

Annual General Meeting 2025

Wednesday, June 18, 2025

Land Acknowledgment

We acknowledge the traditional, ancestral, unceded territory of the Musqueam, Tsleil-Waututh, Squamish, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Oayqayt, Sto:lo and Tsawwassen First Nations on which we are learning, working and living today. We take this opportunity to commit ourselves to the work of realizing the recommendations set out by the Truth and Reconciliation Commission (TRC) that highlight the struggle that Indigenous peoples have faced and continue to face against systems of oppression that have dispossessed Indigenous people of their lands and denied them their rights to self-determination.



Message from the Board President

LEO STREET

It has been a bit of a long road, but now in 2025 we finally have a new name, brand and website. The Board is excited about this new chapter for our agency. Our growth has continued over the past year, with new homes and new staff contributing to the overall service excellence provided to our clients. As Board members we know that growth brings with it extra challenges for all staff and we are very proud of the exceptional work done by both new and seasoned staff. Your commitment to excellence and the continuing success of Leo Street is very much appreciated.

Successful organizations are successful when they are underpinned by strong, expert leadership. Our CEO, Renata exemplifies leadership strength while prioritizing leadership from within. She is committed to supporting the leadership team and promoting leadership potential in all staff. Our agency success in caring for our vulnerable clients is the result of the daily contributions of every member of the Leo Street family.

Many current issues affect our clients, our programs, and the broader communities that we serve. Globally, there is much concern and chaos that, while not affecting Leo Street directly, provide the context within which our province and country make important decisions. Indirectly, concern about the economic and political climate we live in does trickle down to us, our clients and families. Leo Street is well positioned to weather this climate with effective decision-making and forward thinking about our agency's direction. The Board looks forward to the continuing success of Leo Street in the coming year!

Marion Clauson, *Board President*



Message from the Executive Director

REFLECTIONS ON COMMUNITY AND COMMITMENT

Lately, I've been thinking a lot about my childhood, not so much looking back with nostalgia, but rather remembering. I find myself gathering the sounds, sights, and smells of those early years and reshaping them into story. At 62, this desire to reimagine childhood may be more common than not.

When I reflect on my own experiences, I also think deeply about the lives of the children, youth, and families we serve. For many, perhaps for most, childhood isn't always easy. It can be stressful, even dangerous. This reflection strengthens my commitment to the work we do together. I know I am surrounded by people who provide incredible care.

Our agency is a vibrant community made up of diverse, unique, intelligent, funny, and compassionate people. Over the past year, 104 new individuals have joined us, and their presence is both welcome and needed.

This is an intentional community. It's not one we are born into, but one many of us have come to rely on. It is a consistent and trustworthy companion. It's a place that honours the lived experiences of both colleagues and clients: the joys of marriage, the birth of children, and the sorrow of losing loved ones. We celebrate each other's successes, and we feel the loss when someone moves on.

Of course, the community has its boundaries. There are expectations to meet and contracts to fulfill. We cannot claim to offer unconditional love, but we do strive for respect and an ethic of care. We commit to living our values in action. We are on a journey to decolonize our agency, embracing learning as an ongoing practice rather than a destination.

I want to thank our Board President, Marion Clauson, for her outstanding leadership, as well as the rest of the volunteer board who give so much of their time for the betterment of our agency.

Renata Aebi, Executive Director

“Several months ago, I planned to give you a special little gift when my son graduated from high school to express my gratitude. Thank you very much for your help to my son and for your sincere sharing when talking to me. I will always remember your help and encouragement.”

- Parent of youth attending counselling

Our Programs and Departments: In-Community Child, Youth, and Family Services



Alison Grauer, Director of Child, Youth and Family Services

Alison Grauer has been working at Leo Street's for over 25 years, starting with Esau House and currently privileged to be the Director of In-Community Programs: SMILE, Outlook Community Youth Services, Counselling and Family Development. She received her BA in Psychology at SFU back in the 1980's and launched into youth care with a summer job at a wilderness camp. Having been through many periods of

change within social service work, her belief that relationship is key and community connections are vital has not wavered. Completing Leadership 2020 was a highlight in her ongoing learning. Outside of work, she is happiest walking her dog, being on the ocean, traveling and reading.

Youth, Child & Family Development

In this service, we connect with families experiencing conflict and stress. Youth and Family workers provide short-term outreach services to children, youth and their families which:

- identifies strengths;
- offers strategies to improve parenting skills;
- facilitates connections to the community at large to foster long term connectedness and awareness of community based resources;
- links parents to other parenting programs, and specialized training;
- develops conflict resolution and crisis management strategies;
- increases the possibility of maintaining families together in their homes;
- engages street involved youth to return home.

Independent Living (Transitions): Youth Workers provide support for older adolescent youth in care of MCFD who are preparing to live independently. These youth may still reside in foster homes or group homes or be in semi-independent or independent living situations.

Youth Agreements (YAGS): Youth Workers support older high-risk youth who are currently not living at home to find stable housing and adhere to the terms of their youth agreement as required by their MCFD Social Worker. The Youth Worker supports the youth in becoming successful and independent in all areas of life.

For youth involved in either service stream, our Youth Workers:

- help prepare youth for independence by providing information and connection to resources;
- role model and teach independent living skills;
- respond to crises;
- promote pro-social activities;
- assist youth in exploring and accessing community resources;
- assist youth in developing support within the community or with family members;
- make referrals to community organizations.

Counselling: Child and Youth Access and Family Development counselling, referred by MCFD, CYMH, and SD41.

Short term sessions for families, and individuals experiencing emotional, family, relationship and trauma stress. We provide individualized care by masters level practitioners, on-site and virtual.

Supervised Access: Provides safe space and supervision of visits for families with children in care of MCFD.

SMILE: Support to young parents under 26 in Burnaby/ New West—a variety of support provided through educational parenting groups, prenatal classes, self-care and community meals and connections. A warm and friendly on-site location for young parents to connect and be with others.

Our Programs and Departments: In-Community Child, Youth, and Family Services

Intensive Support and Supervision Program (ISSP):

A BC Provincial judge gives an ISSP order on a youth's probation order. ISSP Workers provide support to youth, focusing on decreasing their criminal behaviour in the community and increasing their pro-social behaviour.

The ISSP Workers role model positive community living, coach independent living skills, and encourage positive and healthy interactions in the community. The ISSP Worker also works with the family to provide support as needed, including mediation, conflict resolution, crisis intervention, and education.

Bail Curfew Checks:

Bail curfew checks consist of youth workers alternately calling and visiting youth at their homes to ensure they abide by the curfew stipulated by the courts on their bail order.

Community Work Service:

Community work service provides youth on probation or alternate measures with placements to carry out their community work service hours. Youth workers coordinate opportunities to match youth with non-profit work service projects that interest the youth and are beneficial to the community. Youth workers are responsible for monitoring and reporting the status of community service hours completed to probation officers.

North Fraser Youth Outreach Services (NFYOS):

The vision for this collaborative program is for youth faced with significant challenges to move toward a safer and healthier lifestyle and be more connected to their community and natural supports. The NFYOS program is designed to meet the needs of high-risk youth across the North Fraser SDA. It is a collaborative effort between PLEA, Purpose Society and St. Leonard's to provide a coordinated response, utilizing Youth Outreach Workers (YOW) to reach these youth in their communities.

Safe care Supports: Outreach to sexually exploited youth (SEY)

In this component, a youth worker connects on an outreach basis with high-risk youth and provides community-based interventions in partnership with other community agencies to address youth's individual needs (drug and alcohol treatment, counselling, education/vocational programs). The program participates in community awareness and education events as well.

OUTLOOK Learning Pathways Day Program:

In partnership with the Burnaby School District and MCFD, we provide the Outlook Day Program for high-risk youth between 13 and 18 years who have struggled in mainstream or alternative school programs due to social, behavioural and cognitive difficulties. The Burnaby School District provides a teacher and EA, and St. Leonard's provides the other support staff: a youth worker to support each youth's education and recreation activities and a Manager to provide case management, planning and support. Outlook provides all youth a breakfast/lunch program and bus passes to those requiring them. Outlook will serve up to 18 youth at once and has a continuous intake system. Participants at Outlook stay for an average duration of 9 months with the possibility of an extension as per individual needs.

Our Programs and Departments: In-Community Child, Youth, and Family Services

Grants from Vancouver Foundation, a private donor, City of Burnaby, Government of Canada, and Home Depot:

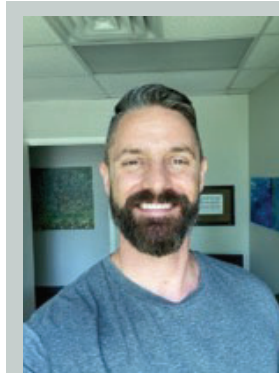
Gang Prevention - Community Connectedness & Building Safer Communities:

Youth worker connects with youth at risk for gang involvement and support them in pro-social and athletic endeavours, employment and education.

Orange Door Funds (Home Depot) are used to prevent youth homelessness. Youth have received funds for employment readiness (i.e. First Aid course, Food Safe, and work boots and clothing). Rent top-ups, damage deposits, food and other necessities have helped with stability.

Arts: Grant provides access to art, music, and cultural events for our clients. Our site has an art space and music room, and funds have been used for children and youth taking part in voice, guitar and piano lessons.

Health and Wellness: Opportunities for clients to access personal training, yoga, boxing, and other wellness activities.



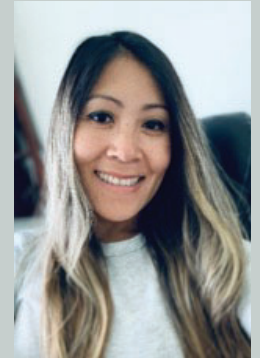
Cole Bennett

Manager, Outlook School, Gang Prevention and Special Projects



Erin McDade

Manager, Family Development, Smile, Counselling



Abby McClelland

Clinical Lead for Agency

We thank our funders for their support and partnership



Ministry of Children and Family Development
Ministry of Public Safety & Solicitor General



vancouver
foundation



Our Programs and Departments: Specialized Homes and Support Services (SHSS)



Patrick Rogers
Director, SHSS



Christina Cabrera
Director, SHSS

Specialized Homes and Support Services (SHSS) continues to expand across the Lower Mainland, expanding its reach to provide safe, supportive housing for children and youth. By the end of this summer, Leo Street will operate 19 specialized homes, each uniquely tailored to meet the needs of young people requiring care in a staffed residential setting.

Leo Street offers a broad spectrum of housing and support models that include:

Emergency Receiving Homes: Short-term placements (up to 30 days) designed for immediate safety and comprehensive assessment.

Long-Term Homes: Structured support for up to one year, providing consistency, nurturing care, and developmental stability.

Specialized Homes for Children Under 13: No time-limit placements offering intensive, individualized care for younger children.

Youth Emergency Shelter: Self-referred, short-term stays (up to two weeks)

focused on safety, meeting basic needs, and stabilizing crises. This Pilot Program includes Outreach Workers as well as a Day Program for youth. Currently Day Program is running their second (12 week) Girl's Group, the first and second one being so successful that the participants asked to continue thus the decision to offer a third group.

For the first time, Leo Street will be launching a 2-bed co-ed Short-Term Stabilization Home in Maple Ridge. Designed for stays of 3 to 6 months, this new home will provide intensive, wraparound services in a supportive, home-like environment. Staff and therapists will work closely with youth to deliver focused interventions aimed at emotional and behavioral stabilization, helping to prepare them for reunification with family or transition to long-term care.

This new program enhances the continuum of care in Maple Ridge and complements the area's existing Youth Shelter and Emergency Receiving Home.

Additionally, Leo Street will open its first Emergency Receiving Home in the North Shore this summer. This marks an important step in bringing services to a new region for Leo Street and offers a meaningful opportunity to build strong community partnerships in the North Shore teams.

2025 promises to be both exciting and challenging for Leo Street as we continue to grow and expand our services to meet the needs of the communities we serve. None of this would be possible without our dedicated and compassionate staff and leaders, their commitment to supporting vulnerable youth is at the heart of everything we do and gives the people we serve a sense of belonging.

SPECIALIZED HOMES AND SUPPORT SERVICES

Surrey Specialized Long-Term Beds:

Aspen House: 13 - 18 years co-ed 2-bed
 Maple House: 13 - 18 years male 2-bed
 Willow House: 13 - 18 years male 2-bed

Surrey Emergency Care Homes:

Beach House: 13 - 18 years co-ed 2-bed
 Newton House: 13 - 18 years co-ed 2-bed
 Delta House: 13 - 18 years co-ed 2-bed
 Cedar House: 13 - 18 years co-ed 2-bed
 (Contracted by Metis Family Services)

Surrey Short-term Stabilization Homes 13 and under programs:

Lilac House: 13 & under longer-term 1-bed
 Huckleberry House: 13 & under longer-term 1-bed
 Sunflower House: 13 & under emergency care 2-bed

Burnaby Specialized Long-Term Homes:

Southside House: 13 - 18 years co-ed 2-bed
 Rowan House: 13 - 18 years male 2-bed
 Esau Jr House: 13 - 18 years 1-bed

Burnaby/Coquitlam Emergency Care Homes:

Esau House: 13 - 18 years co-ed 2-bed
 Juniper House: 13 - 18 years male 2-bed

Maple Ridge Homes:

YES - Youth Emergency Shelter, Outreach, and Day



Lorie Antunes
Residence Coordinator



Julie Berces
Residence Coordinator



Jasjit Billing
Manager, SHSS



Sarah Duncan
Manager, SHSS



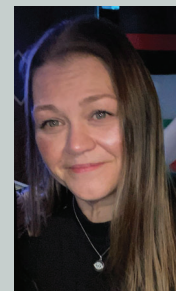
Fatima Gulamhusein
Case Manager, SHSS



Paleen Her
Residence Coordinator



Michele Leong
Residence Coordinator



Lesley Lloyd
Manager, SHSS



Heather Mallard
SHSS Manager



Rachel Mason
Residence Coordinator



Tanner Nickel
Manager, SHSS



Tamikah Otanga
Residence Coordinator



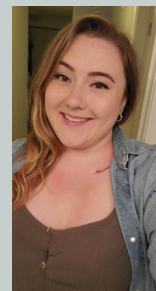
Yushvin Puchooa
Manager, SHSS



Sandeep Sall
Residence Coordinator



Maiya Shular
Residence Coordinator



Hailey Tyers
Manager, SHSS



Kristin Weidema
Residence Coordinator



Madison Whiting
Residence Coordinator

Our Programs and Departments: Administration



Diane Robitaille, Executive Assistant Over the 32 years that Diane has worked at Leo Street, her roles have expanded and changed and include her recent promotion to the position of Director. Diane's career path in administration started at the age of eighteen in the Woodward's Department Store, accounts payable department. Diane has also worked in business and at Revenue Canada before realizing her passion for the non-profit sector. Other than work accomplishments and team connections, Diane states that she happiest as a Mother and Grandmother.



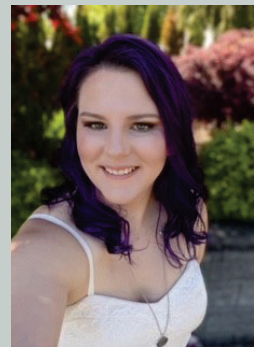
Jennifer Hanrahan, Director of Operations and Practice Standards Jennifer studied Women's Studies and Sociology at Memorial University of Newfoundland. She came to BC in 2003 to study Social Work at The University of British Columbia, earning a BSW. After a number of positions in the non-profit sector, Jennifer joined Leo Street in 2014 as the Director of Operations and Practice Standards. A strong advocate and educator, Jennifer has presented at conferences on best practice models for staffed residential care and implemented complex care homes for children and youth. Born and raised in Newfoundland, Jennifer now resides in Surrey, BC with her husband and three children.



Sijing Xu, Director of Finance Sijing Xu joined Leo Street in March 2020 and currently serves as Director of Finance. Sijing is a Certified Professional Accountant with over 15 years senior experience in financial reporting, cash management, corporate finance, and government funding. Before joining Leo Street, she has worked in multi-industry such as mining, real estate, renewable energy, and non-profit organizations. Sijing earned a Bachelor of Accounting at British Columbia Institute of Technology and Bachelor of Education from PRC. Outside of working, Sijing enjoys travelling with family, walking & jogging, Yoga & music.



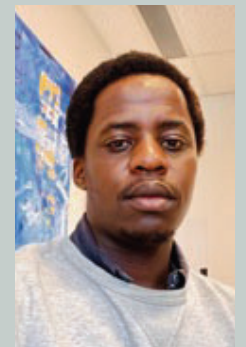
Khaled Araghi
Continuous Quality Improvement Navigator



Devon Chubey
Health and Safety Officer



Harleen Sidhu
People and Culture Manager



Tom Wangari
Manager of Admin

Staff Recognition | 2024

Al Cote Award

The Al Cote Award is presented annually to an employee who best exemplifies the qualities that Al Cote has shared with our society. A founding member of the Society, Al was kind, compassionate and ethical. He contributed his time over two decades, serving as a volunteer member and holding the positions of Chair and Director on the Board.

Last year's recipient of the Al Cote Award was **Fatima Gulamhusein**.

We all have a story

Finding confidence through connection

When one young client first arrived at our program, she carried a deep sense of frustration that showed up as verbal outbursts and a quick temper. Even routine conversations could set off strong emotional reactions. Staff responded with patience and care, taking time to build trust and explore what might be going on beneath the surface.

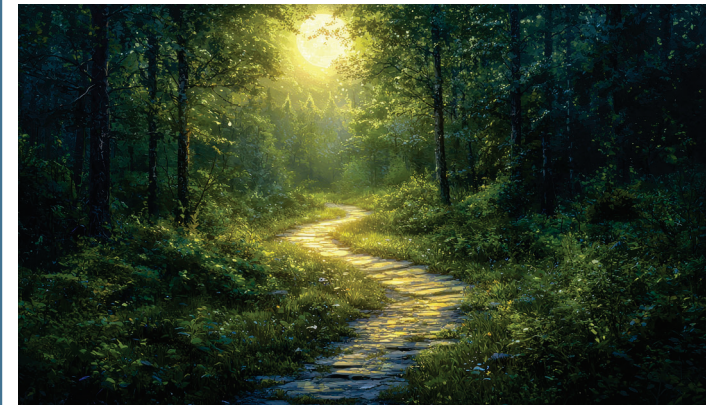
Over time, through steady support and trauma-informed engagement, the client opened up. She shared that she was living with alopecia and felt deeply insecure about her appearance, particularly about her hair loss. These feelings of vulnerability had been weighing heavily on her and contributed to the reactive behaviour others were seeing.

With this insight, staff were able to support her more meaningfully. They validated her experiences and created space for honest, compassionate conversations. As she began to feel safe and understood, her confidence grew. The outbursts became less frequent, and strong, trusting relationships began to take root.

This story is just one of many from the past year that speaks to the supportive, welcoming environment staff have worked hard to create. Through consistent, client-centred care, they help ensure every individual feels seen, heard, and valued.



Path to progress



When this young person first entered our services, they faced significant challenges. Daily life included frequent outbursts, damaged property, and a refusal to engage with staff or attend school. Building trust took time. But through consistent support, patience, and the young person's own resilience, real change began to take shape. Today, they attend school regularly, take part in activities, and have formed meaningful, trusting relationships with their care team. As they shared recently, they feel calmer, more engaged, and enjoy spending time with staff. For the first time, the focus is shifting from day-to-day survival to future possibilities.

Data on Service Delivery

Clients served this fiscal year:	408 Individuals and Families
Hours of Service Provided – non-residential:	24,721
Days of service – Specialized Homes:	7,404

Clients by Program:

SHSS: Total Clients: 70

- Surrey Long-term Homes: Aspen, Maple & Willow: 6
- Surrey Emergency Homes: Beach/Delta Newton: 26
- Cedar (Metis Family Services): 5
- Surrey 13 and Under Homes: Lilac, Huckleberry & Sunflower: 6
- Burnaby Long-term Homes: Rowan, Southside, Esau Jr: 7
- Burnaby/Coquitlam Emergency Homes: Esau, Juniper: 16

In-Community Programs: 338

- Child and Youth Access: 68
- Family Development: 73
- SMILE: 44
- Outlook: 153

Demographics:

24% of clients served are Indigenous

35% Caucasian

34 % male | 60% female | 1.5% transgender | 3.8% non-binary (they/them)

Top 15 reasons for referral in order of prevalence:

1. Mental Health
2. Emotional Supports
3. Family Conflict
4. Parenting skills & support
5. Behavioural Concerns
6. Substance Misuse
7. Education
8. Aggression/violence
9. Sexual Exploitation Concerns
10. Sexual abuse/assault
11. Cultural conflict
12. Homelessness
13. Domestic Violence
14. Life Skills
15. Housing Supports

Of note:

In 2020, mental health concerns were number 7 in prevalence, and they jumped to number 1 in 2021, likely due to the pandemic, and have remained in the top 2. The top 3 reasons for referral remained the same from the previous year. Substance Misuse and sexual exploitation both increased in prevalence for referrals, and sexual abuse and Housing Support made the top 15, with Justice System supports and pregnancy support leaving the top 15. However, both are still prevalent reasons for referrals.

Statement of Financial Position 03/31/2025

	Current Year	Previous Year
ASSETS		
Total current assets	\$ 8,691,433	\$ 5,589,198
Investments	1,600,000	2,700,000
Capital assets	3,605,994	3,662,009
TOTAL ASSETS	13,897,427	11,951,207
LIABILITIES AND EQUITY		
Total current liabilities	\$ 2,939,904	\$ 2,533,527
Net assets (equity)	10,957,523	9,417,680
TOTAL LIABILITIES & EQUITY	13,897,427	11,951,207

“I didn’t think anyone would get it, but you actually listened. It feels good to not have to always overthink and to be able to rely on the people in my life”

- Beach House Client



Statement of Operations Twelve months ending 03/31/2025

	Current Year	Previous Year
REVENUES		
MCFD	\$ 17,046,239	\$ 13,227,170
Donations	30,615	18,620
Interest	214,090	174,292
Grants/Other	229,475	146,477
TOTAL REVENUES	17,520,419	13,566,558
OPERATING EXPENSES		
Programs	\$ 14,518,427	\$ 11,327,930
Administration	1,462,151	1,066,011
TOTAL EXPENSES	15,980,578	12,393,941
EXCESS OF REV over EXP	\$ 1,539,841	\$ 1,172,617

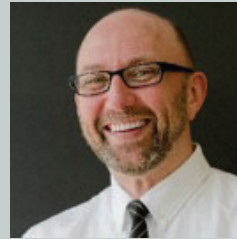
Our Board of Directors



Marion Clauson,
President



Deborah Hutchings,
Vice-President



Glenn Gardner,
Recording Secretary



Cathy Ebbehoj,
Director



KP Aujlay,
Treasurer

Strategic Plan At-A-Glance 2021 - 2024

**S
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**Service Excellence
Extraordinary Workplace
Strong Community
Strong and Sustainable Agency
Truth and Reconciliation**

Leadership in Practice

Relational
Collaboration and collective impact
Dialogue continuous learning
Resilient and Creative

Nineteen for 19

Engage 19 companies to walk with youth as they transition from care to the broader community. A community to provide mentorship, friendship and guidance that supports young adults to achieve their employment and personal goals.

Succession we are

Staff engaged in agency leadership
Strong cross agency communications
Continuous Learning
Mentorship

Cultivating kindness is more than being nice.

Everyone in our agency is connected and participating in our mission
Communication honours relationships
Value based leadership

Decolonizing our Practice and Living into Reconciliation

Examining our practice standards
Listening to the experience of others
Educating ourselves
Standing on our shared values
Working together to realize the TRC recommendations

Building our foundation

Business continuity (risk management, emergency preparedness)
Growth strategy
Communication Plan Implemented
Strategic Community partnerships