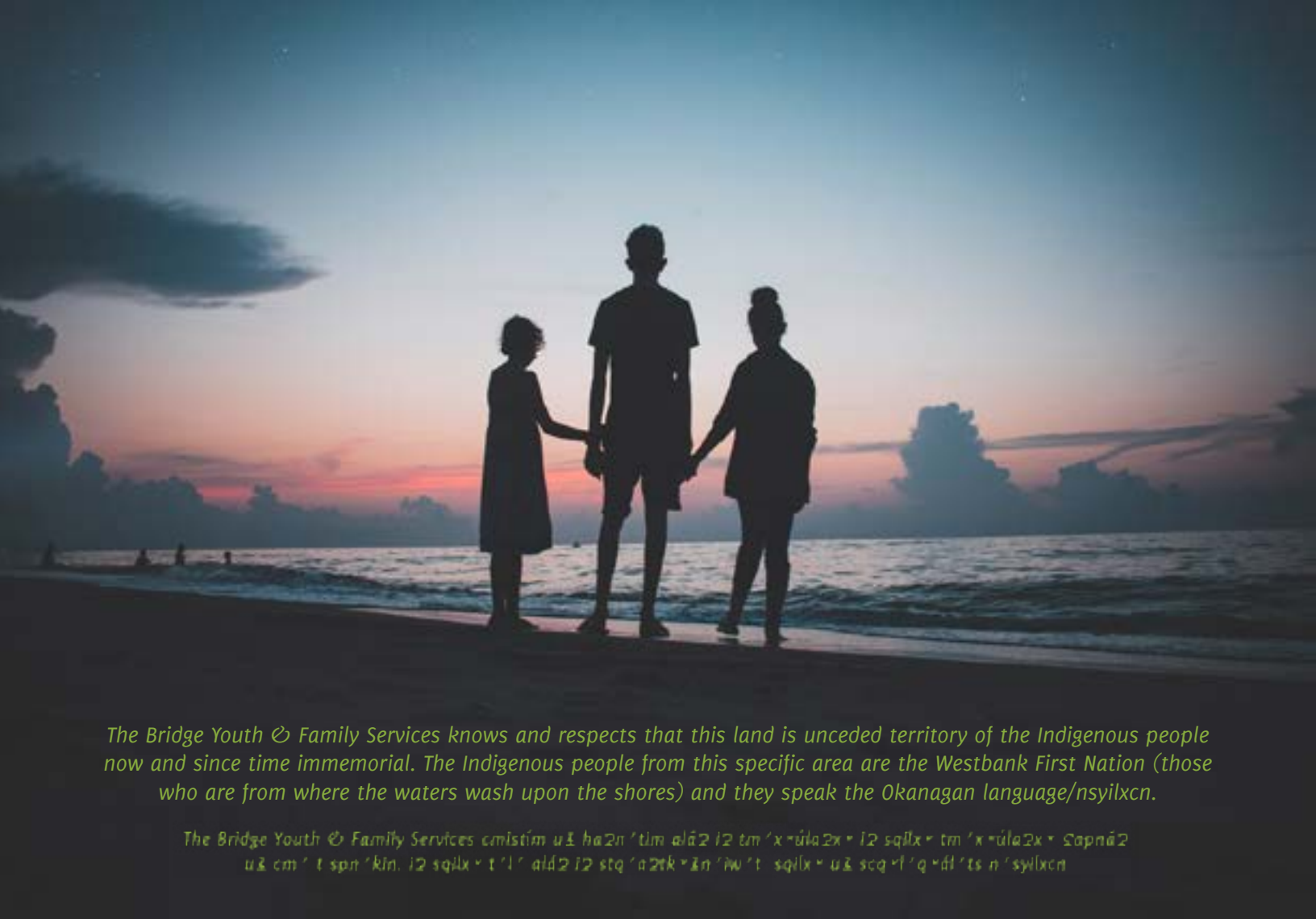




Annual Report 2019-2020



The Bridge Youth & Family Services knows and respects that this land is unceded territory of the Indigenous people now and since time immemorial. The Indigenous people from this specific area are the Westbank First Nation (those who are from where the waters wash upon the shores) and they speak the Okanagan language/nsyilxcn.

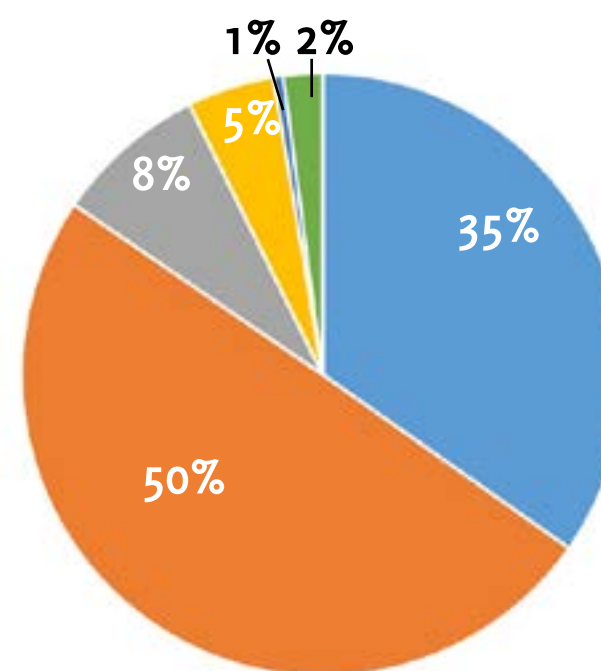
The Bridge Youth & Family Services cmístim u& ha2n'tim alá2 í2 tm'x-úla2x í2 sqilx+tm'x-úla2x+ 2apná2 u& cm' t spn'kin. í2 sqilx+ t'í' alá2 í2 stq'a2tk+&n'w't sqilx+ u& scq+í'q+dl'ts n'syilxcn

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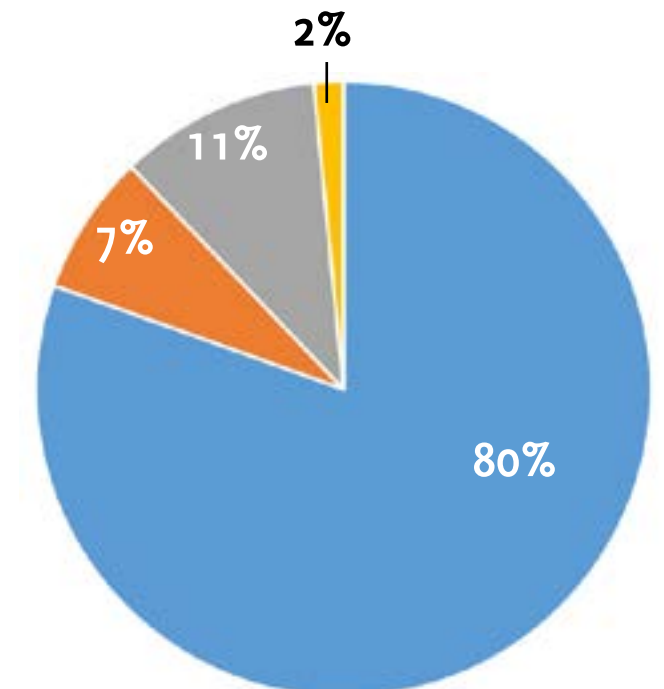
Financials

Revenue
\$7,194,294



- Interior Health Authority
- Ministry of Children & Family Development
- Government of Canada
- Residential Per Diems
- Grants & Donations
- Other

Expenses
\$7,118,956



- Personnel & Programs
- Support Centre
- Facilities
- Fundraising

CORE VALUES

Our Mission

We inspire healthy communities and resilient people through innovation, leadership and collaboration. The Bridge strengthens communities, families and people by offering a constellation of services and programs that reflect our commitment to the incredible potential of all we are honoured to serve.

Our Vision

Resilient Communities Where Everyone Thrives

Acknowledgment of Our People

We value people as our most important resource and work to ensure our employees and volunteers are adequately trained, supported, and rewarded. We work to find a healthy balance between individual and organizational goals.

Community Collaboration

We cooperate and form partnerships with other agencies, governments and businesses, for the purpose of providing quality service for those who are supported by The Bridge. We openly and freely share information and resources that will enhance the lives of individuals within the communities we serve, and increase the capacity of the communities in which they live.

Excellence and Innovation

We embed continuous quality improvement systems as a cornerstone of our organizational culture and our work. We implement ongoing measures of effectiveness and efficiency, explore the most current research in related fields, and work to meet or exceed the most current standards of programs and services associated with accreditation and best practices in the field. We subscribe to a code of ethics to further ensure accountability.

Honour and Respect

We recognize and support the fundamental rights of the individuals we serve, those who work for the organization, and our volunteers. We regularly seek feedback on the experience of those we interact with and take actions to remediate concerns or complaints in a timely and transparent manner. We believe services that are voluntary, involve the program participant, and are the least intrusive in the shortest period of time demonstrate the respect to which we aspire.

Inclusive

We strive to provide equitable and accessible services to all, overcoming and reducing barriers wherever possible. As a culturally competent and diverse organization, we model respect for gender identity, sexual orientation, spiritual practices, ethnicity, age, ability, socio-economic status, language, and culture.

Leadership

We believe we have a responsibility to provide leadership in advancing conversations and progressive social policy change on behalf of those we support and the broader community in which we offer our service.

Strength Based

The Bridge recognizes the inherent strength and value in each person with whom we work and believe that everyone, regardless of circumstance, requires opportunity to grow, connect, and be supported. We strive to ensure that all individuals who access the services of The Bridge feel respected and valued.

Sustainable

We operate with a focus on both corporate and individual sustainability: social, environmental, and fiscal. We are responsible stewards of the resources we are entrusted with and conform to our legal, moral and fiduciary responsibilities.

Turning 50 Never Looked So Good

Well, if I do say so myself: we're looking pretty good for 50!

October 2019 marked a significant anniversary for The Bridge: five decades of exemplary service. We of course took the opportunity to celebrate loud and proud, and paid special attention to many of our long-standing employees who have played such a key role in laying the foundation for what we do and who we are. We are collectively so honoured to have had the opportunity to serve, and so humbled by the impact we have had. Since 1969!

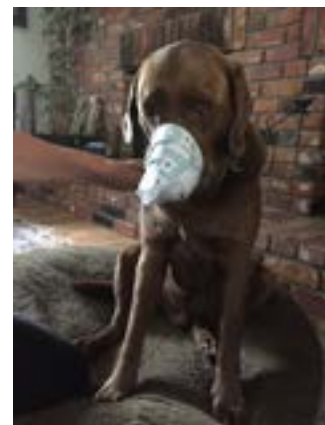
2019/2020 was also a reaccreditation year for The Bridge. As an 'early adopter,' we have maintained our status with the Council on Accreditation (COA) since 2004 attesting to our on-going achievement of the highest international standards of professional practice. Formal reaccreditation occurs every four years, and provides an opportunity for us to showcase our work to an on-site peer review team, after the Council pores over all of our agency and program policy, procedures, protocols, and financial statements. The skill and talent of staff were evident to the peer reviewers. We received accolades across the board, but the staffs' shared commitment to continuous quality improvement, exceptional adherence to ethical standards, and the quality of participant care were acknowledged in particular.

Our years of service and our commitment to best practice were key in our ability to weather the COVID-19 storm that swept across the country as the fiscal year was winding to a close. Our strategic plan, in particular our published values and principles, provided the guidance we needed to respond quickly and effectively in the emergency. Our long-standing commitment and dedication to our staff paid incredible dividends: they were brave, courageous, reliable and exceptional, in spite of their work placing them in harm's way. The trust of our ever-stalwart Board of Directors allowed staff to do the work that needed to be done in the moment; the Board's responsiveness and commitment to this community helped us to make decisions in real time that ensured we could continue to take care of our people, focus on the community's most vulnerable, and stay true to mission.

There's been much ink spilled since decrying these times as 'unprecedented'. Indeed. They might well be. But the 'good bones' of The Bridge will hold us in good stead.

Whatever 2020/2021 may bring: we're ready!

Celine Thompson
Executive Director



Celine's dog, Shekai, doing his part to stay safe during the COVID-19 pandemic

Board of Directors

Reflecting on the achievements of The Bridge Youth & Family Services over the past year, I feel great pride in our organization, its management and staff and how they advocate tirelessly for those whose voices may not otherwise be heard. As a non-profit organization, The Bridge has continued to enrich the lives of those we serve for over 50 years.

Since 1969, the management and staff at the Bridge have made a difference in people's lives. We offer a broad range of social services lead by a group of seasoned veterans in their field. As an organization we have so many outstanding staff that lead the way, sharing their vast wealth of knowledge and experience. The depth of that experience is highlighted by the fact that more than 13 staff have worked for the Bridge for more than 15 years, 10 have worked more than 20 years, and four staff have over 30 years of service! In this past year, we've also had two 30-year employees retire. The collective knowledge and experience of our staff is an outstanding resource for our clients and community, but also speaks to an exceptional organizational culture within The Bridge that fosters such longevity.

We are blessed with support from our local government and community members and have benefited from a number of fundraising efforts from many local community-based charities. Those fundraisers, whether benefitting existing programs or supporting our vision to build a Youth Recovery House for teens struggling with addictions, demonstrate that our community values our efforts to make our communities a better place. On behalf of the Board of Directors, I want to extend our sincerest gratitude for this support.

In addition to offering client-based services, The Bridge management has also been at the forefront of meeting with municipal and provincial governments, advocating to ensure our community is provided with resources necessary to respond to pressing local needs. We will continue to give everything we have to help our community. The ongoing opioid crisis cannot be ignored, and in light of recent escalating overdoses, demands a unified, cohesive response from all levels of government and service providers. The Bridge continues to work tirelessly offering outreach and overdose prevention services, in addition to detox services and live-in rehab facilities, plus ongoing support for our clients. What we've learned from our clients is that the root of these problems often begins in youth. This has strengthened our resolve to develop a Youth Treatment Facility that allows children under the age of 18 experiencing substance abuse issues to receive residential treatment and support without leaving their community.

#IfNotUsWho | #IfNotNowWhen

On behalf of the Board of Directors, I want to thank our management and staff for their incredible efforts to make a difference, and thank our community members, governments and supporters for their assistance in helping us make a difference. We look forward to another year ahead and continuing to better the lives of those in our community, one life at a time.

Patrick Spinks
President

2019-2020 Board of Directors

Patrick Spinks - President
Ben Wasenius - Vice President
Elizabeth Woods - Secretary
Mike Wright - Treasurer
Corrine Johnson - Director

Tish Lakes - Director
Joyce Galuska - Director
Andre Hugo - Director
Sarah Bauer - Director
Catherine Corrigan - Director
George Jacob - Director

Adult Withdrawal Management

A medically supervised, secure residence at our Hwy 33 facility for up to 10 adults seeking safe withdrawal from alcohol and/or drugs. Length of stay is typically 7 to 10 nights, depending on the substance the individual is withdrawing from and the treatment plan. Offers 24-hour nursing care and access to an on-site physician in a respectful, non-judgmental environment.

“The employees at The Bridge work incredibly hard to keep me as comfortable and safe as possible. *The staff make a huge difference.* To them you are not a number but a face and a person with a story.”
- Participant



608 People Served

*Our rear view mirrors are small for a reason, they show us a glimpse into our past, as to not forget where we've come from, yet how far we've come. Our windshields are meant to be **BIG** so we can focus on where we are going, to focus on the destination of where we want to go!*
- Participant

Bridgeway

A highly-structured, intensive 6-week program for an alternating group of 20 adult men or women, aged 19 or older, seeking substance use treatment. Treatment is offered in a safe, live-in environment at our facility on Gray Rd. It is best suited for individuals with more complex and/or chronic use for whom other community-based treatment approaches have not been effective.

174 People Served



“I recently completed and graduated my 42 day intensive treatment program at Bridgeway! The counsellors and staff know that I do not have the words to describe what they did for me mentally, emotionally and physically! I owe a great deal of gratitude towards everyone affiliated with Bridgeway! My outlook on life has changed drastically! Thank you for a second chance at life!”
- Participant

*“Every person struggling with addiction needs a place like **Bridgeway**”*
- Participant

YD33

A licensed, 4-bedroom environment for young people aged 18 and under to safely withdraw from addictive substances. Participants can stay up to 15 days and have access to nursing care, physicians, discharge planning and clinical counselling services.

57 Youth Served

“My substance use started at a young age. I had my first drink at *age 13* and tried cocaine at *age 16*. I was in Tahsis, B.C. when I tried cocaine. I remember a woman I had become very close with injecting me with it.”
- Adult Withdrawal Management Participant

The Bridge’s Recovery & Addiction Services are funded by:



Help Change the Story

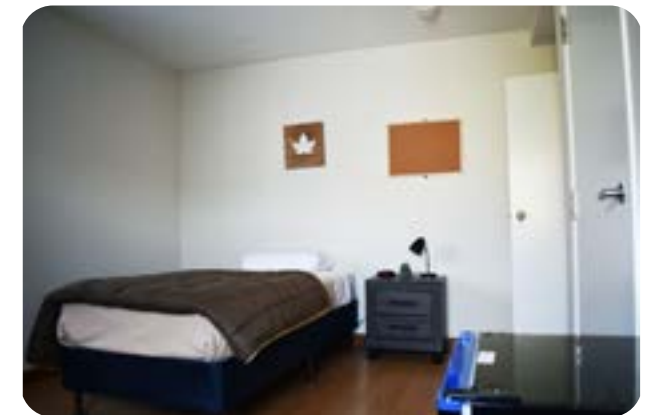
Youth Recovery House

Together we can build a life-changing program for youth struggling with addiction

Supported Recovery

Transition housing service for adults seeking support for recovery from substance misuse in an abstinence-based Assisted Living registered facility. The service enhances independence with personalized life skills training, support and transition planning to promote wellness. Length of stay is typically 6 months, but varies based on individual circumstances.

37 People Served



For the first time in 50 years, The Bridge expanded into the South Okanagan in 2019. Supported Recovery increased its occupancy by opening two facilities in **Penticton** with the capacity to house up to 10 people.

Outreach Overdose Prevention

Supports individuals to access health and harm reduction services in partnership with the Interior Health delivered Supervised Consumption Service. Marginalized and vulnerable individuals are directly engaged at the street level and are provided with health information, social supports and harm reduction supplies.

Expanded to include West Kelowna in **2019**

23,139 Harm Reduction Supplies Distributed

28,771 Contacts Made

2,222 Naloxone Kits Provided



Family Services

235 People Served

Family Counselling

Provides counselling support for families with children under age 19. Promotes healthy children and families through the enhancement of communication, parenting education and relationship building skills.

Caregiver Support Services

The Path: Supports and houses young people with complex needs in Ministry of Children & Family Development approved homes. Young people and caregivers receive expert care and support. Caregivers provide safe and caring homes, stability and opportunities for success for their young people at home, school, work and in the community.

Foster Home Support: Foster families are provided dedicated support and education to develop a deeper understanding of the children they care for, including after-hours consultation, crisis intervention, debriefing and mediation.

Youth Services

Youth Transitions: For youth aged 15 to 19 transitioning to adulthood and out of the care of the Ministry of Children & Family Development. Youth Transition Counsellors assist to enhance the life skills, resilience and well-being of youth as they move toward independent living.

Youth in Care Network: A group for youth in and from Ministry care aged 14-24 to provide a safe space for youth to come together, build connections, identify challenges and feel at home. The program provides opportunities for leadership and encourages healthy lifestyles.

Youth Outreach Services: Provides support for youth whose needs are not met by conventional office-based services and remain at risk of homelessness, exploitation, self-harm or abuse. Assists youth in meeting their basic needs, engaging with services to improve their well-being and support with housing. Clinical counselling services are available to promote enhanced emotional health and family reunification. Host homes are available for eligible youth.

The Bridge's Family Services are funded by:



Healthy Together

A trademarked, national family education program designed and delivered by The Bridge. Healthy Together promotes healthier lifestyle choices and builds healthy relationships within families and communities.



68 Facilitators Trained

Over 3,400 Participants

37 Implementation Sites



- 17 British Columbia
- 7 Ontario
- 4 Newfoundland & Labrador
- 3 Saskatchewan
- 2 Alberta
- 2 New Brunswick
- 1 Manitoba
- 1 Northwest Territories

"Healthy Together is very easy to implement. It's a lot of fun. People are interested, and it motivates them to focus on healthy eating and physical activity."
- Facilitator

Healthy Together Partners:



Early Years

3,948 Total Attendance

229 Adults & **255** Children Participated

164 Volunteer Hours



Beyond the Blues

Promotes recovery from postpartum depression and anxiety. Services offered include social connections, community referrals and therapeutic support.

Creative Playtime

A drop-in group for children from birth to age 6 and their caregivers in Kelowna and Peachland. Provides opportunity for play, connecting with other parents and information on community resources.

Parent Talk

A drop-in group for parents and caregivers with children under age 6. Adults meet while the children are supervised in our playroom to talk about parenting, wellness and child development.

Prenatal Wellness

A drop-in program at the Kelowna Family YMCA for expectant women and their partners. This weekly education program covers lifestyle and nutrition tips, fitness classes and exercise guidelines, stress management, and connections to community resources.

Special Deliveries

A weekly support group for pre-and-post-natal women (up to 6 months) that includes a nutritious meal, prenatal vitamins, Public Health Nurse support, and information on breastfeeding and healthy eating during pregnancy.

2019 Family Picnic



Early Years programs at The Bridge are possible thanks to the generosity of:



Community Action Plan for Children



Etcetera

A weekly facilitated program where youth ages 11-18 who identify as LGBTQ2S+ and their allies can meet supportive peers in a safe environment. Etcetera offers social activities, empowering discussions and special events.

21 Average Weekly Attendance

70+ Youth at Special Events



Ride For Pride at Spin/Co



Etcetera was the charity of choice for the Spin It Forward fundraiser at the downtown Kelowna Spin Co in June 2019.

Rainbow Lattes for Pride Month



Canoe Coffee Roasters (now Bright Jenny) donated \$500 from their Pride Month special rainbow latte sales throughout June 2019.

Thank you to Etcetera's supporters:



50th Anniversary



The Bridge Builder

By Will Allen Dromgoole

An old man going a long highway
Came at the evening, cold and gray,
To a chasm, vast, and deep and wide,
Through which was flowing a sullen tide

The old man crossed in the twilight dim;
The sullen stream had no fear for him;
But he turned, when safe on the other side,
And built a bridge to span the tide.

“Old man,” said a fellow pilgrim, near,
“You are wasting strength with building here;
Your journey will end with the ending day;
You never again will pass this way;
You’ve crossed the chasm, deep and wide-
Why build you this bridge at the evening tide?”

The builder lifted his old gray head:
“Good friend, in the path I have come,” he said,
“There followeth after me today,
A youth, whose feet must pass this way.

This chasm, that has been naught to me,
To that fair-haired youth may a pitfall be.
He, too, must cross in the twilight dim;
Good friend, I am building this bridge for him.”



Celebrating our long-time staff and volunteers.

Est. 1969



Lawrence Avenue group home closed 2010.



Our main office when we were the Okanagan Families Society.

Thank You



On behalf of our participants, our Board of Directors, and everyone who works at The Bridge Youth & Family Services, we thank our donors, financial partners, investors, and supporters who have joined us in our efforts to transform lives and build community.

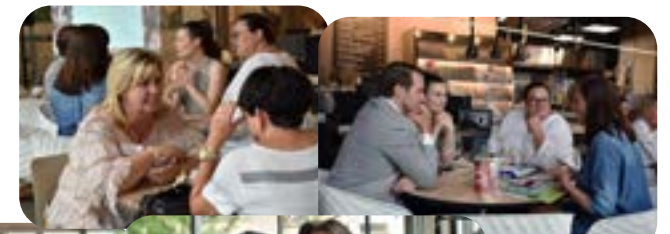
250 Spinco Corporation	Beverly Campbell	Mary Gardner	Katherin Kim
Brett Adamson	Canoe Coffee Roaster Inc	R Gatti	Kiwanis Club of Kelowna Summit
Adele Anne Wooldridge Legacy Fund	Valerie Caputo	Gillian Gerylo	Knights of Columbus
AFP Okanagan Chapter	Laura Carbonneau	Avi Gill	Council 9845
Daniel Albas	Bernice Carr	Kim Gmeinweser	Jayne Knyx
Bob Aldridge	Justin Catt	Mitchel Gowing	Jen Koehle
Carlos Alentejano	Central Okanagan Foundation	Brenda Graham	Taylor Kolar
Eleanor Allan	Adrienne Cescon	Harry Grossmith	Gaylor Kozak
Scott E Amis	Kathryn Chin	Karen Guy	Lara Kuchta
Cindy Anderson	Choices Markets Buy Low Foods LLP	Martina Gyori	Justin Kulik
Lynn Archibald	Renae Clarkson	Todd Halina	Kirsten Kurjata
Denise Armstrong	Sarah Collins	Leanne Hammond	Beth Lachmuth
Army, Navy & Airforce Veterans	Louise Conaty	Corinne Hanna	Grant Lachmuth
Unit 376	Katherine Coupe	Mary Beth Hansen	Nancy Last
Amber, Matt, Ella and Claire Arthur	Claire Covington	Ann Haymond-Hill	Kevin Lauer
Josie Ashley	Julie Cranston	Christine Heinaranta	Terry Laurin
Guy Auger	Brandie Cridland	Cher Hill	Anne Leier
Stacey Bachynsky	Kelsey Cyril	Delcie Hill	Gary Leier
Alysha Baker	Dave D'Albertanson	Wayne Hill	Alison Lennie
Lee Anne Baker	Susan Darnbrough	Leslie Hipkin	Cindy & Brian Lewis
Lori Ballard	Keith Dauncey	Kellie Holberton	Christa Lewis-Watts
Tami Bates	Susan Davenport	Ann-Marie Honkonen	Jennifer Little
Dustyn Baulkham	Donna Dear	Taylor Horsting	Bill Litwin
BC Association of Pregnancy Outreach	Cassandra Dickson	Arlene Howe	Tracy L Litz
Programs	Solenn Dishaw	Roz Huber	Judy Logan
BC Responsible & Problem Gambling	Kimberly Donn	Judy Hughes	Angelina Low
Coralee Beet	Ryan Donn	Natel Hull	Dawn Mackenzie
Brandon Beitel	Shadia Doty	Heidi Hyland	Mary-Lu Mackenzie
Les Bellai	Brian Drosdovech	Cherylee Hylands	Vaughna Mackenzie
Nancy Beselt	Carol Dueck	I.O.D.E. Knox Chapter	Willard Mackenzie
Big White Ski Resort Ltd.	Dunnenzies	Interior Savings	Kara Macleod
Ellen Bond	Isabelle Eaton	Broan James	Pam Macphee
Trisha Bossio	Laura Enoch	JCI Kelowna	Trina Manca
Kara Bowerman	Nelia Evans	Helen Jennens	Angie Marchinkow
Sharon Bowes	Faith Chapel of Faith	Angela Jimenez	Lane Martin
Norah Bowman	Apostolic Ministries	Michael Jobke	Angela Mason
Michie Brown	Fat Cat Children's Festival	Clarence Johnson	Micki Materi
Morgan Brown	First West Credit Union	Mirela Johnson	Barbara Mayo
Rosanne Brown	Terry Flannigan	Kim Jollymore	MC College
Lesley Brydon	Nate Flavel	Jacqueline Jones	Rachel McAllister
Brittani Buettner	Kylee Fournier	Kelowna Flightcraft	Brian McArthur
Kristine Burr	Candie Fraczyk	Charitable Foundation	Gina McBeth
Ms. Susan Byrom	Deborah Freese	Catherine Kennedy	Melissa McCartney
Bev Cairns	Melanie Friesen	Andrea Kiehlbauch	Janice McDowell
Carol Cameron	Shay Galor	Ken Kilcullen	Dennis L. McElroy

Thank You

Lynda McGowan	Gary Powell	Jeffrey Seville	David Trifunov
Elaine McMillan	John Przywara	Laura Sharun	Tracy Turcotte
Linda McNaught	Denise Punko	Cathi Shaw	Pam Turgeon
Joanne Meyers	Lori Raible	Deanna Shaw	UBC
Trisha Miltimore	Deanna M Rainey	Fiona Sherwood	John Ugyan
Julie Morgan	Lynn Rains	Brad Sieben	United Way Southern Interior BC
Archie Morrison	Steve Ramsden	Jennifer Simpatico	Jeanie Vant
Ilona Morrison	Tanis Rantucci	Jodi Simpson	Rhonda Victoor
Steven Morrison	Rebellious Unicorns Production	Krystal Singinger	Freya Vos
Cathy Mullan	Company	Tina Slamka	Debra Walker
Melissa Mullan	Holly Renton	Rheann Smit	Jennifer Walker
Derek Nakamoto	Nicholas Renton	Cindy Smith	Emily Wallace
Wendy Needham	Susan Renton	Shannon Snow	Holmes Wang
Laurelee Nelson	Grant Richard	Heather Snowdon	Crystal Wariach
Lisa Nicholson	Natalie Richard	Jonathan Sommerfeld	Tom Warshawski
Lynda Norman	Keith Richards	David Spevakow	Sandra Waswick
Paula Nyuli	Nara Riplinger	Spirit Ridge	Bryan Watson
Okanagan Boys & Girls	Ann Ritchie	St. Paul's United Church	Linda Watson
Club - Martin Avenue	Shari Rittscher	Starbright Children's	Kerrie Watt
Okanagan College Faculty	Euan Robertson	Development Centre	Cathryn Wellner
Stephanie Ostash	Derrick Ross	Tanya Sturgeon	Mark Wells
Christine Patton	Sue Ross	Cameron Stutters	Rita Wells
Sarah Pavan	Deborah Roy	Krista Suchar	Westjet Community Investment Team
Cynthia Payne	Royal Bank of Canada	Trevor Swaisland	Deborah Wiersma
Charlotte Pederson	Bernie Ryan	Hollie Tayal	Carissa Woolsey
Peter's Your Independent Grocer	Taylor Sandomirsky	Carol Taylor	Dave Work
Douglas Petersen	Reena Saran	Telus Community Ambassadors	World Film Festival
Robyn Phillips	Vetina Schiralli	Ria Terins	Amanda Wright
Marty Platz	Studio9 School of the Arts	Leif Thordarson	Gordon Wynn
Alicia Pomeroy	Kristin Schuppener	Lenetta Thordarson	Joanna Zander
Ponderosa Spinners & Weavers	Anne-Marie Segert-Iluk	Chris Tilley	
& Fibre Artists Guild	Denise Selby	Andrea Tomlinson	
Amanda Poon	Sandra Sellick	Jamie Tomlinson	



Socially Anxious People Person



Youth Recovery House Friends

Get Involved

Donate | Fundraise | Volunteer

Find out how you can help.
Contact Kelly Paley, Director of Fund Development
kelly.paley@thebridgeservices.ca
250-763-0456 x.2224



We transform lives
and build community

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