best services possible to children, youth and parents/caregivers. Feedback forms returned by clients/parents/caregivers provide invaluable feedback about our services. This year we received 53 forms, 9 more than last year; 23 (10 clients/13 parents) found the service very helpful, 20 (11 clients/9 parents) found it helpful, 4 (1 client/3 parents) found the service somewhat helpful and 6 did not disclose.



ACKNOWLEDGEMENTS

We gratefully acknowledge the generous support from provincial programs and from groups and individuals in our community:

PROVINCIAL/FEDERAL FUNDING AND GRANTS

Ministry of Children and Family Development; Ministry of Justice; Victoria Foundation; Law Foundation; Department of Justice (Federal).

ORGANIZATIONS/GROUP DONATIONS

BC Transit; Black Press, BMO Employee Charitable Foundation; Church of St. George the Martyr; CIBC Children's Foundation; CIBC Wood Gundy; Coast Capital Savings; Concord National; Cordova Bay United Church; Corporate Accounting Services; Curious Comics; DA Levinson and Associates; Deloitte; Encana Corp; Esquimalt Kiwanis Club; IBM Employees' Charitable Fund; Independent Order of Foresters; Island Savings; LL Brougham Chartered Accountants; Loghouse Pub Foundation; Microsoft; Midas Auto Service; Pixel Sweatshop; Provincial Employees Community Service Fund; RBC Foundation; Robin's Parking; St. Aidan's United Church; Steve Nash Foundation; Telus Corporation; The Market on

CHILD ABUSE PREVENTION AND COUNSELLING SOCIETY OF GREATER VICTORIA

Treatment Philosophy

- Every individual is unique and worthwhile and has the capacity to change.
- Child abuse affects the whole person and recovery or healing requires addressing all parts of the person including; psychological, physical and spiritual.
- Child abuse affects the family and significant others of the person who has experienced abuse and treatment must address the needs of the family and others significant to the individual.
- Child abuse affects the whole of society; the treatment of child abuse is a shared community responsibility.
- Every individual has the right to heal or recover from the trauma of child abuse regardless personal beliefs and characteristics in accordance with the Charter of Rights and Freedoms.

Treatment Principles

The Child Abuse Prevention and Counselling Society strives to tailor its treatment program to be consistent with the following principles:

- The goal and primary objective of all interventions are to promote and facilitate the emotional, physical and social well-being of the family and child. This objective takes precedence over any investigative or other objective.
- The agency recognizes the complexity of issues involved in child abuse and that in many instances abuse is inter-related with other issues. Accordingly, treatment must be provided by qualified, professional counsellors with broad experience in counselling and therapy and specialized skills related to treating child sexual abuse.
- Clients are accepted in a non-judgemental manner.
- The clinical team values the contribution of a number of different therapeutic perspectives in the areas of child abuse. Different perspectives and techniques are used in accordance with the assessed needs of the client.