




WESTMINSTER

House 

ADDICTION RECOVERY FOR YOUTH GIRLS
AND ADULT WOMEN SINCE 1981

ANNUAL REPORT 2021-2022

EXECUTIVE REPORT

SUSAN HOGARTH, MBA | EXECUTIVE DIRECTOR



I am pleased to present the Westminster House Society Annual Report for the 2021 – 2022 fiscal year. As Executive Director, I coordinate the agenda of the Society's board of directors and stakeholders while fulfilling the organization's vision and mission, all of which have been considered in preparing this report.

Westminster House Society (WHS) board of directors is committed to the growing investment into programs and services, recognizing the need to invest in capacity to fill the gap in services for addicted women. As a result of their commitment, in 2021 – 2022, we opened a new Recovery Housing Facility with the support of WHS stakeholders, donors and the incredible staff team.

Over the next two years, we aim to invest our resources into improving our facilities to provide the best possible client experience. Our plans include training individuals as community support workers to avoid a labour shortage and take advantage of our alumnae as practicum students. In addition, we plan to improve our facilities to continue to attract clients such as those engaged in an EAP program covered by insurance.

WHS has broad community support from the City of New Westminster, demonstrated by all programs and facilities operating with up-to-date business licenses. In addition, we have long-term contracts with Fraser Health Authority that spans over three decades. Our funding model demonstrates our commitment to serving underprivileged, disenfranchised homeless. Government Funding Partners are crucial to delivering our mission. WHS is licensed and registered and in the process of obtaining CARF accreditation.

WHS has been providing services in New Westminster for 41 years. Under the tutelage of Scott Emerson, our board president and my incredibly dedicated team of managers, Jordan Veller and Asha Altun, WHS has expanded 488% in 13 years, with no service interruption.

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ADULT PROGRAM

ASHA ALTUN, ICADC | PROGRAM MANAGER

Each year Westminster House Society (WHS) manages to evolve and change into something more holistic, comprehensive, safe, and effective for women and youth girls experiencing addiction and homelessness. Life with Covid has changed our program dramatically, but the fundamental structure has remained the same.

We cater to all female-identifying persons seeking treatment, and through our biopsychosocial model, we deliver a full schedule of psychological programming, wellness classes and community involvement. Our clinical team has welcomed newly qualified staff members that have enhanced the client experience and given more meaning and purpose to recovery from substance misuse.

We now offer an 8-week Dialectical Behaviour Therapy group to clients experiencing emotional dysregulation. The group is conducted on-site and facilitated by one of our trained clinical members. This course teaches tangible and practical tools to manage extreme emotions and conflict resolution.

WHS has also expanded our indigenous culture component and brought to the team an Elder who culturally leads our Friday groups. She offers teachings on cultural components such as medicines, sweat lodge visits, history, and storytelling.

WHS implemented a pilot project therapy group this year that involved comedy and healing from shame. The groups were on site every week and proved to help clients move through difficult experiences they've had in their lives.

We have partnered with West Coast College of Massage Therapy, which provided fully supervised 75-minute massages and comprehensive body assessments from practicum students at the college. Multiple sports opportunities have also become a part of the Westminster House community involvement, including soccer and softball. Clients can now join recovery-based leagues to practice and play with a team.

2021 – 2022 was the second year facilitating the Virtual Recovery Program to those remote individuals who cannot attend treatment or are waitlisted and need extra support to stay alive. We are happy to announce support from the Federal Government of Canada, resulting in the ability for WHS to continue providing these life-saving virtual services to women.

This year, WHS also proudly purchased and renovated 611 Queens Avenue, a beautiful heritage home in New Westminster, to form a recovery housing program to support clients to stay long-term. The purpose of this program is to offer stabilization for clients to build a foundation after treatment as productive members of society, either returning to the workforce or attending school. In addition, the program goals are to provide transition services and offer workshops and professional support with things such as resume building, relationships, time management and access to an on-site Registered Clinical Counselor in the year.

Overall, we have adapted to a new way of life with Covid protocols, lockdown, health checking clients and staff, and maintaining a therapeutic environment.



YOUTH PROGRAM

KIM HOOPER, BA | PROGRAM FACILITATOR

Westminster House Society (WHS) made impactful changes in the Youth Program including increases in the minimum length of treatment from 90 days to six months. The Youth Program assessed the needs of this age demographic and the needs of the community and was able to evolve to meet the growing needs of the community we serve. This year we developed a transition program for youth under the age of 19, and they can now have the staff and peer support they need while evolving their next steps after treatment.

WHS has worked diligently to produce a program schedule that supports youth engagement in recovery. Recent developments have included the music therapy program, art therapy with alumnae and fitness class. Our alumnae have gone above and beyond in supporting young clients. A Big Sister program was created to enhance the relationships between the alumnae and youth and provide additional support for the youth during the evenings.

The Youth Program is still underfunded. Therefore, we rely on the generosity of our donors, such as Hockey Helps the Homeless and the partnership with the Minister of Mental Health and Addiction, who, recognizing the fantastic work of our youth staff team, made a substantial contribution to support the youth programming.



OPERATIONS REPORT

JORDAN VELLER, BA | OPERATIONS MANAGER

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Westminster House Society (WHS) is a gender-specific addiction recovery program licensed by the Fraser Health Authority Community Care and Assisted Living Registry and is obtaining CARF accreditation. This year we celebrate 41 years of experience providing addiction recovery to women and youth girls and their families across British Columbia.

The program includes a full continuum of care, comprising of Primary Care and Second Stage Transition. In addition, the Ongoing Recovery Program operates community recovery housing. The primary care program has beds that are funded by Fraser Health in addition to beds which are accessed by direct pay, insurance, employee assistance program, foundation grants, and fundraising. As a result of COVID-19, our program now offers a virtual recovery program for those who cannot attend treatment or are waitlisted. Due to the program's reputation and outcomes, the usual rolling waitlist is over 40 individuals. Figure F.1 illustrates the number of individuals served in the fiscal year 2021 – 2022.

Figure F.1 - Persons served

PROGRAM	PERSONS SERVED
Waitlisted	625
Primary Care (Youth, Adult, Funded, Private)	215
Ongoing Recovery Program	35
Recovery Housing	31
Families	48
Virtual Program	31

Figure F.1 Source: WHS FYldb Database (2021 – 2022)

Despite working through the COVID-19 pandemic, our programs remained stable due to the teamwork and planning of the staff team, particularly when it came to mitigating the risk of infection. In addition, because of the campus-like setup, WHS was able to cohort clients and successfully isolate COVID-positive clients in a separate facility that protected the community.

STAFFING

JORDAN VELLER, BA | OPERATIONS MANAGER

WHS's business strategy is resource-constrained and depends on human capital to maintain stability. WHS program development process aligns with the organization's mission because the training and development of alumnae are part of the program and service continuum. Therefore, people with lived experience are the assets that afford the organization's programs an advantage. Staff development includes heuristics and the transference of explicit knowledge from the person served. Additionally, formal educational opportunities are provided to our program graduates to educate, train, and employ individuals who have completed the primary addiction recovery program. This staffing model ensures our ability to continue our mission despite the widespread labour shortages and hiring challenges resulting from COVID-19 pandemic.

Even through the challenges associated with the pandemic, we were able to re-implement alumnae volunteers in the facilities, helping prepare and serve meals and connect with clients. The estimated volunteer participation was over 1850 hours.



DEVELOPMENT

LAURA DUNNE | DEVELOPMENT ASSISTANT

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Westminster House's Development Team has had an eventful past year due to the expansion department and adding a team of experts in business development, events and grant writing.

WHS welcomed two new Development Assistants to head up the team. Since introducing them to the department, our marketing and communications processes have been streamlined. Our objective was to focus on increasing the reach and presence of WHS by making some administrative duties obsolete. We invested in a new and more cohesive Donor Management System (DMS), allowing us to centralize much of our marketing data. We also pivoted to building our monthly newsletter in this DMS, improving the format of our monthly news blast, **LOUD** Recovery.

The development team has raised over \$1,108,071 of recognized revenue for 2021 – 2022 including \$234,225 of revenue deferred to 2022 -2023, resulting in the most successful year for development in the history of the society. This increase in donations, funding and grants is a result of the excellent grant writing skills of our team, new campaigns such as Giving Tuesday, Wesite Wish List, Linens Campaign and two capital campaigns that resulted in over \$500,000 in renovations to the facilities.

After a long, drawn-out COVID experience, we were delighted to experience Family Day, Recovery Day BC, an intimate Christmas Open House, and an Alumnae appreciation day. Thanks for your support!



FINANCIAL OVERVIEW

LISA HUTCHINGS | TREASURER

WHS operates at the intersection of for-profit and not-for-profit – and provides services for benefit. Part of the program funded privately is affordable because the organization outsources value chain elements to community partners. In addition, the organization has government-contracted publicly funded spaces for those that cannot afford treatment.

WHS lowers the cost of treatment by capturing economies of scale, increasing the number of clients, and ensuring that the facilities operate at capacity. This strategy impacts the fixed cost because it is stretched across all the beds across all the programs.

WHS financial report for the year ended March 31, 2022, was prepared following the policies required by the Societies Act (British Columbia). The accounting principles followed in preparing the financial statements reflect the Canadian accounting standards for not-for-profit organizations. They have been applied on a basis consistent with that of the preceding year.

Figure F.2 is an illustration of WHS current ratio based on the audited financial analysis of WHS' ability to use liquid assets to cover its short-term obligations. Generally, a current ratio of 1 or higher is considered good, and anything lower than 1 is a cause for concern.

Figure F.2 - Current Ratio

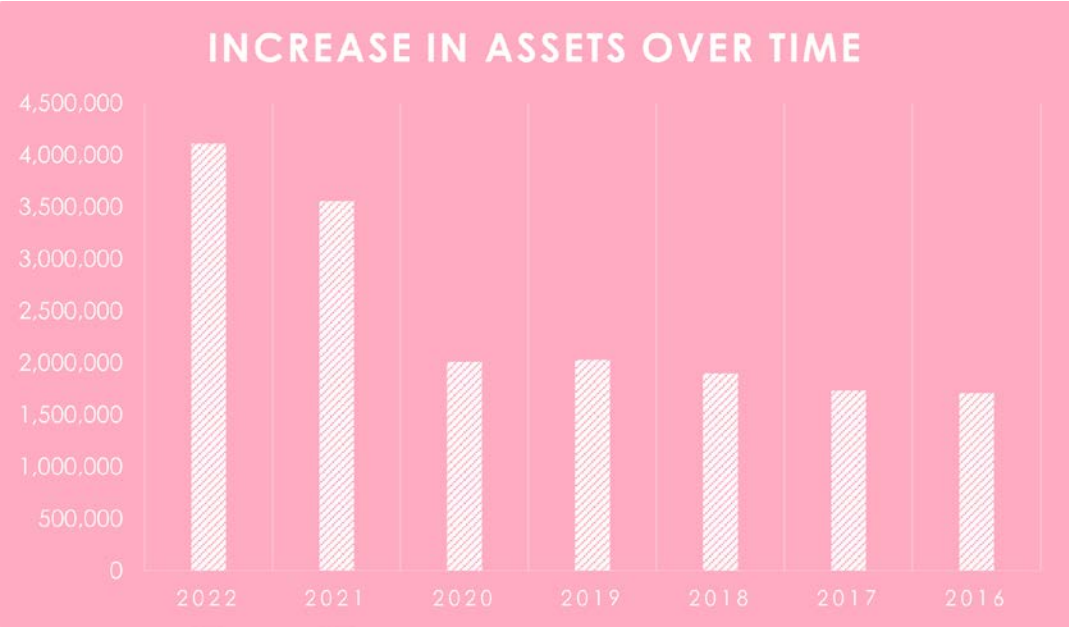
CURRENT RATIO		
ASSETS	LIABILITIES	RATIO
\$4,114,633	\$2,158,504	1.90

Source: DH Group (2022)



Figure F.3 illustrates the increase in assets over 6 years. The increase includes paying off one mortgage and securing another property.

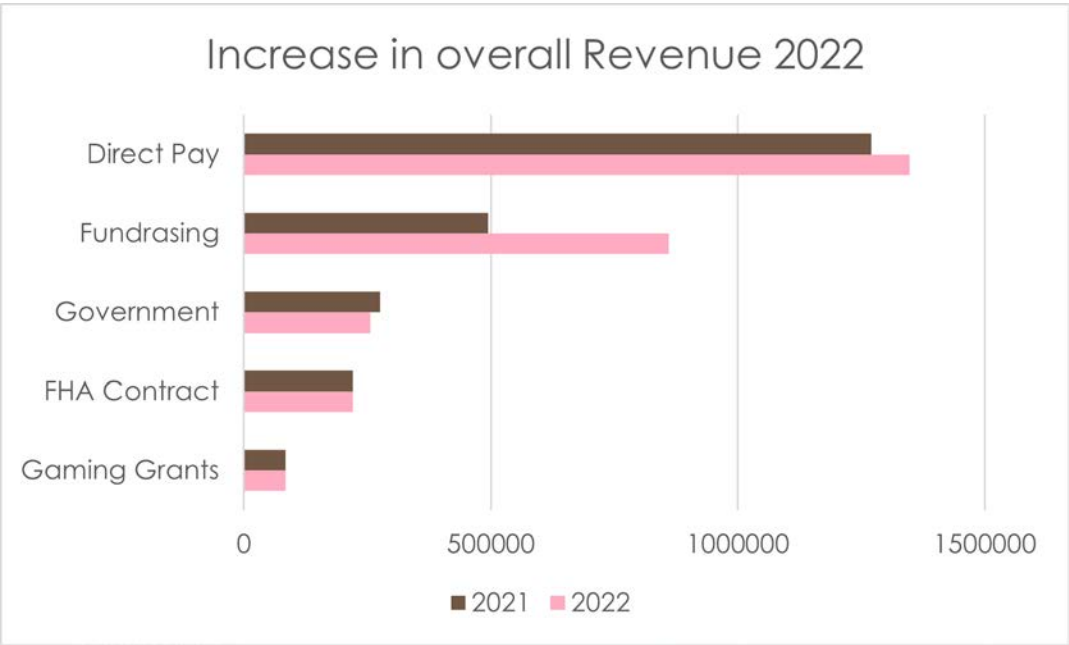
Figure F.3 - Assets Increase



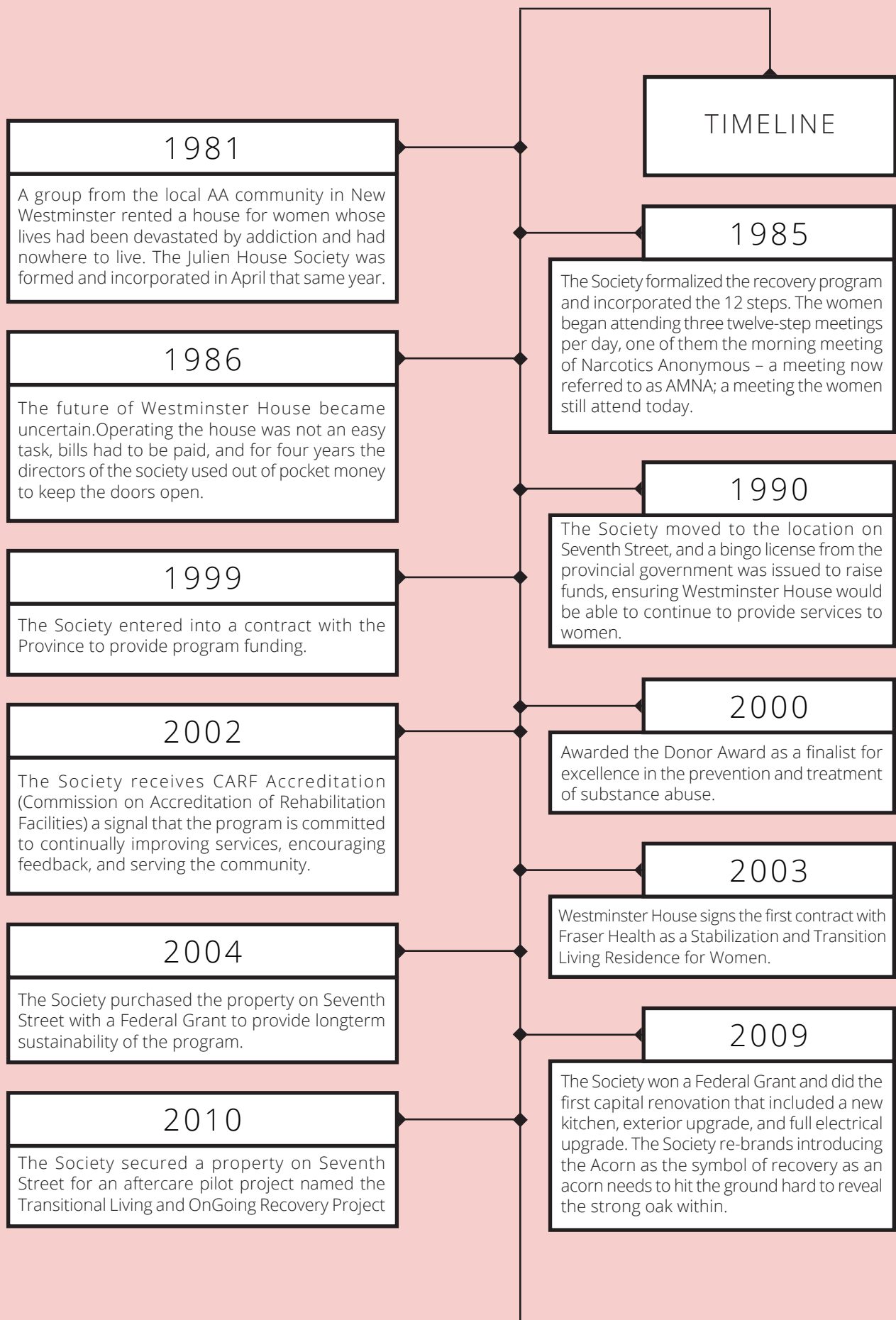
Source: DH Group (2022)

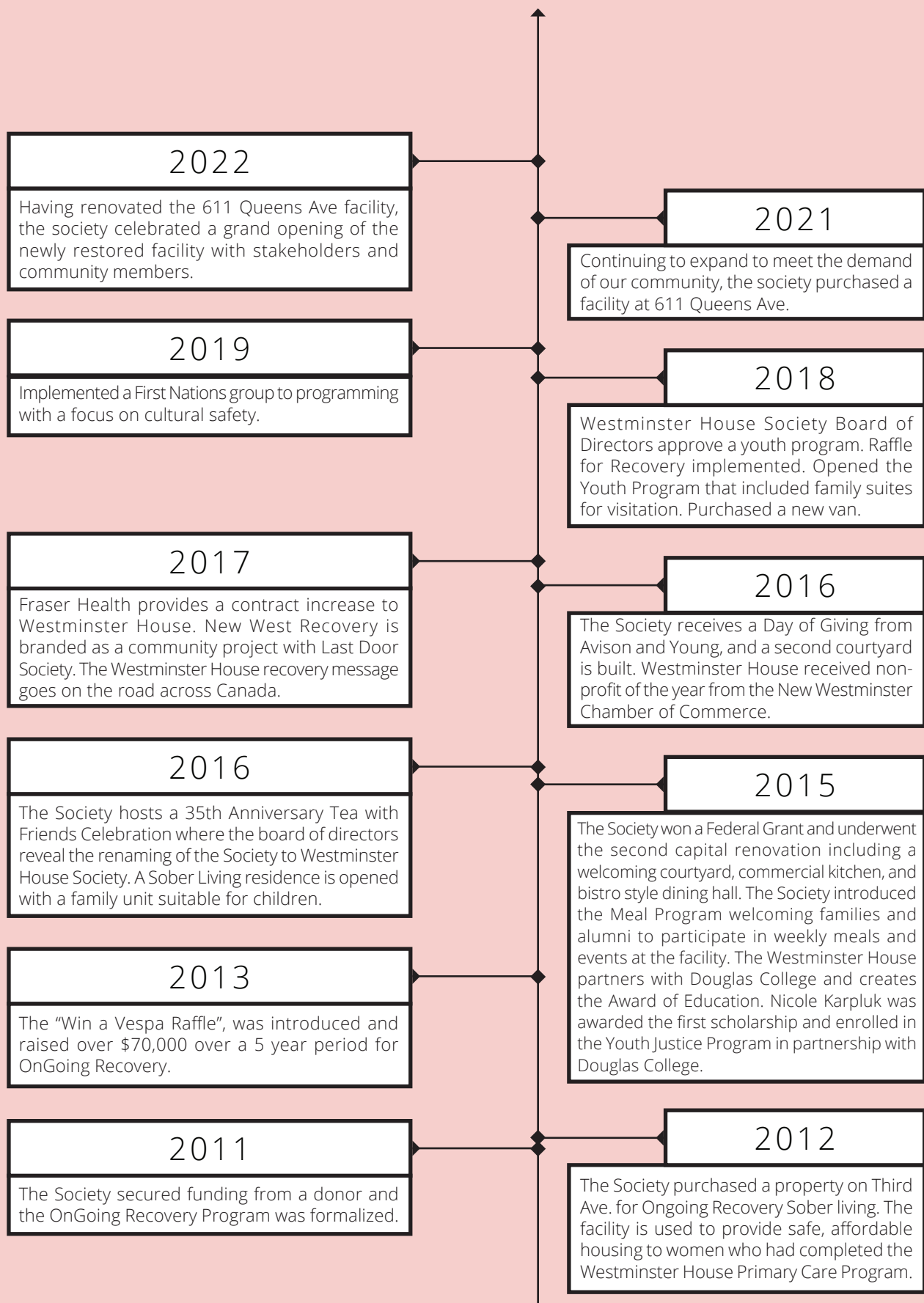
Figure F.4 illustrates the increase in overall revenue for 2022. We are very thankful for the increase in fundraising revenue that made up a more significant portion of our overall revenue.

Figure F.4 - Revenue Increase



Source: DH Group (2022)





KITCHEN PROGRAM

JILL GAETZ | FOOD SERVICE COORDINATOR

One critical factor in addiction recovery that is often overlooked is the importance of proper nutrition. Eating healthy balanced meals aids the body in running more efficiently and repairs itself faster. In addition, a healthy diet stabilizes mood, improves focus and increases energy, which can aid in resisting cravings for addictive substances and behaviours. A healthy diet can significantly improve the odds of successfully achieving recovery and maintaining it long term.

The WHS menu is based on the Canada Food Guide and governed by Fraser Health. As we recover, our dietary needs may change, and we become aware of food allergies, sensitivities and intolerances. Therefore, we cater to an abundance of dietary requirements.

This year posed challenges with the current world situation due to the pandemic, forest fires and flooding. As a result, we experienced a supply chain disruption that included food shortages and rising costs of consumer goods, which resulted in creative meal planning and menu changes to keep up with the uncertainty of available stock.

We also adapted our protocols to follow COVID guidelines regarding food preparation, single-use items and occupancy level in eating areas and sanitation, especially in quarantine or isolation.

Overall, this year has been a great learning experience in adaptability and teamwork. We rose to the challenge and faced our difficulties head-on to serve our clients with the best care possible to ensure their safety and health.



THANK YOU

OUR GENEROUS DONORS

Total monetary donations* for 2021-2022 = \$1,082,959.00

*Includes donations and grants deferred

OAK TREE

Strong and Indestructible

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Government of Canada
Lu'Ma Native BC Housing Society
Ministry of Mental Health & Addiction
ID Capital Corp.
Province of British Columbia

SAPLINGS

Branches reaching out to others

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Wheeler Family Foundation
Hockey Helps the Homeless
Fraser Health Authority
Mr. & Mrs. PA Woodward Foundation
Lantic
Nancy Segsworth
WHS Alumnae
Akber Kassam
Central Fill Pharmacy Ltd.

ROOTS

Strength that holds

-

Darcy Schlechteitner
Beedie Foundation
Healthcare Excellence Canada
Bonnie Schmelke
Margaret Segal
Paul Mitchell
Sonya Makaroff
City of New West
Angela Bourhill

Community Action Initiative

Elisabeth Nelson
Maple Leaf Greenery
Deux Mille Foundation
BC Addiction Recovery Association
Lohn Foundation
Susan Hogarth
Glendale Corrosion Ltd.
Lussier & Son Contracting Ltd.
Westcoast Cylinders Inc.
Gail Faure
Joan Pottenger
Saphida Migabo
Community Donations
Rose & Ken Bergen

OAK FLOWER

Where it all begins

-

Acin Dental
Darlene Galer
Peter & Linda Macgowan
Patrick Robinson
Jamie Harrison
Barbara & Harry Veller
Orchard Recovery Center
The Benevity Community Impact Fund
Lisa Harry
Cammy Coughlin

ACORN

The heart of the process

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Shaya Silber

Burnaby Fire Fighters Charitable Society

Rob Toews
Dalyce Levesque
Sally Abel
Brightlight Pictures Inc.
Mona Laminski
Ashley Altun
Centra Cares Foundation
Iain Angus
Scott Emerson
Theresa Charron
Donna Laderoute
Kendra Appleby
Allan Weizmann
Jeffrey Friedman
Lewis Dubrofsky
Alikajos Holdings Ltd.
Yoram Bar
Katharine Lees
Karen Darlene Wilson
Jeff Stonier
Nancy Poole
Bill Hayer
Andrew Shirlaw
Tanya Kaselj
Chui Wu
Dave Holliss
Richard Jones
Steven Hall
Gary Bulson
Amanda Staller
Cassandra Cammock
Patricia Sekutowska
Raymond & Lenora Pinkoski

Thank you to all our anonymous donors, whose contributions totalled \$42,800
Thank you for all the generous donations of time. We could not do what we do without the
support of our volunteers.

Only donations over \$200 are listed due to space constraints.



WESTMINSTER *House*

ANNUAL REPORT

2021-2022 FISCAL YEAR

The Westminster House Acorn is a symbol of hope. An acorn has to hit the ground hard to break open, grow, and reveal the strong oak within.