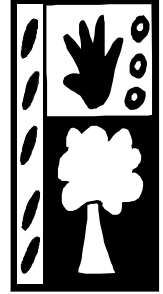


Penticton & District Community Resources Society



325 - 1301 Main Street

Penticton, B.C. V2A 5E9

Tel: (250) 492-5814; Fax: (250) 492-7572

► INTRODUCTION

Penticton & District Community Resources Society is a complex multi-service agency providing services to the city of Penticton and a number of smaller communities in British Columbia's Regional District of Okanagan and Similkameen. The services range from primary prevention to counselling and treatment services and include parent education and family enhancement; support services for children, youth and teens; child care services; outreach; counselling; services for adults with mental handicaps; job readiness programs; and transportation and services for seniors in their homes.

The Society has organized its services into five main areas: 1) the Community Services Office; 2) Home Support Services; 3) Services to Mentally Challenged Adults; 4) Children's & Special Needs Services; and 5) Youth & Family Services. While all five service areas are briefly outlined below, the main focus of the profile is on the two last areas which encompass services for families, children and youth.

The Community Services Office provides administrative support services to the Society and administrative, coordinating and consultative services to other non-profit organizations and community groups. The Office also operates a volunteer bureau, schedules volunteer drivers for elderly adults, coordinates the HandyDART Bus service that provides transportation to disabled persons, and offers information and referral services to the public. The Office publishes an annual directory of community services in the South Okanagan and Similkameen region.

Home Support Services assist with housekeeping and home care needs of people who are elderly, chronically ill, physically handicapped or recently discharged from hospital. The Society's responsibility for these services ended in September 1997, when they were transferred to another agency as part of the provincial reorganization of health care services.

Services to Mentally Challenged Adults assist adults with mental challenges to achieve maximum independence, utilizing a supported-living model. Services include three residences, a special seniors' club, and a paper recycling service which provides employment.

Children's & Special Needs Services offer a variety of part-time, full-time and emergency child care services in homes and licensed group settings. Some of the services respond specifically to the child care requirements of students, seasonal and transient workers, and families with children with special needs. This service area is organized as a hub model. The Child Care Support Program, in the centre of the hub, supports 1100 child care spaces in the region by offering a variety of resources and support services to parents, home child care providers and child care programs.

Youth & Family Services offer a number of child, youth, and family counselling and support services, including sexual abuse counselling, education and support; outreach services for parents, teen parents and youth; parent/teen mediation; and parenting skill enhancement (through home visits and community programs).

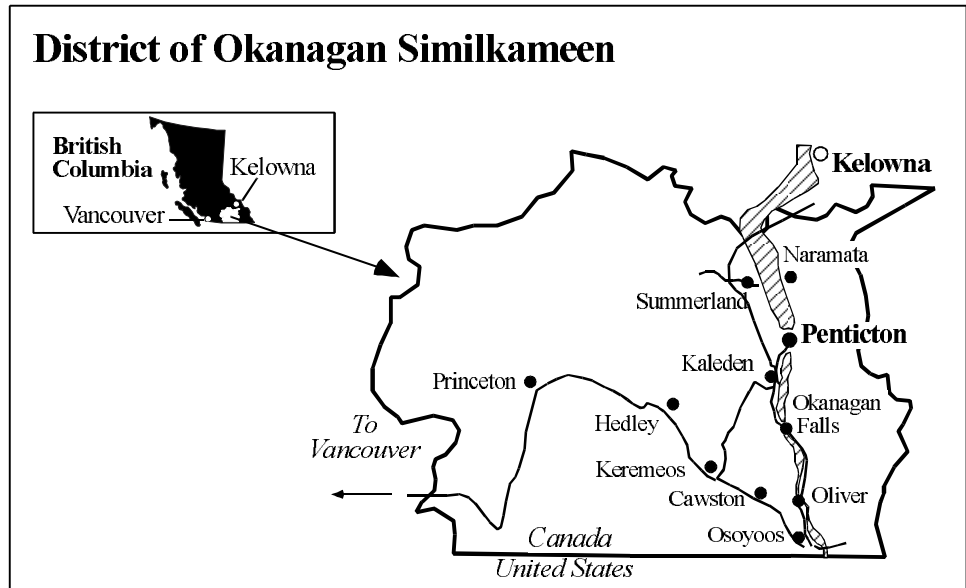
► COMMUNITY CONTEXT

The South Okanagan and Similkameen region, located in two valleys in B.C.'s south central area, has a population of 82,000 people. Major industries in the area include tourism and agriculture, particularly tree fruit and grapes; the region is well-known for its orchards, vineyards and wineries. The largest employers in the Penticton area are the hospital, school board and local government. The seasonally adjusted unemployment rate varies from 8.4 to 10.9%.

Penticton, a city of 32,000 people, lies between Skaha Lake and the south end of Okanagan Lake. Nearby smaller communities served by the Penticton & District Community Resources Society include Summerland (pop. 11,000) and Naramata (pop. 2,000) to the north; Kaleden (pop. 1,246), Okanagan Falls (pop. 1,874), Oliver (pop. 4,400) and Osoyoos (pop. 4,100) to the south; Cawston (pop. 938), Keremeos (pop. 1,100), and Hedley (pop. 395) to the southwest; and Princeton (pop. 3,000) to the west.

The South Okanagan region has attracted many retirees, partly because of its moderate weather; people over age 65 make up 23% of the population. The region has one of the highest levels in B.C. of persons receiving pensions and relying on investment income. The median household income for the South Okanagan/Similkameen district is well below the provincial median as a result of the seasonal nature of work in the area and of the high proportion of seniors living on retirement income. There are also many young families in the region; children (0–14) make up about 18% of the population in both Penticton and the region. About 12% of families in Penticton are single-parent families. There are

First Nations people living throughout the region, as well as a growing number of East Indian and Portuguese families, many of whom are involved in agriculture. During the summer, transient workers, largely from Quebec, arrive to assist with the fruit harvest.



Program Sites

Penticton:

- Main Office houses administrative and program staff, Family Centre, Registration Centre, Sexual Abuse Treatment Program, Special Services to Children, Child Care Support Program and Supported Child Care Transition Project: located at 325 -1301 Main Street
- After School Program and Little Triumphs Preschool: located at Edmonton Avenue Centre, 470 Edmonton Avenue
- After School Program: located at Duncan Avenue Centre, 1370 Church Street
- Youth Reconnect Program, Teen Parent Support Program, and Parents Together Program: located at Youth Outreach Centre, 602 Martin Street
- Student Child Care Services: located at Okanagan University College, Penticton Centre, 583 Duncan Avenue W.
- Teen Parent Child Care Centre: located at Penticton Secondary School, 158 Eckhardt Avenue E.
- Family Enhancement Program: works out of a number of elementary schools.
- Penticton Alternate School: located at 274 Eckhardt Avenue E.

Summerland:

- Family Enhancement Program: located in local elementary schools and in the secondary school.

Sites in other communities:

- a shared office in Keremeos and shared space at the Sunrise Resource Centres in Oliver and Osoyoos used by the Family Enhancement and Special Services to Children program staff
- a storefront office on the main street of Osoyoos housing the Child Care Support Program and the Rural Child Care Program
- a church in Osoyoos that houses the Rural Child Care Program - Summer Centre.

► HISTORY

Penticton & District Community Resources Society was originally registered as a society in 1966 under the name Penticton Health and Welfare; the name was subsequently changed to the Penticton and District Social Planning Society. The Society has a long history of researching community needs, bringing together groups of individuals to help solve community problems, disseminating information, and developing programs which improve the quality of life of people in Penticton and the surrounding communities. Over time, the Society's services have become more comprehensive, family-focused and preventive in nature. The current name, Penticton & District Community Resources Society, was adopted in 1986 to reflect the growing breadth of services.

The Society's original purpose was to facilitate information gathering and sharing among community service providers and to assist them to find funding for services. In the early 1970s, the Society received its first grant, which was used to develop a directory of community services. In the mid-1970s, the Society began administering Home Support Services, which had previously operated as a separate community service. Other programs which have been operating since the late 1970s and early 1980s include Special Services to Children, Little Triumphs Preschool and the Alternate School. In the mid-1980s, Services to Mentally Handicapped Adults were added. The Family Centre and the Sexual Abuse Treatment Program were developed in 1987, and Reconnect Services to Youth, the Teen Parent Support Program and other family enhancement programs were established in 1988. A variety of child care programs were developed in the 1990s in response to the B.C. and federal governments' Strategic Child Care Initiatives, including the Supported Child Care Transition Project, Rural Child Care Project and Student Child Care Services in 1996. The Teen Parent Child Care Centre was opened in 1993.

► MISSION

Penticton & District Community Resources Society is dedicated to helping people to achieve their maximum independence and potential through effective and efficient delivery of services.

The Society has also developed a lengthy series of value statements. The following is a summary of some of the key ideas:

- *Respect for the individual* - believing in the worth of people, looking for their strengths, overcoming differences, supporting choice and honouring people's right to choose for themselves. It also involves valuing individuals and their contributions, and demonstrating empathy, genuineness and realism.
- *Belief in community* - being sensitive to community needs, creating a learning culture to support growth and change, believing in the community as a focus for change, encouraging inclusiveness and consultation, being sensitive to political realities, responding to change and viewing it as positive, and bonding community through celebration.
- *Integrity of process* - involves recognizing and valuing process, being open to innovation and change, understanding that change happens only when people are ready, being respectful of limitations, valuing humour and maintaining a sense of hope. It also involves seeking the bigger picture, maintaining a breadth of vision, as well as clarity about priorities.
- *Responsive leadership* - is leadership which serves and facilitates, provides vision and clarity, recognizes timing and demonstrates a willingness to risk. It is also appropriate to the situation, invites possibilities, respects limitations and is dedicated to following through. Responsive leadership models integrity, congruence, honesty and trustworthiness.
- *Responsive resources* - provide opportunities, value people's contributions, support variety and choice, respond to community needs, demonstrate responsibility, manage effectively, advocate appropriately, foster creativity and manage finances efficiently.

► PROGRAM COMPONENTS

Program in Action

Penticton & District Community Resources Society provides a comprehensive range of services. In many cases participants refer themselves to services; in some cases they are referred by other community agencies or provincial ministries. Staff in the various programs work closely together and often refer families to other services within the Society.

Parent/Caregiver Education and Support

- *Penticton Family Centre* offers the following programs and services:
 - drop-in program
 - parent education programs
 - support groups for step- and blended families, for single mothers and for fathers
 - relaxation classes for parents
 - craft program for three and four year olds

- after school programs focused on self-esteem for children aged 5–9 (both centre-based and school-based)
 - summer program for children aged 5–8 who have been referred to the program, primarily through Special Services to Children
 - family literacy program for parents and preschoolers (offered together with Okanagan University College and Penticton Public Library)
 - special events such as a clothing exchange and a Christmas party
 - a monthly newsletter
 - a resource library with information on child development, family life, parenting and personal growth
 - transportation to assist families in getting to and from the Centre, when requested
 - assessment, referral, and short-term counselling by a family outreach worker for parents of children birth to age twelve
 - child minding for daytime parent groups and for parents meeting with the outreach worker
 - volunteer opportunities on a parent advisory committee or assisting with child minding and facilitation of some groups.
- *Parents Together Program:* provides support to parents of teens through weekly self-help/support groups in Summerland and Penticton. The program is part of a provincial initiative administered by the Boys and Girls Clubs of British Columbia.
 - *Child Care Support Program:* provides a range of supports to parents and home child care providers (for details, see Child Care Programs below).

Family Preservation

- *Family Enhancement Programs:* operate in elementary schools in both Penticton and Summerland, and in Summerland Secondary School, and are jointly funded by the Ministry for Children and Families and the School District. The programs provide support and counselling to students experiencing social difficulties and to their families. Families are referred to the program by school staff. Services include:
 - developing, implementing and coordinating service plans for each participating student in conjunction with the student, parents and other involved professionals
 - individual and group counselling sessions for students
 - in 1996/97, a self-esteem building program in three Penticton elementary schools, co-facilitated by the Family Enhancement Worker and the Penticton Family Centre Program Director
 - assistance to families through crisis intervention, home visits, and support in augmenting parenting and life skills.

- *Family Enhancement/Family Skills Programs:* operate in Oliver, Osoyoos, Keremeos and Okanagan Falls where the Society has contracts from the Ministry for Children and Families to provide services to individual families in crisis. Services include:
 - counselling and crisis intervention
 - liaison to community services
 - assistance in developing parenting and life skills such as communication, problem-solving, budgeting, and household management.
- *Special Services to Children:* available in Penticton, Summerland, Naramata, Kaleden, Okanagan Falls, Oliver, Osoyoos and Keremeos where the Society contracts with the Ministry for Children and Families to offer a variety of supports and services to individual families caring for children and youth with exceptional physical, emotional, social and behavioral needs. Services include:
 - home visits
 - family sessions and individual counselling
 - information and assistance regarding life skills (such as parenting communication and problem-solving)
 - developing opportunities for play and social interaction
 - structured group recreation and peer skills enhancement for youth aged 8–13 including a summer program
 - helping families access community resources such as
 - youth groups, parents groups, recreational opportunities and specialized services
 - information and support in accessing other community services.

Child Care Programs

- *Child Care Support Program:* serves Penticton, Naramata, Kaleden, Summerland, Okanagan Falls, Oliver, Osoyoos, Keremeos, Cawston, Olalla, Hedley and Princeton. Established in 1990 as part of the federal-provincial Strategic Child Care Initiatives and funded through the Ministry for Children and Families, the program acts as an administrative hub, providing a variety of resources and supports to parents, home child care providers, and licensed child care programs for children from birth to twelve years of age. Services include:
 - assisting parents to find child care (including part-time and emergency care)
 - providing information to parents about provincial fee subsidies
 - recruiting and registering home child care providers and assisting them by providing resources, support, home visits, a newsletter and ongoing training opportunities

- support to the various child care programs operated by the Society and other child care programs and community groups in the area by providing resources, support to staff, and assistance with policy development, employment standards and licensing.
- *Rural Child Care Project:* (a Strategic Initiatives Project) works to improve the accessibility, affordability and quality of child care in rural communities in the Southern Okanagan and Similkameen valleys, including Okanagan Falls, Oliver, Osoyoos, Keremeos, Hedley and Princeton. Information materials about the project are available in Punjabi, Spanish, French and English. Services include:
 - information and referrals about a variety of children's issues, provided through the Rural Child Care Project Office, located on the main street of Osoyoos
 - in Osoyoos, a licensed child care centre with twenty spaces open during the summer months that provides twelve-hour care, five days a week to meet the needs of seasonal workers employed in the tourism and fruit industries
 - recruitment of licensed and registered family child care providers to offer extended hours of care
 - assisting parents (particularly migrant fruit pickers) to access provincial day care subsidies.
- *Supported Child Care Transition Project:* (a Strategic Initiatives project) is part of a province-wide initiative to develop a service delivery model that supports the inclusion of all children in child care settings. Services are offered in all communities served by the Society. The initiative is based on the philosophy that all families must have access to the same child care choices and that support should be available to child care settings and children to enable inclusion. To date, the project has:
 - undertaken community consultations to develop implementation plans and to discuss service delivery model issues and concerns. Reference groups have been formed in Keremeos, Princeton, Oliver, Osoyoos and Summerland.
 - developed a pilot project to train four child care providers to work with children with special needs. The providers and the project coordinator are registered with Northern Lights Community College to take the Supported Care training modules through distance education; the trainees meet together using a study group process.
- *After school programs:* licensed, non-profit, integrated child care for children aged five through twelve years operating out of two locations in Penticton. The programs provide care for the children of working parents and respite care for parents of children with special needs, serving 99 children who share 56 spaces. Fees are covered by provincial subsidies; transportation between the children's schools and the day care centres is provided, using two vans. Programs include:

- a before school program
 - a morning and afternoon kindergarten program
 - two after school programs
 - summer programs.
- *Little Triumphs Pre-School:* is an integrated preschool located in Penticton (although some children also come from Summerland and Twin Lakes) serving children aged 3–5 years; about half the children have special needs. The preschool operates morning and afternoon programs four days a week for twenty children per class. Staff make home visits for family support on Fridays. Transportation is provided for children with special needs in a bus sponsored by the Penticton Lions Club.
 - *Penticton Teen Parent Child Care Centre:* (see details under Youth Programs).
 - *Student Child Care Services:* (see details under Employment Support Programs).
 - *Family Centre child minding:* is available while parents attend daytime parent groups or meetings with the family outreach worker.

Youth Programs

- *Teen Parent Support Program:* offers support and assistance to pregnant and parenting youth (aged 13–19 years) to facilitate increased use of personal capacities and community resources. The program is flexible and non-structured, responding to individual client needs and circumstances. Staff work closely with Penticton and Summerland High Schools. Recently services were extended to Oliver in response to referrals from social workers. Activities include:
 - outreach/education to local high schools to ensure that youth are aware of the service and to discuss issues related to teen pregnancy
 - counselling and support in accessing other services
 - home visits
 - occasional group activities
 - transportation to appointments
 - practical help in finding basic items, e.g., cribs, clothing
 - information regarding child development and parenting.
- *Penticton Teen Parent Child Care Centre:* provides on-site licensed group child care for up to twelve infants and twelve toddlers of students attending Penticton Secondary School. Spaces are available on a full-time or half-time basis. Supports to parents include:
 - a weekly hot lunch served while parents meet with a public health nurse or other community resource people

- on-call service of a public health nurse
 - assistance from the Child Care Support Program, the Teen Parent Support Program and Student Child Care Services
 - an on-site resource library with information about community programs and services
 - in 1996/97, a 23-week parent education program focused on nurturing.
- *Reconnect Services to Youth:* is a part of a provincial program funded by the Ministry for Children and Families that works to prevent young people from becoming involved in street life and to help those who are on the street choose a healthier and safer lifestyle. Parents and youth may self-refer or be referred by other agencies. Support may focus on issues related to family relationships, peer relationships or problems at school. The program:
- undertakes street outreach to connect with youth on the street (including tracing runaways), to refer them to appropriate community services and to provide counselling on lifestyle alternatives
 - works preventively by providing a range of services including parent-teen mediation; short-term family counselling and problem-solving support; information and resources about the developmental stages of adolescents and families (especially related to adolescent issues); and support to both youth and parents to assist in re-initiating contact with each other
 - works closely with other agencies to offer more coordinated services to youth and families in the community.
- *Penticton Alternate School:* assists youths in grades 8 through 10 to acquire basic academic, social and vocational skills that will permit their re-entry into the school system, further training or employment. Two child care workers employed by the Society work as part of a team with three teachers employed by the School District; the workers are funded by the Ministry for Children and Families.

Employment Support

- *Student Child Care Services:* (a Strategic Initiatives project) a resource, advocacy and referral service for parents needing child care who are planning to attend, or are currently enrolled in school or a training program. Services are offered in all communities served by the Society. Offices are located at the Okanagan University College Penticton Centre and the Rural Child Care Project office in Osoyoos. The project:
- helps student parents to obtain child care subsidies
 - provides training, resources and support to registered child care providers and other professionals to assist them to meet the needs of student families.

- *The Registration Centre*: located in the main office; contracted by the Ministry of Education, Skills and Training to provide support to job seekers who have been on welfare for more than seven months. The Centre provides information sessions, individual assessments, referrals to training programs and volunteer opportunities, and follow-up interviews. Young adults (aged 19–24 years) on social assistance are required to register with the centre in order to continue to receive benefits. Adults are involved on a voluntary basis.
- *Working Options*: assists young adults (aged 19–24 years) on income assistance to achieve and maintain personal independence through a twelve-week program designed to facilitate the acquisition of job skills. The program includes communication skills, life skills, job and education planning and search skills, goal setting, and a volunteer work placement.

▶ OTHER COMMUNITY LINKAGES

Penticton & District Community Resources Society has extensive community linkages fulfilling a number of functions, including networking and information exchange; community development, planning and coordination of services; joint service provision and case management; community education and advocacy. Major linkages supporting the two service areas (Children's & Special Needs Services and Youth & Family Services) outlined in this profile include:

- Penticton Child, Youth & Family Committee
- Penticton Child, Youth & Family Committee—Collaboration Committee
- Penticton Advocacy Network (Note: has developed a kit and training related to self-advocacy)
- Okanagan University College
- School districts
- School counsellors and staff
- Okanagan Similkameen Neurological Society
- Public Health
- Boys and Girls Club
- Federation of Private Child Care Agencies
- Federation of Child and Family Services
- Health Employers Association of British Columbia
- Community Social Services Employees Association
- staff of various provincial ministries.

The Manager of Children's & Special Needs Services has been a member of the B.C. Child Care Council and the Executive Director is part of a provincial network through the Office of the Child, Youth and Family Advocate.

► **RESEARCH AND PUBLICATIONS**

- *Penticton Community Child Care Survey* (June 1994), in conjunction with the Community Child Care Planning Committee and the City of Penticton.

► **GOVERNANCE**

The Society is governed by a Board of Directors composed of nine community members. The Board operates with two standing committees: operations and planning. Some programs have advisory or screening and intake committees.

► **STAFFING**

As of June 1997, the Society employed approximately 200 staff. (For details, see the chart below.) Staff have backgrounds in social work, early childhood education, child and youth care, nursing, psychology, education, mediation, human service work and special needs work.

Volunteers: Within the two service areas outlined in this profile (Children’s & Special Needs Services and Youth & Family Services), volunteers are active in the following programs: the Family Centre, Little Triumphs Pre-School, the After School Program, the Teen Parent Child Care Centre and the Parents Together program.

Student Placements: The Society offers field placements to about twenty students annually who are enrolled in the following areas of study: early childhood education, special needs workers, special needs aides, human services, social work and home support.

► **FUNDING (1996/97)**

FUNDING SOURCE	\$	% OF TOTAL BUDGET
Provincial • Ministry for Children and Families, Ministry of Health, Ministry for Education, Skills and Training, B.C. Transit	2,876,224	41.94
Fundraising • Gaming Revenue • Other Community Fundraising/Donations	34,154 51,139	.57 .86
Other • Fees for Service • Sales (Paper Shuffle)* • Investment Interest • Rent Subsidy	3,319,822 35,398 2,464 25,749	55.57 .59 .04 .43
Total Revenue	6,344,950	100.00

* Penticton Paper Shuffle provides training to mentally and physically challenged adults while recycling paper and providing confidential paper shredding services.

Statement of Income (March 31, 1997)

PROGRAM	REVENUE	% OF TOTAL BUDGET	STAFFING (Full-time equivalent)
After School Program	296,953	4.7	9.50
Child Care Support	201,465	3.2	5.00
Community Services Office	260,973	4.1	5.00
Family Centre	96,319	1.5	2.75
Family Enhancement -Oliver/Keremeos	125,294	2.0	3.00
Family Enhancement -Penticton/Summerland	145,608	2.3	4.00
HandyDART Bus	59,793	0.9	1.25
Home Support Services	2,773,614	43.7	72.00
Little Triumphs Pre-school	170,052	2.7	4.75
Parents Together	33,742	0.5	1.00
Alternate School	71,915	1.1	2.00
Teen Parent Child Care	184,238	2.9	5.50
Reconnect Program	102,191	1.6	1.75
Registration Centre	10,296	0.2	1.50
Rural Child Care	86,260	1.4	1.25
Sexual Abuse Treatment	148,235	2.3	1.75
Special Services to Children	295,111	4.7	8.00
Student Child Care	76,323	1.2	1.00
Supported Child Care	80,000	1.3	1.50
Teen Parent Support	73,388	1.2	1.50
Working Options	26,566	0.4	.75
Services for Mentally Challenged Adults	1,026,614	16.2	24.25
Total Revenue	\$6,344,950	100.0	(FTEs)159