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This thesis on some aspects of the community organization method in the expansion of welfare services in the Okanagan Valley, covers the period of five years from 1958 to 1963, during which the writer was resident in Vernon. The thesis is, therefore, by nature a field experiment in observation, with an attempt at a critical analysis of the services secured in the light of accepted methods of community organization.

It was a matter of excitement that so many welfare services were secured in that relatively short space of time, and so many others were explored or initiated; this phenomenon has significance for other areas of the province and, in so far as is known, this type of social reporting has not been carried out elsewhere in British Columbia.

A review of the historical background of the Okanagan Valley shows that it is bountifully supplied with the natural elements and resources which made pioneering relatively easy. Fruit growing, lumbering, and, in the early days, trapping, were the main sources of livelihood. The study shows that these have varied to some degree, especially with the phenomenal growth of Tourism, yet the need to develop secondary industries is of prime importance. The social condition of the people reflects the economic, increasingly the expanded population requires housing, and the old orchards are giving way to new housing subdivisions. An increasingly complex manner of life demands a comparable network of welfare services.

This thesis is essentially concerned with how one city in the Okanagan Valley gradually developed a community consciousness toward getting things done by their own efforts. The research method is largely empirical, as the writer was involved in many of the group efforts made by other Vernon citizens, and came away with a great sense of admiration for the degree of sophistication the city achieved. Questionnaires, personal interviews, actual participation and observation, were some of the methods used, and a two year interval has also afforded an opportunity for some retrospection about the validity of the changes which took place.

The study finds that, where public welfare services are unable to fulfil needs, community effort at identifying these unmet needs leads to a richer concept of themselves in groups; they learn to appreciate the peculiar contribution of each other. As Murray Ross believes that the development of true community organization demands "community morale" as much as the ability to identify need, one has searched for ways in which the people of Vernon sought to achieve this morale and self-confidence. Professional involvement in the community is also shown to create an integrated approach to community problems. Better understanding of professional and volunteer function is thus fostered, which in turn creates mutual respect for each other's efforts at solving common problems and filling unmet needs. As communities grow even more complex,
it is seen that the contention as made in the September, 1965 brief by the B.C. Association of Social Workers to the Provincial Secretary is justified, that is, that community organizers should be appointed to act as liaison between an advisory council and the body of volunteers, with their professional counterparts at the local level.

One could hope for such a professional organizer to serve the needs of Canada's expanding population to the north, thus bringing services to new communities before problems arise, a truly preventive measure.
ACKNOWLEDGEMENTS

I wish to acknowledge the active encouragement of my Superintendent, Miss Winifred Urquhart, Willingdon School for Girls, likewise of my family; to those community-minded citizens of Vernon who answered my questionnaire so generously; to Dr. Margaret Ormsby for the use of Plate 1, map of the Okanagan Valley, and most especially to School of Social Work, University of British Columbia which twice supported my desire for continuing education upon returning from service in India.
CHAPTER 1.

THE OKANAGAN VALLEY: ITS CULTURE AND SOCIAL DEVELOPMENT

In September 1965 the British Columbia Association of Social Workers presented a Brief on Public Welfare in the Province of British Columbia to the Honourable Wesley Black, Minister of Social Welfare.¹

This was the third occasion for presenting briefs demonstrating social workers' concern for the welfare programmes of this province, and they expressed their satisfaction at government action toward more adequate staffing and increased social allowance rates.

This third brief arose out of the Association's continued interest in the B.C. Government Report of the Juvenile Delinquency Inquiry Board of 1960, and the two follow-up reports of the Co-ordinator of Juvenile Delinquency Prevention Services, B.C. Government Department of Social Welfare. Two themes emerged from the reports which the Association considered to be of crucial importance not only in relation to delinquency but to all social problems.

These two are:

a) the need for prevention services, and

b) the respective roles of community and government in prevention.

2.

Mr. Cecil Gorby, Co-ordinator of Juvenile Delinquency Prevention Services, stated in the Foreword to this report of 1964 regarding the respective roles of Government and Community Resources in Prevention, "It follows we cannot put our faith in any single device or process but we must build an integrated pattern of preventive service in a community-wide prevention programme in which many things are tried".¹

Government and Community - A Joint Attempt

The Social Workers postulated that in essence the relationship between government and community services is not an "either-or" proposition, but a joint attempt to define the respective responsibilities of community and government. The Juvenile Delinquency Inquiry Board recommended in 1960 that a Joint Provincial Council be formed of representatives of all departments which provide services relative to the problem of juvenile delinquency. By the fall of 1965 this had not been implemented, and "it is rapidly becoming a recognized fact that a successful attack on social problems must utilize a wider variety of resources than can be obtained within the limitations of one department".²

For the purpose of co-ordinating facilities and resources at the community level, so that services could be offered on an integrated basis, the Board had recommended that within selected communities as requested and on a regional basis, there be formed

¹Ibid, p.3.
²Ibid.
councils for the Prevention of Juvenile Delinquency. The Association of Social Workers made the point that such Community Councils are more properly concerned with all social problems, not just delinquency. Further, the existing concept of the position of Co-ordinator of Juvenile Delinquency Services should be broadened to include all services to families and children, and not be restricted to delinquency.

Individual Community Planning

The Co-ordinator commented regarding the creation of individual planning to fit the individual community, and of the necessity of careful and detailed studies into methods of treatment and follow-up programme in order that an overall approach can be achieved. "If co-ordination of community and government resources is to be effected at the community level, communities will need persons skilled in the community organization method, capable of carrying out community analysis and research, who have abilities in bringing together employees of various government departments and community citizens in a joint co-operative attack on social problems."¹

Five Years' Observations

For five years, from 1958 to 1963, the present writer was a resident in the Okanagan Valley of British Columbia, at Vernon. It seemed that, during that relatively short period of time, many welfare services were brought to that community and plans for still others were quite thoroughly explored. (Community is taken to

¹Ibid. p.11
mean Town, City, District, etc., herein the City and District of Vernon). A professional social worker turned volunteer after marriage, with seventeen years in types of community development in India, might be said to possess an excellent vantage point from which to observe the strivings of a community towards an enhanced state of well-being for its members. In the light of the brief presented by the Association of Social Workers, and growing out of the government reports heretofore reviewed, it seems timely to report on the efforts of one community before knowledge of them may become lost in time. Some empirical reporting on what was accomplished in one specific area should have some use when implementation of the recommendations of the professional body becomes, hopefully, an accomplished fact. At the time one constantly reminded oneself — "How much more might be accomplished with the help of a professional community organizer!" But recently returned from a so-called "under-developed" or more imaginatively termed "developing country", one was sometimes forced to conclude that it was time to bring community organization methods back home where they might accomplish the same goals they were rapidly achieving overseas.

The expansion of social welfare services in the Okanagan Valley of British Columbia, in the period 1958 to 1963, makes an exciting subject for social study and reporting. Considering that the concepts of community organization as a method of social work are still comparatively new, and that there were still few trained social workers in that area of British Columbia who could have been using Community Organization techniques consciously and purposefully, it is nevertheless a fact that some dozen new services were secured in that short span of five years.
Purpose of this Study

It is the purpose of this study to examine some aspects of the community organization method in the expansion of social services in the Okanagan Valley with a view to determining what techniques were used, by whom, and with what degree of success. Some attention will also be given to those services not achieved and an attempt made to answer the question, -- why were some efforts successful while others fell short of achievement? What are the ingredients of community organization success? In an area where there is not one social worker being used as a full-time community organizer, what could the efforts of such a professional person have meant to the community? An attempt will be made to show that the inclusion of a person trained in community organization skills in the planning efforts of this community could have resulted in a more consistent pattern of change. Many difficulties, time lags, disappointments, debilitating conflicts might have been avoided had plans been co-ordinated in the detail envisaged in Mr. Gorby's later proposals.

Sources of Information

This thesis, then, may be looked upon as a type of report on a field experiment observed over a five-year period of time. So far as the present writer is aware, there has been no report made of any similar piece of work on the part of either this area or any other in the Province. Comparative study locally has, therefore, not been possible. Amid the growing body of literature on the subject of community organization one has most readily relied upon such authors as Murray G. Ross, Community Organization: Theory and Principles, and Ronald Lippitt and others, the Dynamics,
of Planned Change. This writer is partial to the Ross treatment, because of the strong India component which in her view, has strengthened her contention regarding use of community organization method consciously and purposefully, here in this country.

Okanagan regional sources of information have been largely those of provincial government reports, published and unpublished proceedings, and minutes of conferences and seminars held in the Okanagan Valley, as well as newspaper accounts of the same and of the welfare service picture in general. Rich overtones have been added by way of association with many of those who worked to cause an expansion in services, both government personnel and volunteer citizens, namely, - those fitting Lippitt's concept of "change agents". The ensuing interval has afforded these people, and the writer, a good opportunity for reflection on the validity of the efforts expended, the advantage or otherwise, of the services secured.

A Climate of Change

A questionnaire sent to thirty persons, all closely associated with one or more of the services listed poses such problems as the possible reasons for this rapid expansion of services, the idea of a state of readiness, i.e. a "climate of change", the role of the citizen volunteer, the layman's expectations of government, progress toward co-ordination, continued awareness of unmet needs. The temptation to include changes in the area of several health services has been resisted, although so closely related to welfare; nevertheless, one considers that changes in the field of mental health, an area firmly allied to the state of community well-being, could not responsibly be ignored, and they are therefore reported
upon specifically with regard to two developments, namely, the mental health centre and the White Cross center; in any event the administrative division of the two areas in government occurred only in 1959.

Focus on the City of Vernon

The city of Vernon has been chosen as the focus of the study. Although not contending that the three Okanagan cities of Penticton, Kelowna and Vernon are completely comparable in all respects, still many of the services secured were common to all three and their surrounding districts, and in actuality, from the standpoint of population to be served, there is nothing to be gained by enlarging upon the relatively minor differences in area, population, social condition and the like.

The Okanagan Valley - Topography, Climate, Vegetation

The Okanagan Valley of British Columbia officially extends from the United States border at Osoyoos to two miles north of the town of Armstrong, a distance of some 110 miles. Its width is approximately 80 miles, varying here and there because of the mountainous ridges extending down to the lakes which are present in such number throughout the Valley. British Columbia's Centennial historian, Dr. Margaret Ormsby has, in past years, given special attention to the history of the Okanagan Valley, the scene of her own early years.¹ For her purposes as an historian, Dr. Ormsby also includes in the area as part of the Okanagan Valley, the strip due north of Armstrong towards Sicamous, thus encompassing 12,800 square miles of land, approximately 160 miles long and

80 miles wide.

Throughout its length this territory is intersected by a series of long trough-like valleys, at the foot of each of which lies a lake or river. Vernon lies at the northern tip, the head of the largest of these bodies of water, known as Okanagan Lake. Travelling north from the United States-Canadian Boundary Line, the 49th Parallel, one perceives the changes in topographical features. The general appearance of the country between Osoyoos and Dog Lake is that of an arid waste, is located in the Dry Belt of British Columbia, with a maximum temperature of 115 degrees Fahrenheit, and the average rainfall is 8 inches. The flora and fauna of Oliver at 1,000 feet above sea level are the same as those of the mountains of Mexico.

After the introduction of irrigation methods, the area was found to be eminently suitable for the sub-tropical growing of fruits and vegetables, and still finds this its chief source of revenue today. From Summerland to Vernon, the land formation consists largely of a series of clay cliffs, rising to benches ranging from 100 to 500 feet above Okanagan Lake; these benches are free of timber and at one time were covered with a heavy growth of bunchgrass which made them ideal for grazing. Herds of sheep are found wandering there now, being shepherded to higher reaches as the summer heat advances. The atmosphere, while being influenced by the sea winds, is stripped of its excessive moisture by the mountains which intervene between the Coast and the Okanagan Valley, and as a result is clear and dry. The climatic conditions for fruit production are splendid, and the quality of MacIntosh apples and other varieties have made them famous in world markets.
In the modern age, when tourism is rapidly gaining a first-line place in the region's economy, it is the proud boast of many a bus driver as he carries his loads of tourists into the valley from either north or south, "You are now entering the banana belt of British Columbia".

The largest area of good farming land to be found in one place in the southern interior of British Columbia extends from the head of Okanagan Lake to Enderby. Around Vernon, the soil is clay, while the sub-soil is largely gravelly-clay, which is well adapted to fruit and vegetable growing. The sandy loam around Armstrong and Enderby produces very heavy field crops. The former lays claim to international fame for its celery growing and cheese-making. At Vernon the elevation is 1,200 feet, the maximum temperature about the same as in the southern end of the valley, with the minimum slightly lower, the variations being due to the divisions in the Biological Zone.

Early Inhabitants - The Okanagan Indians

The Indians who lived in this territory were the Okanagan nation, a band of the Salish Indians of British Columbia. They had ten permanent settlements in the territory between Enderby and Osoyoos Lake. The second village, Inkamaplux, was situated at the head of the Okanagan Lake, near the place where Cornelius O'Keefe later settled, and still today known as the O'Keefe Ranch at Vernon. The next larger settlement was at Kelowna, which meant "grizzly bear", and referred to the site of the present city. The seventh settlement was at Penticton, and was called by the name still in use. Thus were formed the first nuclei of the three cities of the Okanagan Valley, - Vernon, Kelowna and Penticton. The first
dwelling-houses of any permanency were built in these places for winter use, and were known as "Keekwillie". These were constructed partly below the surface of the ground, and the roofs covered with grass or earth in such a manner that from the outside the dwellings resembled cone-shaped mounds. A new housing sub-division presently in Vernon thus colloquially bears the name of "Keekwillie Loop", as being on the site where such mounds were believed to have been part of the original site of the city.

The Indians who lived in the Valley a century ago found it bountifully provided with the means of sustaining human life. In the native plants, fish, fowl and game, they had an adequate food supply; in the trees of the forest they found the timber necessary to build their keekwillie houses; and from the furs and skins of the native animals they obtained the material to make their clothing. Their modern counterparts, the dwellers of the area, and many from the Pacific coast, to this day still find some of their sustenance from these natural resources; for some it may be a by-product of the main pursuit of recreation, to be stored away in huge electric "Deep-Freezes" either in their own homes or in community lockers. For others it is still a much depended upon source of food supply, a real loss if the hunter or fisherman is not "lucky".

White Settlement of the Okanagan Valley

It was the white man who appeared in the Okanagan Valley in 1811 who was the first to realize that the fertile valleys were capable of producing a greater variety of foods; that on the rolling hills there was abundant pasturage for cattle; that on the benches the right conditions existed for fruit growing;
and that in the mountains there were large expanses of timber suitable for commercial purposes. Kelowna was chosen as the site for the first white settlement in the Valley, because it was a place where food could be produced in abundance, where lumber could be obtained for dwellings, and where stock could be turned out to pasture.

The first white men to visit the Okanagan Valley were fur traders from Astoria, Oregon, who travelled up Okanagan Lake in September 1811. In February, 1812 others from there set up a trading centre at "Cumcloups", later known as Kamloops. David Thompson, explorer for the North-West Company, established a trading station beside these men of the Astoria group known as the Pacific Fur Company. During the war of 1812, when it became evident that the British government would likely be in control of this new area, the Astoria group sold out to the British company, which in turn, amalgamated with the Hudson's Bay Company in 1821. The brigade trail soon became the main artery of travel for the traders, travelling and doing business with the Indians from New Caledonia to the mouth of the Columbia river, appearing more and more in the Okanagan Valley where "silver-edged --, long narrow lakes, -- glisten in the sunshine like the waters of paradise". The period of the fur traders in the Okanagan Valley lasted until 1846, the year of the Oregon Boundary Settlement, whereby the Forty-ninth parallel was declared the boundary line west of the Rocky Mountains to the Pacific Ocean. In 1843,

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1 Bancroft, H.H., "History of British Columbia", San Francisco, 1887, p.36, quoted by Dr. Ormsby, ibid, pp. 16,17.
Governor James Douglas of the Hudson's Bay Company, had begun to build a new post at Fort Victoria, the site of the present city of Victoria. The new trail was built from Fort St. James to Fort Langley, thereby diminishing the importance of the Okanagan.

**Christian Service in the Okanagan Valley**

Then followed ten years of "drabness and darkness", during which the peace of the Valley was only broken by the Catholic missionaries who quietly travelled the trail from 1839 and caused the Okanagan Valley to become the first part of British Columbia to be Christianized. The best-known name associated with religious service is that of Father Pandosy, who established the Oblate Mission first at the south end of Duck Lake, then removed to Mission Creek, which became the first place of worship, the first school, and the first burial place between the Boundary Line and Kamloops. Tribute has been paid to Father Pandosy as the "father of settlement in the Okanagan Valley", for it was he who induced the first white settlers to take up land and to start farming. In 1860, gold was discovered on a little creek which flows into Okanagan Lake, and the miners began to enter the Valley, later to use it only as a route to the Cariboo Gold Rush, via the famous Barnard Express.

The history of the Okanagan is therefore the struggle of the white man to wrest a living from the soil through the utilization of natural resources. It is a story of trial-and-error learning, wherein progress is portrayed as the experimenter succeeds in obtaining the correct methods and materials for his workmanship.

From the appearance of the first fur-trader down until the modern fruit-grower, the Okanagan Valley has exemplified the prin-
This statement still holds true in present day struggles to meet the requirements of the modern age in the Okanagan Valley, as the planners address themselves to the needs for vocational training, for institutions of higher learning, methods of attracting industry, housing for the greatly increasing population and a more sophisticated plan for social welfare services.

Ethnic Composition of the Okanagan Valley

Who are the people of the Valley in this modern age? The third report of the Okanagan Historical Society shows a list of some early Pre-emption Records in the ten year period from 1860 to 1870, which prove interesting by comparison with the names of those who are householders and landowners today. The largest percentage of names are British in origin, with only an occasional "Stalschmidt" and "Girouard" pointing to residents of non-British background. Today, the largest single ethnic group in the Vernon District after the general British classification is Ukrainian. Pre-second World War groups included substantial numbers of Chinese, and during that war the sad displacement of Japanese away from the Coastal area brought a large influx of this group even now numbering many hundreds even in this particular district. There was post war immigration of Hungarians and Dutch and the 1956 Hungarian uprising brought a second influx of people

1Ibid. p.13, Ormsby.
2Third Report Okanagan Historical Society, Vernon, 1929, p.35.
of that nationality. A look at the most recent list of new Canadians at the Citizenship Court, covering those who would have arrived in the area during the period under review, shows these names: (in toto) Boor, Jackel, Melissen, Michaelsen, Zsinor, and Zdebiak.¹

A pioneer feeling of freshness, vitality, and almost of excitement, still characterizes the district, and still another type of newcomer, the prairie dweller who is retired, or semi-retired, and dislikes the rain of the Coast, adds to, rather than diminishes this feeling. It is worthy of note that a substantial group of professional people, tired of the ceaseless pace of the Coastal cities, came to Vernon as a desirable place to bring up their children. School staff turn-over is well known to be extremely slight, and here many couples are to be found teaching in the School District #22, having built their homes with the intention of staying.

Population Figures

The 1961 census showed that the population of Vernon had doubled in the preceding ten years so that it now stood, within the city confines, at 10,250.² Many of the subdivisions do not come within the municipal boundaries, however, so that Vernon and District population, including the nearby municipality of Coldstream and others, was estimated to be 23,000. At the time of the release of the report on higher education in British Columbia,

¹Vernon News, April 4, 1966, Vernon, B.C.
popularly known as the "MacDonald Report", Vernon claimed to be serving a business district of 100,000, being the only city between Kelowna and the Arrow Lakes to the north.

**Occupations**

Vernon people make their living at fruit farming, cattle ranching, lumbering, from "cat-operators" to mill owners, nowadays driving out to the job daily instead of spending long periods "in the bush". As mentioned previously, tourism is now a major industry, and each year sees developments in building motels, improving the highways, and generally making the area a year-round resort. The Annual Winter Carnival, with ski trains from Vancouver, opened by the Lieutenant Governor of the Province and running through the winter months, enhances the air of busyness which is said to have always characterized Vernon even more than its neighbours. The diversity of its economy has also made it better able to weather the storms of financial recession than were it to depend almost wholly upon orchards, or tourism, as is the tendency in other centres. The military training camp located at Vernon, staffed and operated from May to October each year, undoubtedly supplies a still further source of income to Vernon business.

An unabashed enjoyment of such community affairs as outside pancake bakes, street dancing and costume parades goes with a somewhat self-conscious participation in the more sophisticated satisfactions of Little Theatre, Celebrity Concerts, and a public dining-room complete with imported Floor Show. Even the winter climate has relaxed in favour of greater comfort, for whereas early residents speak of skating the fourteen mile length of Kalamalka Lake to Jade Bay at the turn of the century, the water
now scarcely freezes over. The Board of Trade, staffed by the versatile Welshman, Idwal Evans, is busy the year round advertising all these Vernon charms, to such good effect that the city has twice won national recognition for its energetic programme of activities.

Social Science in the Act of Living

It is therefore not surprising that this enthusiasm should carry itself over into a readiness to work for social services befitting such a community, and if community organization is thought of as a "consummatory activity" of certain members of the community, it was indeed such for a considerable number of Vernon citizens. "In reported testings in communities in various parts of the country it has been demonstrated that about 6% of the population require about 50% of the major social services. There is growing emphasis on earlier detection of problems, with a greater interest in prevention, than was true earlier in community planning."¹ In writing about the great need of community action Richard Waverly Poston, nostalgically perhaps, recalls the times in early American democracy when "social science was in the act of living. Co-operation and group discussion, civic responsibility and community pride, did not have to be taught. They were a part of life. It was a simple life - intimately human, warm, personal."² Though not claiming that Vernon life could still be simple, nevertheless many of the attributes of earlier days still remain.

"Provincial"?

It might be said that the Okanagan Valley is passing through the various stages in its community development fairly easily. Professor A.R.M. Lower traces these stages with a sharply pointed pen when he writes of the evolution of "provincial" society, its ties to the great centre whose domination has always been complete. He contends that "Provincial", "provincialism", these terms come with derogatory undertones. "Provincial" communities wear second-hand cultural clothes. A "provincial" person is one who is "behind the times" — behind the current fashion of the metropolis.

It appeared to this writer that many residents of Vernon felt marked by such an attitude, even looked for it in visitors from larger centres, especially "the Coast" or Eastern Canada. Perhaps by way of a denial, it often seemed that they went to exaggerated lengths to prove that they, so far from being "behind the times", were, in fact, ahead of them. In some instances when organizing new community welfare services, this actually turned out to be the case, an example being that Vernon has currently the only White Cross Centre in Canada that operates five days a week voluntarily, and also the only Canadian Mental Health Association Thrift Shop. In any event, Professor Lower writes that nevertheless this attitude of those who do not live in a metropolis reaches into the depths of being, for basically it is the fear and distrust of the smaller for the larger which we find on every

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level of animal life; that the 'provincial' had better make up
his mind to accept the fact, knowing that today modern communica-
tions make it irrational to attach much importance to it. Thus,
when in consultation at the Extension Department this writer was
graciously given extra time before, as they put it, she would
"disappear again into the limbo of the Interior", it was easy to
remind them that the pies she had baked that morning when leaving
for her plane to the Coast, must even yet be cooling! Professor
Lower states what may be the next and final stage in the develop-
ment of the Okanagan Valley as a mature community -- "It is only
when a high degree of self-awareness arrives, when the old past
ceases to absorb the new society's own past, when readiness comes
to make the biggest decisions -- that provincial society is dis-
placed by national society."\(^1\)

\(^1\)Lower, Arthur R.M., Ibid. Preface xxiii
CHAPTER 2.

WELFARE SERVICES IN THE OKANAGAN VALLEY PRIOR TO 1958

Writing about this Province in 1930, Premier the Honorable S. F. Tolmie claimed:

"The social organization and educational facilities of British Columbia are second to none, while the per capita outlay for these advantages is far beyond those of other provinces. Included in the services may be mentioned up-to-date hospitalization, homes for the aged, sanitariums for those inflicted with tuberculosis and incurable ailments, mental asylums, old age residences, old age pensions, workmen's compensation, widows' and mothers' pensions, and low succession duties." 1

Historical Background - Early Measures of Expediency

The Public Service of the Province of British Columbia came into being with the Constitution Act of 1871. At that time three portfolios were established: the Colonial Secretary; the Attorney General, the Chief Commissioner of Lands and Works. Today in 1966, there are sixteen Departments of Government, three Crown Corporations, and several Boards and Commissions. The Department of Social Welfare was established in 1959. Prior to 1959, matters involving social assistance were administered by the Department of the Attorney-General, the Provincial Secretary and the Department of Health and Welfare. The Department of Social Welfare, through its field officers and social workers, deals with persons requiring welfare services. It also operates the Willingdon School for Girls, the Brannen Lake School for Boys, and the Provincial Home for Elderly Men.

During the Great Depression of the Thirties, one particular social service sprang into importance because of the dire necessity of hunger. For the first three years the relief programme in British Columbia grew steadily in extent. By March of 1933 the number of recipients of relief rose to 128,358. With old age pensioners, poor relief recipients, and other groups added, the total number in receipt of public assistance in that month was 151,730, or 22.1% of the population of the Province. As it turned out, this was the peak month of the whole depression period, but this heavy new expense, arising at a time when public revenues were greatly curtailed, created financial problems which were completely baffling to the provincial government of the day and to many municipal councils.¹ "Progressive British Columbia was shocked. 'Sound finance', 'belt-tightening', 'retrenchment', and 'patience until natural economic recovery' were not precepts to satisfy a vigorous and intelligent people."²

A Modest "New Deal"

The Liberals, headed by Honorable T. D. Patullo, a vigorous and optimistic pioneer who had grown up with the country, hammered out a programme that promised "work and wages", economic development, health insurance, educational reform, and expansion of social services, as well as stabilization of provincial and municipal finances. In the fall election of 1933, the Liberals were returned with a large majority. British Columbians were

²Ibid., p.63.
urgently expecting and hoping for something of the "New Deal" type of programme which had been ushered in by the Roosevelt regime in the United States.

To the three cabinet posts most concerned with the social services, those of Labour, Education, and the Provincial Secretary, Premier Patullo appointed his two most liberal supporters, Honorable George S. Pearson and Honorable George M. Weir. It was the business of Honorable John Hart, the Minister of Finance, to clean up the tangled financial affairs of the province and to find money for the bold and brave schemes of the Weirs and the Pearsons. Because the Dominion Government wouldn't provide the money, and Mr. Hart couldn't, the modest "New Deal" was destined to be confined mainly to developments in the fields of labour, education, and the social services, which, with the exception of the very necessary unemployment relief, were not very costly.

In any event, the Premier's choices proved wise ones, and British Columbian social workers of succeeding generations have much to appreciate not only from Mr. Pearson and Dr. Weir, but even more from the administrators and welfare statesmen, the late Dr. Harry C. Cassidy, as Director of Welfare, and Dr. George F. Davidson, as Superintendent of Welfare. Dr. Cassidy described the Department of the Provincial Secretary as at November, 1933, as a "poorly organized mixture of more or less autonomous agencies, lacking qualified personnel in key positions and essential staff to perform field duties".¹ The municipalities, impoverished and

indignant over the financial treatment to which they had been subject by the province, were taking it out on the destitute in many cases by granting only pittances of relief and by ignoring or evading the social welfare obligations for which they were technically responsible.

Provincial machinery for the administration of unemployment relief was relatively undeveloped and was unsatisfactory, relations with the municipalities were bad, and relief provisions varied greatly from place to place. The two ministers proceeded vigorously to undertake internal housecleaning and to improve the programmes under their jurisdiction. With increased appropriations as the economic situation began to improve, they were able to make significant reforms during the next four years, touching practically every branch under their control. By now, "the movement of social reform had spent its strength" and there were not many new developments until after the beginning of the Second World War.

Dr. Cassidy's term "spent its strength" regarding this particular reform movement excited this writer's curiosity to determine whether further developments even now in the "sixties", must depend upon such "movements", and do these developments still suffer hiatus if the public interest shifts to other concerns. My belief is that they do, and that the request for built-in community organizers is valid, if an over-all pattern of ongoing services is to be achieved. It is assumed that part of a community organizer's continuous function is to educate public opinion, so that it would be hoped that an evergrowing body of concerned citizens in any community would see to it that interest
A Pattern of Public Social Welfare Emerges

Chart 1 shows the organization of the Department of the Provincial Secretary in 1933. Dr. Cassidy considered that the concentration of most of the health and welfare services under the Provincial Secretary had been the result of drift rather than of long-range plan. The gradually emerging health and welfare services seemed to be progressively grouped under his direction. The Welfare Branch, Board of Health, and the mental hospitals were virtually autonomous, and several small institutions were operating pretty much as they chose. Only the Welfare Branch had any field staff, interdepartmental co-ordination was poor, and administrative methods and procedures were commonly casual and inefficient. In July of 1934 the position of Director of Social Welfare was created as a first important step toward reorganization, and Dr. Cassidy was appointed. Shortly afterward a conference of the senior officers of the Department met in Vancouver to review outstanding problems and out of this arose many suggestions for action, sufficient in the way of agenda for several years of work.

One of the most urgent needs was for a staff of social workers to undertake field work throughout the province for the different branches and institutions. At the end of 1934 only the Welfare Branch, with a supervisor and nine visitors stationed at Vancouver and four other points, had such a staff. These visitors were engaged mainly in mothers' pensions work, although they dealt also with child welfare and provincial poor relief.

1Chart 1 prepared by Dr. Cassidy.
cases. In addition there were two specialized child welfare workers in a Vancouver office, two social workers on the staff of the mental hospitals, and one attached to the Boys' Industrial School.

The Welfare Field Service

To solve the problem of the lack of field staff the Welfare Field Service was established in April, 1935, to provide, through district offices, a generalized service for all branches. In addition it was to allocate social workers to specialized duty with the different branches, insofar as this was necessary. Miss Laura Holland, one of three outstanding social workers brought from Eastern Canada to pioneer in British Columbia, undertook the direction of this piece of central machinery, which was set up under the office of the Director of Social Welfare. Social work supervisors as they came to be appointed, were attached directly to the respective branches which they served, but all rank and file workers were appointed to the Welfare Field Service, except in the case of the mental hospital and industrial school workers who remained outside of the scheme. A Council of supervisors was organized, under the director of field service, to work out problems of policy and co-ordination. This is essentially the same framework, but with many modifications and new emphases, which is in existence today.

"A Generalized Service"

What, in essence, was the content of the "generalized service" proposed to be given by the Field Staff? Minutes of the Departmental Social Workers' Conference held December 28th to 31st inclusive, 1936, record Dr. Cassidy's brief review of the functions and organization of the Welfare Field Service.
"The visitors' functions were to be four in number, i.e.

1. To make routine investigations of cases to establish their eligibility for care and assistance;

2. To ascertain their ability to reimburse the department for any services they might require;

3. To foster social enterprise and local service groups either municipal or voluntary;

4. To do as much preventive and constructive social case work as could be done where possible and desirable."

Function Number 3 unequivocally includes, therefore, what is now called community organization as an integral part of Field Service functions. Number 4 suggests that case work, quite aside from that done with those clients on social assistance and the like, was also envisaged by Dr. Cassidy to be an integral part of Departmental responsibility. Here would lie the hope of employing increasingly the measures of prevention which ought to lessen eventually the demand for palliative and corrective measures. Chapter 3 will attempt to examine to what degree these functions were being fulfilled in the Okanagan Valley by 1958 and what factors may have hampered the fulfilment of Dr. Cassidy's plan.

Although the framework may be essentially the same, the conditions under which services were earlier given are vastly different. Miss Isobel Harvey, Superintendent of Neglected Children, described them vividly in earlier Social Welfare Branch Bulletins, and Miss Winifred Urquhart, Superintendent of the correctional institution, Willingdon School for Girls, points up Miss Harvey's

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1 Cassidy, H.M., address to the Departmental Social Workers' Conference, December 28, 1936, at Vancouver.
pioneer stories with many fascinating first-hand experiences of social work in the Okanagan in a later day. These are stimulating indeed to social workers whose tools need to be continually sharpened now toward the best performance "on the job", which has always been conceded as the best method of "selling our services" and assuring a good "public image". Today's practitioners for the most part enjoy working conditions far superior to those of their pioneering predecessors, with improved communications, a system of highways, the structure and functions of the Department clearly laid out, and the training to equip them to fulfill these functions. Centralized control of social work personnel made possible uniformity of policy regarding recruiting and staff development, which was particularly important then because of a chronic shortage of trained and experienced personnel.

**Personnel Standards**

At the outset personnel standards were adopted which called for graduate training in social work or the equivalent and all possible efforts were made to recruit trained personnel. This policy later developed into the "in-service" training plan, which was devised to meet the tremendously increased demand for services following the Second World War. With demands growing steadily as the value of the service became better known, volume of work increased faster than qualified staff, and the visitors were always overloaded. But the work was interesting, the new project was exciting, morale was high, and the young social workers plunged bravely into difficult situations. By their works they proved the great usefulness of the scheme and they obtained widespread acceptance and support. There was an excellent chance for public-
izing services, but as the idea of social work was thus being sold, the workers became overwhelmed by the demand.

Events in British Columbia have proved that the results of those first heady days in the field are still pressing upon public welfare authorities, as they seek to meet the demand for increasing services requiring trained personnel. An examination of Region III caseloads may provide a partial answer. Despite attempts at involving themselves in the professional association through the British Columbia Association of Social Workers presentation of briefs to government, nevertheless it seems to this writer, but lately arrived back on the scene, that this sense of eagerness, this excitement, this high morale of another day, are somehow lacking in many of today's practitioners. Perhaps they have settled to a soberness grown out of greater professional maturity, yet here and there, there is concern expressed about the social worker's public image. It is considered that some developing countries are about two hundred years behind the West. Temporary involvement in the new overseas programmes might well provide the answer to social work anomie.

A New Emphasis in Juvenile Delinquency Treatment

Since considerable attention to problems of Juvenile Delinquency and, generally, children in trouble has been given in the Okanagan Valley since earlier days, and most especially during 1953 to 1963, it is worth noting that change had already begun to take place under the Patullo regime. The administration of the Boys' Industrial School was reorganized, housing was made more compact at Coquitlam, and the first social worker, or "follow-up officer" was appointed. Academic and vocational
training were now included in the programme of rehabilitation for both schools, boys' and girls', with a new emphasis on prevention. It was felt that, now, for the first time, the Industrial Schools were playing a positive part in the control of delinquency instead of the merely passive role of keeping in detention the young delinquents committed to their care. The element of prevention was already there.

The 1960 House Juvenile Delinquency Committee report, in asking for a joint Provincial Council representative of all departments, echoed the use of such a device in 1936, when "a strong advisory committee of officials and outside advisors studied carefully the delinquency problem in all its aspects and prepared a comprehensive report for submission to the Provincial Secretary and the Attorney-General, which outlined a co-ordinated provincial attack on the problem".  

Post-War Creation of the Department of Health and Welfare

An examination of the programme of British Columbia's public welfare ten years later, shows a much more sophisticated approach to community needs, and the government's ways of meeting them. An Outline prepared in 1947, and distributed to Field Service Staff Offices of the Provincial Social Welfare Branch sets down the structure of services under three titles: 1. Social Legislation; 2. General Administration, covering (a) Department of Health and Welfare (created as such in 1946), (b) Department

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of the Provincial Secretary; and 3. Functions of various divisions and field service staff. Specific mention of the Social Welfare Branch indicates that it now consists of six divisions, viz.

a. Family Services Division;
b. Child Welfare Division;
c. Old Age Pension Board;
d. Boys' and Girls' Industrial Schools;
e. Medical Services Division,
f. Welfare Institutions Licencing.

The Field Service Staff is the vehicle for bringing services to the people desiring them under any of the Divisions.

British Columbia Regions and their Welfare Structure

We now see the geographical arrangement of the programme, five Regions having been designated for field administration. Each is under the jurisdiction of a Regional Administrator, responsible to the Director of Welfare in matters of Social Assistance and Municipal relationships, and to the Assistant Director of Welfare in matters of staff and office routine. In each region, a Regional Counsellor is responsible for the standards of professional performance and service to the clientele given by the social workers. Twenty-four District Offices have been set up within the Province, each district in turn being divided into territories. A qualified social worker covers each territory by motor car or other means of transportation giving a generalized service to all those in need within that area. District Supervisors are strategically placed to give detailed supervision regarding administration of the legislation, and regarding standards of service, to all members of the staff. Where Municipalities employ social workers, their work is under the supervision of the
Field Supervisors, although they work under the jurisdiction of the Municipal Council. This ensures that standards of services are uniform throughout the Province, and makes for co-operation between Province and Municipality.¹

Voluntary Social Services in the Okanagan Prior to 1958

In some ways it would be more easy to list the voluntary services the Okanagan Valley, and Vernon in particular, did not have prior to 1958. There are many fraternal organizations, however, some of which included "service" in their activities; it is to be presumed that where government social workers were advised to seek aid "through some local channel", and to "use local resources", as noted in the previously mentioned minutes of the Departmental Social Workers' conference of December 1936, then such resources certainly did exist. In a fairly thorough perusal of many years' of government social welfare reports, reference to only one voluntary agency was found in the early years, i.e. the Canadian National Institute for the Blind (C.N.I.B.) That particular agency, and a few others, such as the Red Cross Society, had auxiliary branches staffed by volunteers in the Okanagan Valley, prior to 1958; another group was the Canadian Arthritic and Rheumatism Society (C.A.R.S.). They raised money from the Public on an individual basis. These organizations conducted social activities for their members, and met regularly for occupational therapy classes, which were taught by itinerating professional staff from the head offices at Vancouver.

The groups most often met in church halls, for both classes and social gatherings, and were driven by volunteers. The larger churches hosted many activities of this kind, thereby filling the role of community centre in these places where such facilities did not yet exist, and where, in fact, the church in the community naturally expected to include this among its services to the public. Thus, until well after 1958, the Anglican church at Vernon lent the use of a separate building for the purposes of the Association for Retarded Children in conducting "My School" classes, and the United church played host to C.N.I.B. and to C.A.R.S.

Probably the most articulate of the voluntary services in Vernon prior to 1958 were the Association for Retarded Children and the John Howard Society, the Vernon chapter of the former founded in 1955, and the Vernon and District Branch of the latter, in 1956. Attention will be given to the programmes of these organizations in succeeding chapters, but it can be noted here that Section 7 of the Constitution and By-laws of the latter includes such community organization activities as: (a) informing and educating the public on crime prevention, on the plans used in our Provincial Gaols, Reformatories, and our Federal Penitentiaries, for the rehabilitation of inmates; (b) to inform the Head Office in Vancouver of persons sent from the Vernon District to Penal Institutions at the Coast, (co-ordination of service); (c) to enlist the assistance of Churches, School Principals and all Organizations in the prevention of crime and the rehabilitation of former offenders. ¹

¹The Vernon and District Branch of the John Howard Society of British Columbia, Constitution and By-Laws.
Valedictory of a Judge

In May 1946, Judge William Morley, of the Juvenile Court in the North Okanagan Electoral District, County of Yale, reported on Juvenile Delinquency in his area upon the completion of an eleven year term of office. There was "a mixed population of approximately 18,000, composed of people of British, French-Canadian, Indian, and all nationalities of Continental European descent, with also a small proportion of Chinese and Japanese origin".¹ The Principal of the Vernon Consolidated School District (Elementary) had given the information that the proportion of the children of British origin as compared with those of all other racial origins was approximately 40% to 60%.

<table>
<thead>
<tr>
<th>Origin</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Origin</td>
<td>143</td>
</tr>
<tr>
<td>Continental European Origin</td>
<td>106</td>
</tr>
<tr>
<td>Indian Origin</td>
<td>6</td>
</tr>
<tr>
<td>Japanese Origin</td>
<td>5</td>
</tr>
<tr>
<td>Chinese Origin</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>260</strong></td>
</tr>
</tbody>
</table>

Judge Morley did not include thirteen who were sent to ordinary Court under the provisions of Section 9, Juvenile Delinquent's Act.

<table>
<thead>
<tr>
<th>Origin</th>
<th>Major Offenses</th>
<th>Minor Offenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Urban Centres</td>
<td>134</td>
<td>53</td>
</tr>
<tr>
<td>From Rural Districts</td>
<td>48</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>260</strong></td>
<td></td>
</tr>
</tbody>
</table>

¹Morley, William, JJC, Juvenile Delinquency, 1946, Vernon. (Typewritten)
Subtracting 33 repeats, the total number of delinquents leaves 225. Judge Morley found that without exception all these "repeaters" were guilty of theft or of breaking and entering with theft, and that while the grand total of delinquents showed that the largest proportion were of British descent, the figures were reversed by the repeaters. He used probation in 85 of his cases, and also made use of restitution as a method of Correction. Nineteen were committed to the Industrial School for Boys, three were committed to the Industrial Home for Girls, and thirteen were handed over to their parents for paddling.

He found that Juveniles were no worse or better behaved than those of ancient times, but that, especially between the war years of 1940 to 1945, there was a marked increase in Juvenile delinquency, particularly in the larger centres. He felt that much of this could be accounted for by the increased call for labour, and the employment of female labour. In many instances both the father and the mother were away from their homes all day, and their children were consequently thrown largely upon their own resources. Some mothers worked on nightshifts, which gave their children an even greater opportunity to roam the streets and get into trouble.

The Judge gives his thinking on different dispositions, including probation, the imposition of fines, use of foster homes, paddlings by fathers, all such as to merit the respect of the child. He cites an example of the use of the method of restitution by the story of a boy who emptied sacks of grain in a heap on the floor of an elevator. He spent many successive Saturdays carefully re-filling the sacks! Judge Morley makes a note of the fact
that it was exceptional to see a well trained boy or girl in his Juvenile Court, and stresses the importance of parent concern for careful rearing of their children. A report by a little fourteen year old girl from the nearby village of Lumby was reprinted in British Columbia’s Welfare, the journal of the Social Welfare Branch, a year after Judge Morley had made his report. She was trying to arrive at the causes of Juvenile Delinquency, and had some suggestions for her peers about occupying their time usefully. She, too, regretted the lot of the child who had to return from school to an empty house, because mother was away working.

Early Beginnings of Co-ordination

Concerns of voluntary groups were not for the young and the handicapped only. By 1953 there were two active old age groups in Vernon, viz., the Golden Age Club, and the Old Age Pensioners’ Association. These groups differed somewhat in that the former existed for recreation, and the latter more for attention to the rights of senior citizens. In this way they complemented each others’ activities. News Notes of the Social Assistance Branch of August, 1944, had already saluted this concept of social planning, as being "best when it springs from the desire of the people who live closest together to make what they want possible". In that instance, tribute was paid to the progressive Okanagan city of Kelowna, as having two virile citizens’ committees at work for some months on their youth problems.¹ One committee was at work regarding the construction of leisure time facilities for the whole community, and the other with the matter of finding

¹News Notes, Social Assistance Branch, August 1944, Volume 11, Bulletin 6, Weiler Building, Victoria. (Mimeographed)
leadership. This group had convinced the City Council that a trained Social Worker, to be called a Community Counsellor, should be appointed by the City to do a combined case work, group work, job with young people. Mr. Hassard, Mrs. Baldwin, and Miss Urquhart are all mentioned as having been of much assistance. "This fine piece of interpretation of the co-operation between the Municipal and Provincial Governments, (also to the extent of the latter providing the supervision and part of the Counsellor's salary) that can and does exist in British Columbia, was another evidence of the sound progressive social planning our own administrators are undertaking for the greatest good to the greatest numbers."\(^1\)

**The Growing Influence of Women**

These instances of early voluntary interest in social problems in the Interior, together with the beginnings of co-operative effort with public welfare services towards community ends, could all be paralleled at the Coast, where there were many more voluntary services prior to 1958. The greater concentration of population early demanded them, so that we find the Children's Aid Society of Vancouver in existence since 1901; the Women's Christian Temperance Union founded in 1884 to combat the drunkenness of the open bar; the Alexandra Orphanage opened by the **W.C.T.U.** in 1892; the Vancouver Local Council of Women founded by Lady Aberdeen in 1894, and four years later the Victorian Order of Nurses; the Young Women's Christian Association in 1896, and Women's Auxiliaries to St. Paul's and the General Hospitals by 1903.

\(^1\)Ibid., p.22.
One woman closely associated with these and later organizations was Helen Gregory MacGill, British Columbia's first woman jurist, and Judge of the Vancouver Juvenile Court from 1917 until 1945. Many of the new statutes and amendments to existing statutes passed in 1917 and the years immediately following, were all part of the programme sponsored and advocated by Mrs. MacGill and her committees. Two outstanding statutes petitioned for by the women's societies and enacted by the legislature during this period were the Testator's Family Maintenance Act, and the Mothers' Pensions Act, the latter providing allowances to needy mothers and their dependent children. Both were the first of their kind in Canada and were part of Attorney General Farris' plan to develop the law as a "tool for social justice". During the Liberal administration under Premier Oliver a body of domestic legislation was created which caused British Columbia to quit her earlier and unenviable position as the most backward province, to emerge as the leader in social legislation in the Dominion. During this time a woman became the first Cabinet Minister in the Empire, Mary Ellen Smith, and, in the federal election of 1921, for the first time women voted on equal terms with men.

To a great extent, the same women promoted many of the causes, both of voluntary and government bodies, for, as Elsie Gregory MacGill notes in her biography of her mother, "the mind that can see the need, understand it, and organize for it is rare and must repeat its function if more than one cause is to be advanced at one time". ¹ Judge MacGill made every effort through

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existing organizations to arouse public opinion. The contrast in general public opinion between today, when women often have to be urged to exercise their franchise, and yesterday, is clearly seen, when the slogan was touted, -- "The woman who votes neglects her duty." It was said of this particular woman with her vision of social and legislative justice, that, discouraging as the earlier years were, her genius for organization and her indomitable determination to succeed overcame all resistance. In 1917 Premier Brewster repealed the former Bowser's Woman Suffrage Amendment Act, bringing down his own amendment which qualified women both to sit in the Provincial Legislature and to vote in the provincial elections on the same terms as men. Thus were the provincial rolls dramatically increased by some 120,000 names, the climax of thirty-four years of struggle for the women's vote. These women were by now seasoned campaigners, well-grounded in the art of "government by discussion" and fully alive to that first principle of parliamentary politics that an administration wants assurance of a measure's popularity and evidence that it is backed by a substantial number of voters before introducing it.

As Lady Aberdeen had founded the Vancouver Local Council of Women, so had she the Vernon Council, in 1895, during the days she accompanied her husband, the Governor General, on visits to one of his cherished acquisitions, the Coldstream Estate, in the Vernon district.

These women about the Province held the conviction that good laws were the means to social justice, and were glad of the opportunity to unanimously endorse the efforts of the women nearer Victoria, whose leader was Mrs. MacGill.
"They lost no time in formulating their petitions and arranging open meetings for public discussion of them, and well before the spring session Helen led a large delegation to wait upon Attorney-General Macdonald. They petitioned for the new institution for women prisoners, planned along the cottage system, that the report of the University Women's Club had called up. They recommended as an alternative to the short gaol sentence spent in idleness, a definite term spent in a reformatory for treatment and training followed by an indeterminate term which the paroled prisoner might serve at large. They asked legislation to ease the position of indigent parents and deserted wives, and to prevent exploitation of female factory help." 1

Judge MacGill early learned that women must be extra well prepared to be in situations formerly occupied solely by men. She taught her fellow enthusiasts how to be good public speakers, and even wrote a book setting forth laws which dealt with the rights and responsibilities of women. "Homework" had to be done if reforms were to be won. Her daughter recalls that at times the tired old routine of resolution-delegation-petition seemed pointless. The Ministers were ready to concur on many requests, but, so great was the educative value of publicity for these, the women saw to it that each meeting was marked by well-publicized reports. They believed that "laws not based on popular demand are like houses built on too light a foundation -- apt to come crashing down to the dismay of the builders". Mrs. MacGill leaned heavily on public opinion to gain her altruistic ends, and recognized the situation for what it was -- the general struggle of the less privileged classes of her time and place (women, Jews, Negroes, Indians, Orientals, Asians).

Enlisting the Co-operation of Voluntary Bodies

The great pre-occupation of this woman Judge for twenty-

1Ibid., p.151.
five years prior to her retirement was in securing the benefits of the Juvenile Delinquents Act for all children, everywhere in the Province. She began by attacking the weaknesses in Vancouver. She refused to follow a pattern of conducting the Juvenile Court as though it were a lesser edition of the Police Court. In the letter and the spirit of the Federal Act she demanded a detailed investigation and disclosure of the circumstances and general situation of the delinquent child, what would now be called an adequate Pre-Sentence Report. She would not accept pleas of insufficient time for preparation, and began to agitate for more probation staff. By authority of the Federal Act she invited the denominational Children's Aid Societies to form unpaid Juvenile Court Committees to arrange living accommodation, schooling, special instruction and jobs to help the child become re-established and find his or her way of life. Thus she early pointed the way to the concept of public and private agency joint involvement in welfare programmes. "If reforms are to be effective," she wrote, "they must rest upon a large body of public opinion." On the Federal scene, a sociologist in the person of Prime Minister McKenzie King headed the new movement toward the improved well-being of Canada's citizens.

Mrs. Elsie MacGill believed that:

"...the conjunction of the women's vote and an astute Prime Minister who was an expert in studies of social phenomena may well account for the Federal programme of domestic legislation developed during the next thirty years in Canada, for social betterment held great appeal for women, and King's shrewdness in gauging public opinion and public reactions amounted almost to an extra sense,'"the King's finger" of Tudor days." 1

1MacGill, ibid., p.173.
CHAPTER 3.

THE PATTERN OF SOCIAL WELFARE ORGANIZATION IN 1958

If the women's vote, and Federal and Provincial government leadership in social legislation were to affect Canada's social condition for the next thirty years, let us examine the programme which had been laid down for British Columbia's Field Service in 1947 under the term "generalized service".\(^1\) As the territory was now divided into "Regions", so the Okanagan Valley became Region III. The 1957 Annual Report of the Department of Social Welfare shows the services listed as being much the same as originally delineated, so that it can be assumed that functions were essentially similar.\(^2\)

"Field Service staff, under the supervision of qualified District Supervisors, fulfil the following duties:

a) **Social Allowances** - establish eligibility for assistance under existing regulations and carry out "case work" or individual counselling with each recipient toward their rehabilitation and better personal adjustment to life.

b) **Mothers' Allowances** - establish eligibility and give continuing case work services to recipients.

c) **Old Age and Blind Pensions** - establish eligibility and give case work and other practical services to pensioners who stand in need of such services. Close liaison with the Canadian National Institute for the Blind is also maintained.

d) **Family Services** - give case work services in family problems toward strengthening and maintaining family life. Any family is served who requests such assistance, irrespective of their financial status.


41.

e) **Protection of Children** - preventive case work services in families where neglect has been reported -- use of Juvenile Courts to have children, hopelessly neglected or without proper guardianship, committed to the guardianship of the Superintendent of Child Welfare or a Children's Aid Society. Case Work services are continued on behalf of the child's parents in the hope of the eventual return of the child to his family.

f) **Foster Home Care** - finding suitable foster homes, placing children in these homes with due regard for the children's needs, and supervising the child and home thereafter.

g) **Children of Unmarried Parents** - obtaining support of children born out of wedlock from the father of the child; case work with the unmarried mother toward making suitable plans for the care of the child.

h) **Adoptions** - investigation of homes applying for the adoption of a child; placement of children therein and supervision of the home until adoption is completed.

i) **Delinquency** - co-operative work with Police and Juvenile Courts by supervision of children deemed to be delinquent; case work with the family of the child during treatment at an Industrial School, and continuing supervision after the child has returned to his home.

j) **Supreme Court Custody** - Investigation on the request of Judges of the Supreme Court with respect to custody of children by either parent, where such custody is in question.

k) **Mental Hospitals** - submission of social histories of patients entering the Mental Hospital and supervision of patients discharged on probation, which implies rehabilitation.

l) **Psychiatric Clinics** - use of Provincial Psychiatrists to diagnose personality and behaviour problems of individuals in the community, and carrying out the Psychiatrist's suggested treatment.

m) **Welfare Institutions Licencing** - inspection and supervision of homes in which persons are given boarding home care.

n) **Hospital Clearance** - placement of patients in suitable boarding homes to relieve congestion in hospitals, and to provide more normal home atmosphere for such persons.

o) **Provincial Infirmaries, Homes, etc.** - referrals of chronically ill persons who are too infirm for boarding home care, and who stand in need of bedside nursing care not available in their own homes.
42.

p) Tuberculosis Control - case work services to the patient in the home toward relieving his anxieties and thus more quickly effecting a cure; provision of social assistance and services to the patient's family when he is hospitalized. Close liaison is maintained with the Public Health Nurse in this regard.

q) Venereal Disease Control - finding contacts of those taking treatment on the request of the Public Health Officer or Nurse; case work services to ensure continuous treatment and rehabilitation of the patient.

r) Federal Services - investigations for the Family Allowances Division, Department of Health and Welfare, with respect to the proper person to receive Family Allowance for the child, or with regard to misuse of the Allowance. Co-operative services are also maintained with the Department of Veterans Affairs, particularly with the Casualty Rehabilitation Section, War Veteran's Allowance Section and the Welfare Officers.¹

"The average number of cases carried by any member of the Field Staff ranges between two and three hundred. Long distances often have to be travelled in the rural areas to reach those in need, and this, together with large case loads, makes the work arduous and fatiguing. Nevertheless, the quality of the work performed is on an increasingly effective level, and there is evidence of good results obtaining from the staff's professional loyalty and faithful performance of duty."²

Public Unrest in the Okanagan Valley

A critical appraisal from the point of view of the general public, revealed dissatisfaction with the amount and type of service people were receiving. It is true that a large section of the population still looked upon "Welfare", and anything to do with it, as something to be avoided. In Vernon, the actual location of the offices up to this period was in an ancient wooden structure in one of the oldest parts of the city, thus psychologically associating "welfare" with the rather cast-off and reject-

²Ibid., p.12.
ed. Fortunately, the celebration of British Columbia's Centennial in 1958 gave the health authorities a beautiful new building, and the Department of Social Welfare district offices were moved to hardly less elevated quarters in the basement of the Court House, down the hall from the Royal Canadian Mounted Police. The Provincial apiarist and the administrative office of the Court House were, among others, upstairs; so, to change one's driving license one was accommodated on the main floor, while to seek help with life's more major problems, one descended to the depths of the building.

Unmet Needs

The retarded children of the community had moved from their poor two rooms over a downtown store, to a brighter little building they called "My School" in the grounds of the Anglican Church. Young adult retardates either led an aimless life at home, or were kept at "My School" as a measure of containment. Children picked up by the R.C.M.P. awaiting disposition of their cases, were locked into a steel cage, if they could not be sent home -- and could thus be seen by anyone entering the Court House from the North end. Girls there cost the Municipality over $24.00 a day, that being merely the matrons' charge at $1.00 per hour.

Patients discharged from the Provincial Mental Hospital at Essondale often returned to their communities apparently unexpected and unprepared for; in some instances, ex-patients fled back into their illness as a means of escape from a seemingly aloof and even fearful, community and family. The distance patients were required to go for treatment was often a deterrent to seeking help, and therefore the general physicians in the community were
hard-pressed to render service for which they were not specially trained. Those patients who wished to commit themselves voluntarily, especially mothers of young families, hesitated to travel so far and to absent themselves from their young ones for any length of time. Therefore, many who should have had help never went to the Coast, and some of those who did returned with little improvement because of anxiety suffered over the separation.

Thus family doctors and clergymen were often in the position of counselling and "shoring-up" these people, out of sheer necessity rather than any idea of having competence in that field. In this particular city most clergymen were found to be much exercised by the social problems of the community, so that religion played a part as a formative influence in getting something done about them. In the matter of mental health, as an example, a clergymen became the founding president of Vernon's chapter of the Canadian Mental Health Association, some two years later. Other clergy were active in the John Howard Society, the actual founder of the movement in Canada being still its guiding spirit in Vernon in the person of Right Reverend Bishop A. H. Sovereign, D.D.

Family Service Goals

We find in the Department of Social Welfare report of 1957 that as late as 1944 "family service" was a new term in public welfare in British Columbia. It was not, however, a new service, but rather one to which a new emphasis was being given.¹

### Table I

Comparison of Case Load by Categories for Fiscal Years 1956 and 1957 and Percentages of Increase or Decrease in Region III

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Mar. 31, 1956</th>
<th>Mar. 31, 1957</th>
<th>Percentage Increase (+) or Decrease (—)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mothers' Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old-age Security bonus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adoption pending</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adoption approved</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child in adoption home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foster home pending</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foster home approved</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child in care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unmarried parent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special child service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Welfare institutions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and institutional service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>313</td>
<td>15</td>
<td>—13.1</td>
</tr>
<tr>
<td></td>
<td>1,233</td>
<td>1,184</td>
<td>-4.0</td>
</tr>
<tr>
<td></td>
<td>1,248</td>
<td>1,198</td>
<td>-4.0</td>
</tr>
<tr>
<td></td>
<td>112</td>
<td>71</td>
<td>-32.9</td>
</tr>
<tr>
<td></td>
<td>103</td>
<td>115</td>
<td>11.7</td>
</tr>
<tr>
<td></td>
<td>113</td>
<td>123</td>
<td>9.3</td>
</tr>
<tr>
<td></td>
<td>93</td>
<td>95</td>
<td>1.1</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>74</td>
<td>116</td>
</tr>
<tr>
<td></td>
<td>103</td>
<td>42</td>
<td>-57.5</td>
</tr>
<tr>
<td></td>
<td>138</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7,126</td>
<td>6,964</td>
<td>-2.3</td>
</tr>
</tbody>
</table>

Table I.—Case Load by Major Categories in the District Administrative Offices of Region III, as at March 31st, 1958

<table>
<thead>
<tr>
<th>Category</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Pembina</th>
<th>Oliver</th>
<th>Shiloh Arm</th>
<th>Vernon</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Pembina</th>
<th>Oliver</th>
<th>Shiloh Arm</th>
<th>Vernon</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>101</td>
<td>25</td>
<td>69</td>
<td>15</td>
<td>11</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>251</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>348</td>
<td>104</td>
<td>113</td>
<td>61</td>
<td>126</td>
<td>182</td>
<td>159</td>
<td>61</td>
<td>100</td>
<td>113</td>
<td>312</td>
<td>159</td>
<td>1,326</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>180</td>
<td>87</td>
<td>95</td>
<td>43</td>
<td>90</td>
<td>126</td>
<td>36</td>
<td>81</td>
<td>54</td>
<td>100</td>
<td>322</td>
<td>182</td>
<td>892</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>554</td>
<td>330</td>
<td>331</td>
<td>150</td>
<td>315</td>
<td>385</td>
<td>210</td>
<td>337</td>
<td>300</td>
<td>322</td>
<td>1,234</td>
<td>322</td>
<td>3,234</td>
</tr>
<tr>
<td>Supplementary assistance to Old Age Security</td>
<td>20</td>
<td>31</td>
<td>26</td>
<td>8</td>
<td>13</td>
<td>23</td>
<td>5</td>
<td>26</td>
<td>13</td>
<td>19</td>
<td>184</td>
<td>19</td>
<td>1,028</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>339</td>
<td>123</td>
<td>223</td>
<td>47</td>
<td>84</td>
<td>212</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,028</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>21</td>
<td>8</td>
<td>19</td>
<td>2</td>
<td>11</td>
<td>13</td>
<td>69</td>
<td>5</td>
<td>18</td>
<td>8</td>
<td>87</td>
<td></td>
<td>7,083</td>
</tr>
<tr>
<td>Totals</td>
<td>1,582</td>
<td>717</td>
<td>885</td>
<td>330</td>
<td>659</td>
<td>981</td>
<td>413</td>
<td>520</td>
<td>476</td>
<td>920</td>
<td>7,083</td>
<td></td>
<td>7,083</td>
</tr>
</tbody>
</table>

Table II.—Numerical and Percentage Comparison of Case Load by Major Categories for Region III for the Fiscal Years 1957 and 1958

<table>
<thead>
<tr>
<th>Category</th>
<th>1957</th>
<th>Per Cent</th>
<th>1958</th>
<th>Per Cent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>272</td>
<td>3.9</td>
<td>251</td>
<td>3.5</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>1,198</td>
<td>17.2</td>
<td>1,326</td>
<td>18.7</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>71</td>
<td>1.0</td>
<td>81</td>
<td>1.1</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>922</td>
<td>13.2</td>
<td>892</td>
<td>12.6</td>
</tr>
<tr>
<td>Supplementary assistance to Old Age Security</td>
<td>3,175</td>
<td>45.6</td>
<td>3,234</td>
<td>45.7</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>157</td>
<td>2.3</td>
<td>156</td>
<td>2.6</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>1,053</td>
<td>15.1</td>
<td>1,028</td>
<td>14.5</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>116</td>
<td>1.7</td>
<td>87</td>
<td>1.2</td>
</tr>
<tr>
<td>Totals</td>
<td>6,964</td>
<td>100.0</td>
<td>7,083</td>
<td>100.0</td>
</tr>
</tbody>
</table>

BRITISH COLUMBIA

Table II.—Numerical and Percentage Comparison of Case Load by Major Categories for Region III for the Fiscal Years 1957 and 1958

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Per Cent</th>
<th>Number</th>
<th>Per Cent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>272</td>
<td>3.9</td>
<td>251</td>
<td>3.5</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>1,198</td>
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<td>1,326</td>
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</tr>
<tr>
<td>Blind Persons' Allowance</td>
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<td>1.0</td>
<td>81</td>
<td>1.1</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>922</td>
<td>13.2</td>
<td>892</td>
<td>12.6</td>
</tr>
<tr>
<td>Supplementary assistance to Old Age Security</td>
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<td>Disabled Persons' Allowance</td>
<td>157</td>
<td>2.3</td>
<td>156</td>
<td>2.6</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>1,053</td>
<td>15.1</td>
<td>1,028</td>
<td>14.5</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>116</td>
<td>1.7</td>
<td>87</td>
<td>1.2</td>
</tr>
<tr>
<td>Totals</td>
<td>6,964</td>
<td>100.0</td>
<td>7,083</td>
<td>100.0</td>
</tr>
</tbody>
</table>
"This term is an over-all one which describes the general family casework service which this Branch offers to families outside of the two large urban areas of British Columbia. Whether or not they are in receipt of financial assistance, it is available to those who suffer from some aspect of social disability or disadvantage and who come to us for help. Not all can be helped by us, but our hope is restoration, in so far as is possible, of the individual or family to a happier and more satisfactory life. The family remains the important basic social unit, and our goal is to strengthen that unit by endeavouring to meet the individual needs of each family by employing our special knowledge to human behaviour and motivation, our best skills, and by an imaginative use of community resources." 1

**Family Service Case Loads**

The total of Family Service cases for the Province was 1,637 in April, 1956, and had decreased to 1,443 by March, 1957. These were reported to have been the families who came or were referred with problems of behaviour, relationships, or social maladjustment, and whom the Social Welfare Branch was endeavouring "to help within the limits of our knowledge and skill". The Region III report of the fiscal year 1956-57 showed the Okanagan population to be 1,47,346, a ten year increase of 34.2 per cent. Thus, as shown in Table 1, there was, despite the continued increase in population, a decrease in Case Load for 1957, to the extent of -2.3% for the total, and -13.1% for Family Service, over 1956. In the whole Region, for the year ending March 31st, 1958, there was again a slight decrease in Family Service Case Loads, but an increase in the general Case Load for all Categories.

At about this time a mild economic recession was felt, and the need for some industry other than the basic type of fruit-growing and canning and lumber was increasingly recognized.

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1 Ibid., p.23.
Mr. F. G. Hassard, former Regional Administrator, had stressed this in his report of 1950-51. At that time he had also commented upon the fact that demands for service and assistance had increased as the public had become more aware of the services the Branch was offering. Whereas years ago the people would ordinarily have solicited the advice and help of their family and neighbours, today they were turning to the social worker. Yet, as at March 31st, 1958, the case load for Family Service in Vernon City itself, with one social worker under the supervision of the Department, was nil, while 30 was the figure for Vernon District, out of a total case load of 981. The total for the category of Supplementary Assistance to Old Age Security was 385. Perhaps these figures speak for themselves, but the conclusion must be drawn that the reason for some of the public general dissatisfaction was to be found here, in that by far the most attention was being spent on one group, to the almost complete exclusion of those preventive services which Dr. Cassidy and others had incorporated as a highly necessary part of British Columbia's social welfare programme.

The Department of Social Welfare Act passed in 1959, claimed the jurisdiction of the Department to be thus; "The Department of Social Welfare shall have charge of all matters relating to social and public welfare and social assistance." The next chapter reports how the community of Vernon responded to this claim.

1Department of Social Welfare, "Department of Social Welfare Act" 1960, Chapter III. Queen's Printer, Victoria, B.C.
Murray Ross gives his definition of Community organization as meaning:

"... a process by which a community identifies its needs and objectives, orders (or ranks) these needs or objectives, develops the confidence and will to work at these needs or objectives, finds the resources (internal and/or external) to deal with these needs or objectives, takes action in respect to them, and in so doing extends and develops cooperative and collaborative attitudes and practices in the community."

The author's definition of the term "community" has been used for the purposes of this study. It refers to all the people in a specific geographic area, as this part of the Okanagan Valley, for the sake of focus, as the community of Vernon and District.

In the preceding chapter it was pointed out that at the time at which this survey particularly opens, namely, 1958, there was considerable unrest and dissatisfaction in this community because of long-established social needs not being met by the existing programmes, whether public or private; there were also new needs presenting themselves urgently. It was suggested that population was increasing rapidly, an economic recession was in progress, thereby putting a demand on the basic functions of the Department of Social Welfare; there was as yet almost no secondary industry, and there had been considerable numbers of new

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immigrants to be assimilated.

There were still few voluntary social welfare groups, and little or no co-ordination between them. There was no community council which might have such a function, and certainly no body who undertook to plan to meet the needs of the whole community. It seemed that each public or voluntary group worked in its own sphere, with little exchange of information, however fragmented it must be. There was, therefore, no indication in 1958 of developing a total plan to meet total need; but individual planning to meet newly-identified need, in a "hand-to-mouth" type of system, was the compromise method generally accepted.

The Use of Conflict in Securing Vernon's United Appeal

One or two examples of the beginnings of change in community attitude and expectations may be given here; it had long been the custom to ask the services of community-minded women to canvass for funds to meet the budgets of the existing organizations. The Vernon Business and Professional Women's Club was one of these, but finally articulated a growing feeling of annoyance at the multiplicity of demands, not only upon their time as canvassers, but upon the pocket of the private citizen. After voicing these objections over a period of two years, they gave an ultimatum to the effect that they, at least as one organization, although continuing to wish these voluntary societies well, would henceforth refuse to canvass until a system of co-operative fund-raising should be agreed upon. Moreover, the Business and Professional Women's Club would be willing to assist in planning such a co-operative effort once these groups agreed to sit down and discuss the idea. Miss Hilda Cryderman, President, and outstanding community leader, was spokesman.
On March 30, 1960, the plan was initiated, with twenty-three organizations agreeing to form a Vernon District United Appeal. The President of the neighbouring Kamloops Thompson Valley United Appeal Society was there to report that their canvass had exceeded their target by nearly 50%. He also further encouraged the meeting by stating that, since United Appeals started in Toronto in 1927, contributions to agencies had tripled. It was not that people were contributing more, but that more people were contributing. While separate agency costs usually amounted to about 15%, Kamloops had cut this down to 4 to 5%. This had the added advantage of saving the agencies a good part of their operating costs, which alone, he felt, justified the United Appeal. Thus, by introducing a leader from another community where the project had been successful, the organizers of United Appeal in Vernon had established confidence in Vernon's ability to do the same.

Throughout the period of 1958 to 1963, the community had the ready assistance of the Extension Department of the University of British Columbia in planning workshops for volunteer training, and sending personnel to participate in leadership conferences. At one of these, Miss Marjorie Smith of the Extension Staff had pointed out that community development is based on the principles of responsible citizenship and the dignity and worth of all people. Community Development is a movement designed to promote better living for the whole community with active participation and, if possible, the initiative of the community; but, if the initiative is not forthcoming spontaneously, by the use of techniques for arousing and stimulating it in order to secure its active and enthusiastic response to the movement.
Vernon and District Council of Women

The re-activation of the Vernon and District Council of Women was a case in point regarding the last statement. It was earlier recalled that Lady Aberdeen had founded the Vernon Local Council of Women in 1895. The Council had enjoyed a period of flourishing growth, and had contributed much to the life of the community until sometime in the middle twenties - and had then gone out of existence. Now, in the fall of 1958, a representative group of women was asked to meet the Provincial organizer and to decide whether they wished to be constituted once again. It was noted that day that there were over eighty organizations in Vernon, many of them women's, and that the need of co-ordination for programmes and services indicated the necessity of a Local Council of Women, known in many places as the "Parliament of Women". Thus was formed this representative body of women, whose immediate task was to become acquainted with each others' organizations, and then to assess their common aims. They quickly realized the potentialities of such women's groups, and lost no time now in acquainting themselves about things needing to be done in their own community, later, on the Provincial, and then on the National scene.

Identifying Community Problems

The immediate need was to become active on behalf of children who were in custody awaiting disposition in the "lock-up" when the Magistrate could not send them home. Some of the women, as members of the John Howard Society, were accustomed to spending time on behalf of girls in trouble with the law. They now took the opportunity of inviting Mr. Dennis Guest, the Probation Officer of the Court, to speak to them upon a subject which had been exer-
51.
cising him for some time. He had prepared a fully documented re-
port for presentation to the John Howard Society and any other
interested groups, in the hope of some social action. The need
was for a Remand Home. Upon being informed by him regarding the
whole probation system, with the focus on increasing juvenile
delinquency in the Vernon district, and specifically the conditions
of the "lock-up", the Local Council of Women thereupon constituted
a Youth Services Committee with instructions to gather more infor-
mation and report to the Council. Out of this concern grew a
resolution which was presented to the Municipal Council in company
with the John Howard Society. The details of this piece of commu-

Discovering Community Capacity, e.g. Homemaker Service

Ross points out that communities, like individuals, sel-
dome use their own resources to the full. In communities in which
a process of community organization has been initiated and contin-
ued, people are often surprised at their own capacity, and those
of their fellows, to take part in community endeavours. This is
amply demonstrated in Council of Women, where a wide variety of
capacities is found among the members when challenge after chal-
lenge arises. Thus, in the Vernon Council, a quiet woman fruit
inspector volunteered to do an ad hoc job of enquiry regarding
Homemaker Service in the Okanagan Valley. She eventually found
herself corresponding with many other places than her own area and
readily availed herself of the offer of advice by the large agency
at the Coast which had given such a service for more than twenty
years, viz. the Family Service Agency in Vancouver. Besides dis-
covering untapped personal resources, this woman, with her committee,
was able to interest the Vernon Rotary Club toward giving a grant to initiate Vernon's Homemaker Service; this is now partially self-sustaining, and receives a grant from the United Appeal. This was a completely indigenous effort which was crowned with success while some places were still hoping for the expected Provincial legislation which might "give" them such a service.

The Council of Women is not always "action-oriented", but emphasizes rather the necessity of talking about a subject or a need possibly for a considerable length of time before any resolution may be made. It was so with the Homemaker Service -- the first survey had been made at the request of the Council at least two years before the second survey confirmed that the timing was right to use community initiative in securing the service.

Likewise the Remand Home question was studied by the Youth Services Committee for a considerable period of months before submitting a brief to the Municipal Council. These women remember the teachings of Judge MacGill, who insisted on meticulous preparation on the part of women if they expected to win sympathetic and reasonable hearing for their requests.

Planning and Community Integration

Ross sees two aspects to the community organization process: one having to do with planning, and the second with community integration. He says:

"In our view these two essential aspects of community organization, each important in its own right, are inseparable parts of the one process -- in fact, one can state that only when these two aspects are interlocked and merged into one process is community organization, as we used the term here, present." 1

1 Ibid, p.50.
Planning, he uses as an inclusive term to take in all aspects of the act, identifying the problem, taking action, or initiating action, in respect to it. However, he finds this, taken alone, to fall short of the complete meaning and achievement of true community organization. The second aspect he terms community integration, embraces the idea of "community morale", "community capacity", or "the spiritual community".

It is this second aspect of community organization that one would anticipate Vernon taking some time to embrace. If we accept the Ross contention that this "community capacity" is a highly necessary ingredient to successful organization, then, since there seemed to have been little community collaboration or co-operative planning on social welfare concerns until near the beginning of the five-year period under study, this "capacity" would need time to develop. He is not calling for standardization which, in Vernon, with its richly differing components, would be impossible to accomplish, and a tragedy to seek, but rather a common life which is shared and identified with and which invests life with meaning, with a sense of belonging, and builds a community capable of dealing with common problems.

"To Belong", Not a Problem in the Far East

It is just here, as with many similar points, that this writer appreciates Dr. Ross' experience in the developing country of India. At this place particularly, it seems to me that he must have adopted the "learning" as well as the "teaching" attitude, while he lived among the people of India, for they possess this aspect of community organization almost as a natural attribute. Perhaps their sense of common values emanates from Hinduism, or
the caste system, for, though the latter was abolished over a decade ago, its roots still go deep. When a body of men all belong to the same group or caste by birth, it may be assumed that their value system is standard, their expectations of life are similar, though much more hopeful for many since the abolition of caste from the statute books. But they are a "part of" this common life, and thereby find their psychological security, their right to belonging, their meaning in life.

Ross admits that belief in a process of community organization is based on certain value-preferences which all do not share. This, however, does not pose any anxiety for him, for he is interested in the concept of a mosaic of groups in a community, rather than a melting-pot, or absorption. He would then be optimistic about the possibilities of integration of Vernon's various groups, immigrant Hungarians, the large Ukrainian population, the previously displaced Japanese, and those who are continually coming to "the banana belt" from other parts of Canada. He believes that subgroups whose beliefs and practices (with respect to matters of prime importance in the larger community) are not inconsistent with those of the community will, other things being equal, facilitate community integration.

Community Organization with Vernon Indians

"Other things being equal", affords the opportunity to mention briefly the process of integration of the Indian population of Vernon District. Here, as elsewhere, Indians have begun to drift away from the reserves, especially as young people become educated and feel confident enough to live among the general population of the towns. The schools on the two reserves in the area
were gradually being closed down during the years 1958 to 1963 and the children transported by bus to the public schools of School District #22, as well as to the Roman Catholic parochial school. Council of Women early began its own efforts to assist integration by inviting the membership of the two Homemaker clubs of the district reserves.

It was a matter of quiet satisfaction to see that integration as such, was not consciously, loudly strived after in the Council, but was taken for granted, and the Indian contribution of time and talent, with active participation in the matter of identifying any community need, expected as from any other member group. The Indian Affairs Study at the Provincial level, between the Council of Women and the Extension Department of the University, and assisted by the Ford Foundation, had its counterpart in the Vernon Council. Indian members expressed their satisfaction at being able to gain a sense of perspective on Indian affairs in places other than their own. At a Citizenship Conference held in Vernon during this period, officials of the Citizenship and Immigration Branch noted the dignified contribution of the Indian lady members, even to voicing their opinions over the public address system, a communications device often shunned by the more sophisticated, supposedly well-acquainted to such modern facilities.

Thus the Council of Women and the United Appeal Society, as two examples of the beginnings of community organization as such in Vernon, early engaged in a process of self-education, in which they shared impressions about community problems. They became convinced that community groups could work eventually as one,
and began to fashion procedures for realizing their purposes. In this way, the participants came to know each other better, to appreciate similarities and differences, to become more knowledgeable about the community, themselves, and how to work together. This would prove to be a good beginning toward accomplishing Ross' second aspect of community organization, that of developing "community capacity", "community morale".

The Self-Help Concept

As this community capacity grew stronger, gradually enabling the problem-conscious of Vernon to decide upon steps to social action, so the parallel process of identifying other community needs went on, so that at the end of five years almost a dozen and a half problems were studied, not merely in individual groups, but more and more in an integrated approach. In this process there was also a growing appreciation of the reasons why the local government welfare services could not meet the total need, and concerned citizens acting together began to ask what they themselves could do about it. During the current "War on Poverty", the Prime Minister's representative, Mr. R. Phillips, described the purposes of the plan to a Vancouver audience at University of British Columbia on January 8th, 1966. He averred that the public must look upon government at all three levels as "We".

Professional Involvement in Voluntary Welfare Organizations

Growth in this attitude toward government was marked in Vernon, especially so as some government personnel participated actively as community-minded citizens, in the voluntary organizations. Thus the District Supervisor of the Department of Social Welfare, Mr. Aubrey Reed, was a director of the Association for
Retarded Children, and lent his skill and knowledge to the plans for a new school for retarded children. This was done as a member of the community who had already signalled his intention of aligning himself and his family by building his home there. He further extended his citizenship interest by becoming a member of the voluntary School Board.

"Venture Training Services"

As more services were secured for young retarded children, attention could now be fastened upon the needs of the young adult retardate. Again, a social worker as a volunteer, spent quantities of her leisure time exploring possibilities for this disadvantaged section of the community. The Provincial Directory for the Handicapped came into being during this period, and Miss Edna Oram was able to bring a perspective to bear upon the problem because of her professional skills, which would have been impossible to the lay members of her committee. Among these lay the ability to plan with a view to future need, rather than to present expediency only. She travelled at her own expense to centers as far away as San Francisco, observing facilities already in existence for young adult retardates. Thus she was able to present a balanced view of the needs, both present and foreseeable, of the Vernon community, before the Vernon Chapter asked the Provincial body for a grant towards the accommodation of the first "Venture Training Services" group. The picture in the appendix showing the new premises dedicated recently, well illustrates the advantage of the sound community organization methods employed.
Some Reasons for Success

The number of needs thus identified by the public spirited citizens of Vernon seems large if considered as a whole. (Appendix). It must be borne in mind, however, that, though consciously identified during that period of five years, many had exercised the minds of separate groups for some time previous. Articulation was the lacking ingredient towards possible social action, together with often an imperfect body of knowledge about the problems. Thus the community became more sophisticated about process during those five years, striving against the harmful method of "hit or miss" tactics which could have bred discouragement in failure.

Many techniques were used in integrating the ideas of those who already knew of problems and wished to employ the pragmatic approach of "getting something done" without further delay, as well as those who either had a very imperfect idea of the problems, or had none at all. The understanding and at least tacit support of the public was felt to be a necessity if action were to be on a sound basis with more than short-term results. Thus it was necessary to canvass other organizations, foster public relations in regard to newspaper reports, confer with other areas having the same problem, etc., rather than to go precipitately to the Mayor and Council, for example, in mere indignation over the local "lock-up" situation in regard to children.

The Director of the Children's Foundation, Vancouver, Mr. D. Finlay, stated in his 1964 annual report, "The worst thing you can do to a child is to put him in the wrong place..."
at the wrong time.\textsuperscript{1} Vernon Council of Women felt this strongly, but resisted the impulse to storm the gates of City Council before making adequate preparation of their submission. That first study had been made by another professional social worker in the person of Mr. Dennis Guest who, as probation officer of the district south of Kelowna to Salmon Arm, was concerned about the treatment accorded children apprehended by the Royal Canadian Mounted Police, in the matter of their place of detention.\textsuperscript{2} He supplied facts and figures to voluntary organizations such as the John Howard Society, thus creating an informed body of public opinion which was enlarged as members took the information into other organizations. The subject was thoroughly debated at a regional meeting of the Okanagan Valley John Howard Societies of Penticton, Kelowna, and Vernon, after opinions were also secured in correspondence with the local Members of the Provincial Legislature and the presiding Magistrates of the Courts concerned. This was one of the early examples of the idea of Regional Planning.

Remand Home Brief to City Council

The climax of these preliminary efforts was headlined in the Vernon News of October 6, 1960, as "City Council to Discuss Remand Home for Vernon: Plan Joint Meeting October 12th with Council of Women".

"The question of a remand home for young offenders in Vernon will be discussed at a joint meeting of the City Council, members of the local Council of Women and Welfare officials, to be held October 12. This was decided at City Council this week, after a brief from the Vernon and District Council of Women was read, urging civic action on

\textsuperscript{1}Finlay, D., Annual Report of the Director, Children's Foundation, Vancouver, 1964.

\textsuperscript{2}Guest, Dennis, "Detention Facilities in the Okanagan Valley", 1953.
Also attending the meeting will likely be the local probation officer, magistrate, members of the John Howard Society, police and Bishop A. H. Sovereign, who in the past has spearheaded a move for a remand home.

The Appendix carries the report of the successful outcome of this joint meeting, after actually several years having been spent in creating a sufficiently concerned climate of opinion. The City Council endorsed its approval by creating a permanent Remand Home Committee consisting of representatives of the group attending the meeting, acting under the chairmanship of the City Council, Police and Welfare Committee.

Maladjusted and Disturbed Children: Youth Services

The writer is indebted to retired Principal H. K. Beairsto, of Vernon, and R. A. Morritt, former Special Counsellor of School District #22, for the use of two sets of reports on maladjusted children in the Vernon Elementary Schools, June 1960, and conditions after the appointment of the Special Counsellor, covering the years 1961-1962 and 1962-1963. Mr. Beairsto describes the Youth Welfare Guidance Council, composed of school principals, vice-principals, representatives of the health and the welfare departments and the John Howard Society, and the Provincial probation officer for this area. The council meets once a month during the school year to discuss, chiefly, the problems of malad-

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1Vernon News, October 6, 1960.

2Beairsto, Harold K., "Report of Maladjusted Children in grades one through six in the elementary schools of the City of Vernon", British Columbia, June, 1960. (Mimeograph)

justed children in the schools. The Council worked without publicity, and considered that its efforts helped many potential delinquents toward a more normal life. The Appendix shows a copy of a letter illustrating these quiet methods of the Youth Welfare Council, in requesting store managers to report instances of juvenile shop-lifting to the school principal, rather than reporting to the police.

Professional Survey - First Step

As Principal Beairsto had become convinced of the need of a "welfare-trained" worker in the school system, and presented it to the Council, he undertook a study of the maladjusted children in his elementary school system, in order to bring more information before this group. He based his study on one previously prepared along the same lines by the Community Welfare Council of Windsor in 1958. The survey was dependent upon the teachers for their knowledge of the children in their classrooms, and Mr. Beairsto was satisfied that the results to his questionnaires on each type of child were sound. The teachers reported on the following type of child:

Type A - The "Withdrawn Child"
Type B - The "Anxious Child"
Type C - The "Solitary Aggressive Child"
Type D - The "Social Delinquent"
Type E - The "Premature Boy-Crazy Girl"

The final category was - "Other Children with Problems".

Thirteen questions were asked on each child, covering a possible population of 1,402 children, with a staff of 41. No maladjusted child was found in the three classes of superior students. In a Special Opportunity Class of 17 pupils, grades 2 to 6, all seventeen are included in this report. In a special grade one
class of slow-learners, 7 of 20 children were included in this study, the rest being graded as "immature". The finding at the end of the report was this, regarding the study of the Social Delinquent; of the total school group, 18 were considered to belong to this category, 15 boys and 3 girls. (The ratio of boys to girls in some others of the categories was also 5 to 1.)

"These children are not anti-social with their equals; in fact, they are quite often members of the gang, and may become leaders. Their anti-social tendencies are more often directed against the school and the community. The fault is not always with the home. Many parents are often as eager as the teachers to keep the children from becoming social delinquents. Where the home is anti-social, the children tend to be. Of all the children under study in this survey, these, and their parents, need the help of trained personnel most."1

Community Education - Second Step

The Appendix shows the use of the public seminar method in creating an informed public opinion, as one aspect of community organization which was used during these five years quite extensively. In December 1960, a Seminar was sponsored jointly, as well as the usual media of radio, television, newspapers, etc., by the University of British Columbia and the Vernon and District Council of Women, with the title "Youth Services in the Okanagan". Besides public announcements in the press, mailed invitations were sent out to a comprehensive cross-section of the Okanagan community, including teachers, school counsellors, magistrates, probation officers, police, social workers, clergy, members of City Councils, Recreation Commissions, School Boards, Athletic Associations, the W.M.C.A., the John Howard Societies, Councils of Women, Women's

1 Beirsto, op. cit. p.13.
Institutes, Parent-Teacher Associations, University Committees and Alumni, parents and youth itself.

These people were invited to hear an authority on Youth Services, in the person of Professor John Fornataro, loaned by the School of Social Work, University of British Columbia; to be prepared also to contribute their own ideas to the groups arranged to discuss programmes for "socially healthy" and "unhealthy" youth. Seventy-two actually registered for the day-long event, plus a substantial number who attended part-time; some drove over sixty miles on icy roads in order to attend, but seemed to welcome the opportunity of securing guidance and also pooling ideas. It was said that this was the first occasion of its kind in the area. Later some gave the opinion that this day-long conference, so full of vitality, actually provided a springboard for the initiation of some services which had long been needed. The largest representative group were teachers.

Mr. Morritt's reports described a new experiment which was decided upon by the School Board, to create the new category of Special Counsellor in School District #22. In the Preface to his first report, Mr. Morritt states:

"As a result of interest by school authorities and community groups concerned with problems of child welfare the position of special counsellor was opened for application and commenced with the school year 1961-1962. The following were indicated to be the terms of reference for the position and these terms were approved by the appropriate authority of the Department of Education.

Field Work of the Special Counsellor

1. To inform teachers of the early characteristics which may be observed in children having a tendency toward, or who are in the earlier stages of some emotional or mental disturbance likely to affect adversely their progress in school.
2. To assist and to advise teachers on the handling of individuals or groups of children in early stages of some emotional or mental disturbance. The special counsellor acts in three roles as a:

1. Counsellor
2. Consultant
3. Co-ordinator

In that first year the special counsellor opened his school term with nil cases, and ended in June with 36, having had 478 pupil and 695 staff interviews. He attended 51 meetings and conferences, besides holding consultations with other agencies. The first year amply proved the validity of Principal Beairsto's survey findings and subsequent request.

The above example has been given as a means of showing the good results achieved in Vernon by a combination of professional and lay involvement in the securing of a service. It was also one of the most quietly introduced and quickly accepted of the five-year period. Again, it would seem that the community had already been aware of the need for "something to be done", but had not been presented with a vehicle of articulation such as the conference on youth services provided. Perhaps more important still, it was a move on the part of the community towards organization for prevention, the need for which had been amply borne out in the school survey.

It would be risking redundancy to cite the means whereby all the services during this period were secured. There was often a common set of circumstances, although each "felt need" had its

\[\text{Morritt, op. cit., p. not numbered.}\]
own particular cast. Thus the White Cross Centre was established for the social needs of ex-patients of the Provincial Mental Hospital, after a prolonged period of studying government reports and learning about voluntaryism, besides recruiting the large body of volunteers needed. This centre quickly became a popular haven for those for whom family and former community were unable to make a place where they could feel they really belonged and were fully accepted. Some of these guests at the centre worked in the White Cross Thrift Shop, thus feeling they had a part in sending the substantial proceeds away for purposes of research. Teen Town, the heretofore somewhat suspect youth group who were often bordering on becoming a community anxiety, were now drawn in as volunteers at maintaining the premises, helping with stock, assisting in art classes, etc. For this they asked nothing in return except adult staff from the Centre to supervise their Saturday night dances! For its part, Vernon White Cross Centre has the enviable position of being the only centre open five days a week staffed by volunteers.

The Vernon Branch, Canadian Mental Health Association, conducted a local survey of mental health needs in the autumn of 1961. The questionnaire was sent to Professional and Lay workers whose thirteen occupations were concerned with mental health in serving the public. Nine of these occupations were represented in the twenty replies, and included those of Physician, Lawyer,
Police Officer, Magistrate, Lay Worker, Public Health Nurse, Clergy, Special Counsellor and Public Health Dentist. Presenting problems listed were:

a) Children with emotional difficulties.
b) Juvenile delinquents.
c) Marriage Problems.
d) Alcoholics.
e) Drug Addicts.
f) Old age adjustment problems.
g) Adults' emotional problems.

None of these had been presented by the problem of drug addiction in the people seen during the year; the problems most often presented were Marriage problems, and Adults with emotional problems. When asked, "Do you have time to adequately handle the disturbed people or children you see?", double the number replied in the negative as in the positive. Not one felt that his training had been adequate to handle these problems. Of the questions regarding the preparation of a social history when referring a patient to a mental hospital or clinic, and of having liaison with other community agencies, some marked their answer to be "not applicable". Regarding the need for establishing a central body to co-ordinate services, only eight of the twenty replied in the affirmative. Regarding need for services, Regional Mental Health clinics and Psychiatric Beds in local hospitals tied for top place. The replies were tabulated by the writer, and are known to have formed part of the basis for a request for facilities urgently needed. The Canadian Mental Health Association was only one group, and the inclusive study had been commissioned to the American Psychiatric Association, through Dr. Ross. Although the Ross report did disagree with that of Dr. Tyhurst, Head of the Department of Psychiatry at University of British Columbia,
nevertheless the general public was happy to hear the announcement of Health Minister Martin on November 8, 1961, that a Regional Mental Health Centre was to be established at Kelowna.

After six months' directing the Centre at Kelowna, Dr. Frank McNair came to Vernon as the main speaker at a C.M.H.A. evening workshop on November 29, 1962. Dr. McNair concluded his report with the sober statement that much of his clinic work might be undone and lost, with resultant deterioration in the patient, unless follow-up staff could be secured. He suggested the best possible trained social work personnel at the local Department of Social Welfare, with the specific function of working with disturbed and emotionally unwell clients upon their discharge from and between their visits to the centre at Kelowna.

Diary of a Resolution

Dr. McNair's concern was embodied in a resolution passed by the Vernon Branch of the C.M.H.A. and sent to the Local Council of Women, and both their provincial bodies. It was endorsed by both, and thence carried to the Provincial Cabinet when they extended their annual courtesy of a joint meeting with the Provincial Council of Women in the Cabinet chambers in February 1963. The resolution read, in part:

"Whereas ...... Dr. Frank McNair, Director, Provincial Mental Health Clinic at Kelowna, and Mr. George Kenwood, Executive Director, B.C. Division, Canadian Mental Health Association, recognizing the ever-increasing burden laid upon volunteers by those requiring preventive and after-care services, stressed the urgent need of additional professional government personnel possessing the M.S.W. degree, to work in the local already existing government welfare agency, therefore, BE IT RESOLVED that the British Columbia government be respectfully urged by the Provincial Council of Women to take all possible steps to strengthen the Provincial Department of Social Welfare at the local level by
the addition to existing staffs personnel with the Master of Social Work degree, such personnel to work with those needing family and marital, and personal counselling, follow-up casework care after discharge from the mental hospital, and also while in attendance at regional mental health clinics."

CHAPTER 5.
EVALUATION OF VERNON'S VOLUNTARY COMMUNITY
ORGANIZATION ACHIEVEMENT

This study now seems to have come the full cycle, from the early beginnings of government social welfare in the Province, up to the Okanagan Valley in a long list of welfare duties; through a time when voluntaryism learned to help carry the load by recognizing unmet needs and doing something about them, now back into the professional fold with problems too complex for the volunteer to handle. An examination of Tables 2 and 3 shows that the trend still is toward a heavy concentration of effort in the Social Assistance and Old-Age Security Supplementary Social Allowance to the extent of a combined 65.4% of the total service given in Region 3 in 1962-1963. Family service, so strongly shown as a prior need in Principal Beairsto's and the C.M.H.A. questionnaires on Vernon conditions, and Dr. McNair's statement on the whole area, still ranks, of itself, low on the Case Load scale, with 3.7%.

We have proven that a community can learn to develop an integrated approach to its needs, identifying them and planning a course of action. This does not mean losing sight of the component parts of the whole, but rather, striving to look not for differences, but for similarities.

Regarding the leadership help the community received, it may be stated that the community was rich in a variety of leaders, some of the charismatic type who, by the attraction of his personality, and his willingness to give freely of himself in a

1Tables 2 & 3 showing Region 3, Department of Social Welfare Case Load by Major Categories. op. cit.
cherished cause, could take others along with him. "When a man works for an ideal, he is irresistible."¹ Such a man is Right Reverend Bishop Sovereign, whose name is connected with a multiplicity of positive undertakings, but is here delineated especially as the founder of the John Howard Society of Canada.

Joint Enterprise - Professional and Volunteer

Bishop Sovereign early recognized the flow of increased activity as meaning the necessity of having a professional representative, and his assumption was well taken. An extract from the 1964 report states "The pattern being demonstrated by our Okanagan-Mainline Operation - a pattern of joint volunteer-professional enterprise with a common goal of effective community service, is a most promising development."² This is a new stage in Vernon's development into a "community" in the truest sense. Using Ross' concept of "community organization" again, these glimpses at Vernon's achievements in the short span of five years demonstrate her ability certainly to identify need, but also to integrate her efforts with confidence.

Reconciliation of the Account

In the second section of the list of services not secured by 1963 may be noticed numbers two and eight. The community rejected both at that time because of the impossibility of handling certain group conflicts, in my opinion. The timing was wrong, so


that it appeared that two rival factions were vying to secure their own service for boys first. Both groups wisely decided to wait, and now today Boys’ Club is flourishing with an active membership of 300 boys meeting in the old fire hall. A hostel for transient men seemed almost an emergency, as the social welfare department strove to meet the needs of unemployed men "on the move" before dark, and the churches after. With rising employment in British Columbia, possibly the provision of a hostel for transients may have proved premature. The Family and Children’s Court Committee has been slow to materialize, but the John Howard Society, as the now recognized "conscience of the community" is hopeful of an early solution to the problem.

"Meals on Wheels" may not be an urgent necessity to Vernon’s senior citizens who are able to manage in their own accommodation, and Restholm, so long begging for a site on which to build, is already full of satisfied elderly people. A resident psychiatrist uses beds in Jubilee hospital, where once a young hospital administrator stated to a women’s meeting, that "such long-term care" cases required "Essondale", not acute hospital beds. The spirit of getting things done has gone on in such activities as a psychiatric Out-patient Section of the Health Unit, and greatly improved public buildings, with separate court facilities for children, in a new Civic Centre. The principles of community organization appear to be spreading like a contagion, with a resulting "community morale" never before experienced. To paraphrase the folk song, currently sung, Vernon has "a hammer and a bell!" And this perhaps is the main discovery of this study, that in meeting the needs of its community, Vernon has discovered itself.
What remains is the vast complexity and volume of work still to be done, and this, it seems to me, is where the real challenge comes. Can the profession of social work address itself to the problems as yet unsolved, aware of the fact that this Province still leads the country in the social problems of juvenile delinquency, crime, alcoholism, drug addiction, divorce, illegitimacy, and first admissions to mental hospitals.¹

In these days of steadily increasing opportunities for professional training, increased agency personnel, the coming use of automation, streamlined communications, is the profession prepared in itself to meet the challenge implicit in the cry of the community for help in filling the yet unmet needs of disturbed children, emotionally unstable adults, and families generally in trouble? The ground has been won for mental and physical needs of Western mankind, but can the profession go out in a spirit of inter-disciplinary understanding, to help meet social and emotional needs?

The answers to the invitation to Vernon people to join in this final task of evaluation came in overwhelmingly emphasizing the need of professional service, of the professional practitioner, some with special appreciation for the training which is being given, and all with the firm conviction that there is, indeed a climate of change abroad, which should be implemented to the full.

It remains to be seen what will be the response to the B.C.A.S.W. call for community organizers, which was the Brief discussed in Chapter 1; but in the meantime the profession as it now is,

¹Thompson, Deryck, Executive Director, Family Service Agency, address to Vancouver Burrard Presbyterial, United Church Women, October 4, 1963, Vancouver.
largely generically trained, may need to see to the building of its own "community morale", to come out from the security of the face-to-face relationship, into the role of the enabler, and remember again more vividly the first and the last. Rules of Conduct in the Code of Ethics:

1) The primary obligation of the social worker is to the welfare of the clients served, that is: individuals, groups or communities.

10) The social worker accepts responsibility to contribute his knowledge and skill to the stimulation development and support of programmes of social welfare.

Social Work Involvement in the Current Social Scene

Frances L. Montgomery, giving highlights of the National Association of Social Workers 10th Anniversary Symposium, reported on papers given by Alfred J. Kahn, Dr. Eliott Studt and Helen Harris Perlman. Dr. Kahn's paper, Societal Context and Social Work Practice was used by him to test the social worker's professional worth for public service in the present social scene. He felt that social workers should equip themselves to help develop and implement social utilities, whether using community organization or administrative skill to provide facilities at the local level, participating as experts in national programmes, or planning in coalition with other disciplines to set up new social provisions.

Dr. Studt emphasized that the way in which a worker relates the service responsibilities to other decision making organizations outside the agency can contribute to more competent communities. Dr. Perlman stressed her opinion that social workers, when used to staff the units intended to produce systematic change, will be the

1 Canadian Association of Social Workers: "Codes of Ethics and Personnel Practices for Social Workers".

Conclusion: The Okanagan Challenge Toward Community Organization

These opinions bear reflection in relation to their application to the subject of this thesis. It has been demonstrated how planning with integration resulted in considerable progress toward a "competent community" in the Okanagan Valley of British Columbia. Instances of exceptional involvement by some of the area's social workers have been cited. This willingness provides a spirit for integrating and unifying professionals from all fields of practice with a common purpose of service to people. Dr. Kahn asked whether our profession has the ability to accept this new vision of social welfare and become the interpreter of social change and innovation. As social workers, we would no longer wait to serve casualties and solve problems by therapeutic intervention but would meet the challenge of new circumstances in a spirit of unity and develop social supports through planning. The capacity for this may well prove to be our "Ticket To Tomorrow".
March , 1966.

Dear

Although there has not been much visiting back and forth between us, still Vernon has often occupied our thoughts since our departure for Vancouver in 1963, and we keep informed somewhat by reading local news. Nevertheless, as Graham Greene says, "What one reads doesn't influence one as much as where one is" and so I am writing to ask you who live in Vernon to help me with your comments on certain questions.

As you will remember, my husband Art and I believe that the ministry and social work belong together, so in order to bring my knowledge up to date I returned to the University of British Columbia to work towards the degree of Master of Social Work. Since the first winter I have been on the staff at the provincial government training school for girls, known as Willingdon School for Girls. I enjoy it very much, and this spring am completing my thesis towards the degree.

My choice of topic was actually in the back of my mind during those busy and enjoyable five years at Vernon, and you will not be surprised at the title: SOME ASPECTS OF THE COMMUNITY ORGANIZATION METHOD IN THE EXPANSION OF WELFARE SERVICES IN THE OKANAGAN VALLEY, BRITISH COLUMBIA, 1958 - 1963. All of you were associated in important ways in securing the services I am including, and I am focussing on Vernon in this study for obvious reasons. As far as I am aware no such study has yet been made throughout the region. You were all, in fact, an actual part of the community organization method, exercising your leadership in forming committees for assessing and examining needs, developing new programmes and community resources, working on problems of co-ordination of effort.

Lists of services established, and those merely studied or initiated are appended. Would you be kind enough to answer briefly the questions posed, opposite those services in which you have a special interest? I should be happy for your additional comments, also.

QUESTIONS: 1. If Una Dobson is correct in her assumption that the five year period under review did, in fact, see a quite rapid expansion of services, then what do I think were the reasons? 2. Is it correct to hold the view that there was a "climate" ready for these changes? Why was that so? 3. Did the role of the citizen-volunteer grow in importance during those five years, or is the tendency to expect "them", (the three levels of government) to expand services increasingly? 4. In your own view were any of these services established unwisely, and are any now being...
incorrectly or under-used? 5. Has the aforementioned "climate" been maintained, in continued awareness and study of unmet needs, and how are such efforts being co-ordinated?

I am enclosing a stamped, self-addressed envelope, and hope for your brief replies by the second week of April. I consider that this area of our province did an outstanding piece of work during the time I was there to observe it, and I thank you in advance for your part in helping me to report it.

With warm regards, I am

Sincerely yours

Enclosure

(Mrs. A.W.) Una M. Dobson
SAMPLE COPY OF SERVICES

Note: Please write your answers to questions 1 - 5 on those services in which you have an interest, omitting your signature if you so desire. (U.M.D.)

SERVICES SECURED FOR VERNON 1958 - 1963

1. Canadian Mental Health Association - White Cross Centre.
2. Board-Residence for senior citizens, "Restholm".
3. Big Brother Organization.
5. John Howard Society - professional representative.
7. Okanagan Clinic, B.C. Alcoholism Foundation, and school lectures, Alcohol Research and Education Council.
8. Provincial Probation Service; division of area served by one probation officer, into two, with staff increase.
9. Remand Home; and Remand Home Committee, chaired by the chairman of City Council Police and Welfare Committee.
10. Sheltered Workshop for young adult retardates - "Venture Training Services" building of new "My School" for retarded children.

SERVICES EXPLORED OR INITIATED FOR VERNON 1958 - 1963

1. Family and Children's Court.
2. Young Men's Christian Association.
3. Indian Social Centre.
6. "Meals on Wheels" for elderly people in their own accommodation.
7. Increased family counselling services, including increased staff for follow-up to Mental Health Centre work; public parent education.
SAMPLE TYPE OF VOLUNTEER ROLE IN COMMUNITY PROBLEM

MENTAL HEALTH SERVICES IN OUR COMMUNITY
CANADIAN MENTAL HEALTH ASSOCIATION

Centennial Health Unit, Vernon

November 29th, 1962.

7:30 p.m.

PROGRAMME

Welcome and Opening Remarks -- Mrs. A. Honcur, President, Vernon Branch, C.M.H.A.

Brief General Survey -- George Kenwood, Executive Director Vancouver Branch, C.M.H.A.

Topic A THE PROVINCIAL MENTAL HEALTH CLINIC AT KELOWNA -

Dr. Frank McNair, Clinic Director.

Questions from the audience.

Topic B THE ROLE OF THE VOLUNTEER IN COMMUNITY MENTAL HEALTH

1. White Cross Centre - Mrs. Hazel Lindner.
2. Thrift Shop - Mrs. Edith Harris.
3. C.M.H.A. and Dellview - Mr. Leonard Fox, Sup't Dellview Provincial Hospital.

Questions from the audience.

Topic C UNMET NEEDS

Co-Chairmen - Dr. M. Lattey, Vernon Jubilee Hospital.

Some suggested topics:
a) co-ordination between provincial and local services.
b) "half-way house" project: financial responsibility.
c) special mental health counsellor for the Okanagan.
d) marriage counsellor for the Okanagan Valley.
e) hospital beds for patients requiring psychiatric care.

GROUP DISCUSSIONS AND COFFEE

SUMMARY OF CONCLUSIONS
APPENDIX A

SAMPLE TYPE OF COMMUNITY ORGANIZATION PROGRAM
FOR CITIZEN INVOLVEMENT IN SOCIAL PLANNING.

THE CANADIAN MENTAL HEALTH ASSOCIATION, VERNON BRANCH
WHITE CROSS CENTRE
Li2-3114

THRIFT SHOP
3319 Coldstream Ave.

For some time now there has been considerable local and regional thinking regarding the subject of "Mental Health Services in Our Community".

There is a great amount of satisfaction over recent developments towards meeting mental health needs, following Dr. Tyhurst's and Dr. Ross's reports specifically (a) the location of Provincial Mental Health Services in the Okanagan Valley based at Kelowna.

(b) The rapid growth of an active interest in volunteer efforts, namely, of the Canadian Mental Health Association through the White Cross Centre, Thrift Shop, etc.

There is also an awareness of unmet needs, in the experience of those working most closely through these organized efforts, and in related services to those in need of care.

It is proposed that the time has arrived when some useful conversations could be held among those who work, either directly or indirectly, with those of our citizens who may be concerned with such services. You and your staff are therefore cordially invited to participate in an evening planned for THURSDAY NOVEMBER 29th, at the Centennial Health Unit, Vernon, at 7:30 p.m.

The program and registration form are on the accompanying sheet and we would request your early reply regarding numbers planning to attend. We look forward to your participation and shall await your reply.

Yours truly,

Mrs. Aileene Moncur, President,
Vernon Branch, C.M.H.A.

X X X X X X X

REGISTRATION FORM

You may expect ............. of our group to attend Nov. 29th, at 7:30 p.m. on the subject "Mental Health Services in our Community".

Signed ................................
Organization ............................
APPENDIX A

EXEMPLARY OF COMMUNITY ORGANIZATION METHOD OF CREATING AN INFORMED BODY OF PUBLIC OPINION

Factual Agenda for the Fourth Okanagan Valley Workshop for Retarded Children - to be held Saturday October 15, 1960 at Vernon.

THEME: - To shed some light on the mutual and complementary problems of parents and teachers, especially through the classification and needs of trainable retarded children.

9:00 - 9:30 Registration - Junior High School lobby, 41st Ave. and 27th St. Coffee served in cafeteria.


10:40 - 11:30 Discussion and question period with Dr. McGann.

11:30 - 1:00 Free time.

12:00 - 1:00 Hot dinner - United Church Hall, 2602 - 30th Ave.

1:00 - 1:15 Free time.

1:15 - 2:30 Administration matters - led by Mr. J.B. Roe, new ARCBC Administrator.


2:45 - 4:00 Discussion on Sheltered Workshops - Mr. R.H. Davidson, President of New Westminster chapter - recommended by Medical Superintendent of Woodlands School. Particular emphasis on the work potential of the retarded child, difference between educable and trainable children.

4:00 - 5:00 Tea and Social hour at "My School", 3300 - 26th St.

5:00 - 7:00 Free time.

7:30 - 10:00 Film and address in Jr. High auditorium - meeting addressed by Dr. McGann.

NOTE: All times will be adhered to and the evening meeting will close at 10:00 so those wishing to return home the same evening will be able to do so.
ILLUSTRATES VOLUNTEER EDUCATION BY FOCUS ON PROBLEM

SHELTERED WORKSHOP

1. What group of people should the workshop serve?
2. What purpose should the workshop serve?
3. What should be the nature of the programme?
   (a) Social
   (b) Continuing work.
   (c) Training
4. What kinds of activities can be handled?
5. What kind of activity fits situation best?
6. How should workshop be financed?
7. What responsibilities must the workshop supervisor handle?
8. What personal qualities, experience and training are desirable for the supervisor?
9. Each group that sets up a workshop will have numerous problems such as:
   (a) Screening,
   (b) Accommodation,
   (c) Equipment,
   (d) Securing work,
   (e) Setting rates for work,
   (f) Clearing with labour and government,
   (g) Meeting social needs,
   (h) Evaluation, shop and individual,
   (i) Job placement.
10. When should you start your workshop (keeping all of 9 in mind)?
11. What is the work potential of the retarded?
   (a) Trainable,
   (b) Educable.
SHOWING METHOD OF ASSESSING VOLUNTEER

B.B. Applicant - Suggested Format for Interview

1. MOTIVATION
   Why does he want to become a Big Brother.
   What does he feel HE will get out of the relationship.
   How would he build a friendship with a boy let down by the adult world.
   How is the role of the B.B. different from the Father’s role.

2. SOCIAL and LEISURE TIME ACTIVITIES

3. EMPLOYMENT
   How long has he held present job.
   Has he found his "niche".
   Is he planning any change of employment now or in the future.

4. EDUCATION
   How extensive.
   Views on education.
   Did he participate in extra-curricular activities.

5. RELIGION
   How involved in beliefs.

6. WIFE/Girl Friend
   Has he discussed his involvement as a B.B.
   What are wife’s or girlfriend’s feelings regarding his becoming a B.B.
   What are his views on marriage.

7. CHILDHOOD
   What kind of childhood did he experience.
   What are his feelings regarding his mother —— his father.

8. BASIC ORIENTATION:
   Is he clear as to his area of operation.
   Does he appear flexible regarding the problems of modern youth.
   Is he able to recall his own youth.
   Does he understand the significance "testing of relationship".
   What are his feelings regarding a boy who gets involved with the law.
   What kind of a boy does he want; should get. (age, personality, interests).
   Does he understand why a boy is referred to B.B.
   Does he understand WHO refers them.
ONE TYPE OF COMMUNITY ORGANIZATION TO PREVENT DELINQUENCY


Dear Sir:

The Guidance and Welfare Group composed of representatives from the John Howard Society, the Social Welfare and Health Departments, the Schools, and the Probation Officer meet monthly to combine their efforts to keep pre-delinquent boys and girls from getting into serious trouble.

We realize there is considerable shoplifting by school children but have inadequate knowledge of how widespread it is. We are suggesting that if you catch a school child stealing that you phone Mr. Beirsto at Li 2-3916 and report the theft. If we have a child's name coming in more than once, we will take what measures our combined resources can muster without help of the police to prevent further activity of this sort.

We are asking for your co-operation in this project with the hope of stopping a child before he becomes a confirmed delinquent.

Yours sincerely,

Geo. E. Falconer,
Chairman.

(Filed at Youth Welfare Council meeting - January 27, 1960, Elementary School, Vernon, B.C.)
### Appendix B

**Table I.**—Case Load by Major Categories in the District Administrative Offices of Region III as at March 31st, 1960

<table>
<thead>
<tr>
<th>Category</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Port Moody</th>
<th>Oliver</th>
<th>Alberni</th>
<th>Vernon</th>
<th>Kamloops City</th>
<th>Kelowna City</th>
<th>Port Moody City</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>113</td>
<td>42</td>
<td>74</td>
<td>18</td>
<td>13</td>
<td>19</td>
<td>187</td>
<td>105</td>
<td>210</td>
<td>131</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>644</td>
<td>183</td>
<td>237</td>
<td>121</td>
<td>207</td>
<td>266</td>
<td>187</td>
<td>105</td>
<td>210</td>
<td>131</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>27</td>
<td>9</td>
<td>9</td>
<td>3</td>
<td>11</td>
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<td>2</td>
<td>9</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>206</td>
<td>98</td>
<td>111</td>
<td>45</td>
<td>92</td>
<td>130</td>
<td>52</td>
<td>79</td>
<td>62</td>
<td>101</td>
</tr>
<tr>
<td>Supplementary assistance to Old Age Security</td>
<td>566</td>
<td>322</td>
<td>313</td>
<td>158</td>
<td>328</td>
<td>457</td>
<td>214</td>
<td>196</td>
<td>350</td>
<td>282</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>32</td>
<td>42</td>
<td>30</td>
<td>14</td>
<td>17</td>
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<td>35</td>
<td>22</td>
<td>262</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>462</td>
<td>131</td>
<td>240</td>
<td>41</td>
<td>106</td>
<td>212</td>
<td>56</td>
<td>41</td>
<td>25</td>
<td>121</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>34</td>
<td>11</td>
<td>15</td>
<td>3</td>
<td>14</td>
<td>11</td>
<td>5</td>
<td>4</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>2,084</td>
<td>858</td>
<td>1,027</td>
<td>403</td>
<td>788</td>
<td>1,092</td>
<td>457</td>
<td>583</td>
<td>583</td>
<td>604</td>
</tr>
</tbody>
</table>

**Table II.**—Numerical and Percentage Comparison of Case Load by Major Categories in Region III for Fiscal Years 1958/59 and 1959/60

<table>
<thead>
<tr>
<th>Category</th>
<th>1958/59</th>
<th>1959/60</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Per Cent</td>
</tr>
<tr>
<td>Family Service</td>
<td>265</td>
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</tr>
<tr>
<td>Social Allowance</td>
<td>2,082</td>
<td>25.6</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>87</td>
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</tr>
<tr>
<td>Old-age Assistance</td>
<td>972</td>
<td>11.9</td>
</tr>
<tr>
<td>Supplementary assistance to Old Age Security</td>
<td>1,329</td>
<td>28.4</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>232</td>
<td>2.8</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>1,124</td>
<td>13.9</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>82</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>8,133</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Table I.**—Case Load by Major Categories in the District Administrative Offices of Region III as at March 31st, 1961

<table>
<thead>
<tr>
<th>Category</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Port Moody</th>
<th>Oliver</th>
<th>Alberni</th>
<th>Vernon</th>
<th>Kamloops City</th>
<th>Kelowna City</th>
<th>Port Moody City</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>123</td>
<td>36</td>
<td>82</td>
<td>12</td>
<td>21</td>
<td>19</td>
<td>197</td>
<td>136</td>
<td>210</td>
<td>219</td>
</tr>
<tr>
<td>Social Allowance</td>
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<td>249</td>
<td>267</td>
<td>134</td>
<td>310</td>
<td>301</td>
<td>244</td>
<td>136</td>
<td>317</td>
<td>169</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>28</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>12</td>
<td>10</td>
<td>45</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>200</td>
<td>98</td>
<td>102</td>
<td>45</td>
<td>117</td>
<td>107</td>
<td>45</td>
<td>83</td>
<td>62</td>
<td>97</td>
</tr>
<tr>
<td>Old Age Security Supplementary Social Allowance</td>
<td>531</td>
<td>337</td>
<td>308</td>
<td>174</td>
<td>335</td>
<td>392</td>
<td>197</td>
<td>344</td>
<td>262</td>
<td>335</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
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<td>14</td>
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<td>18</td>
<td>28</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>491</td>
<td>119</td>
<td>241</td>
<td>39</td>
<td>150</td>
<td>239</td>
<td>35</td>
<td>51</td>
<td>32</td>
<td>54</td>
</tr>
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<td>Health and Institutional</td>
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<td>14</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>9</td>
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<tr>
<td><strong>Totals</strong></td>
<td>2,567</td>
<td>901</td>
<td>1,054</td>
<td>424</td>
<td>985</td>
<td>1,121</td>
<td>500</td>
<td>613</td>
<td>665</td>
<td>622</td>
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</table>

**Table II.**—Numerical and Percentage Comparison of Case Load by Major Categories in Region III as at March 31st for the Years 1960 and 1961

<table>
<thead>
<tr>
<th>Category</th>
<th>1959/60</th>
<th>1960/61</th>
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<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Per Cent</td>
</tr>
<tr>
<td>Family Service</td>
<td>275</td>
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<td>Social Allowance</td>
<td>2,291</td>
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<tr>
<td>Blind Persons' Allowance</td>
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<td>1.0</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>976</td>
<td>11.5</td>
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<tr>
<td>Old Age Security Supplementary Social Allowance</td>
<td>3,278</td>
<td>38.8</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>262</td>
<td>3.1</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>1,192</td>
<td>14.1</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>97</td>
<td>1.1</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>8,459</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Social Welfare Department Region 3 Annual Reports - 1960-1961
### Table I. — Case Load by Major Categories in the District Administrative Offices of Region III as at March 31, 1962

<table>
<thead>
<tr>
<th>Category</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Lillooet</th>
<th>Penticton</th>
<th>Oliver</th>
<th>Salmon Arm</th>
<th>Vernon</th>
<th>Kamloops City</th>
<th>Kelowna City</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>94</td>
<td>32</td>
<td>35</td>
<td>77</td>
<td>14</td>
<td>16</td>
<td>23</td>
<td>235</td>
<td>197</td>
<td>197</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>735</td>
<td>234</td>
<td>220</td>
<td>314</td>
<td>155</td>
<td>330</td>
<td>314</td>
<td>354</td>
<td>171</td>
<td>354</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>20</td>
<td>4</td>
<td>7</td>
<td>9</td>
<td>2</td>
<td>18</td>
<td></td>
<td>21</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>155</td>
<td>84</td>
<td>65</td>
<td>161</td>
<td></td>
<td>33</td>
<td>235</td>
<td>42</td>
<td>106</td>
<td>148</td>
</tr>
<tr>
<td>Old Age Security Supplementary Social Allowance</td>
<td>400</td>
<td>257</td>
<td>126</td>
<td>485</td>
<td></td>
<td>70</td>
<td>614</td>
<td>194</td>
<td>381</td>
<td>575</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>28</td>
<td>42</td>
<td>13</td>
<td>50</td>
<td>13</td>
<td>37</td>
<td>10</td>
<td>43</td>
<td>29</td>
<td>72</td>
</tr>
<tr>
<td>Health and Institutional</td>
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<td>125</td>
<td>70</td>
<td>260</td>
<td>47</td>
<td>171</td>
<td>216</td>
<td>1,302</td>
<td>1,302</td>
<td>1,302</td>
</tr>
</tbody>
</table>

**Total** | **1,872** | **790** | **542** | **1,374** | **9,582** | **3,229** | **772** | **626** | **4,582** | **100.0** |

### Table II. — Numerical and Percentage Comparison of Case Load by Major Categories in Region III as at March 31st for the Fiscal Years 1960/61 and 1961/62

<table>
<thead>
<tr>
<th>Category</th>
<th>1960/61</th>
<th>1961/62</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Per Cent</td>
</tr>
<tr>
<td>Family Service</td>
<td>293</td>
<td>3.1</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>3,050</td>
<td>32.9</td>
</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>79</td>
<td>0.9</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>970</td>
<td>10.5</td>
</tr>
<tr>
<td>Old Age Security Supplementary Social Allowance</td>
<td>3,215</td>
<td>34.7</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
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<td>Child Welfare</td>
<td>1,279</td>
<td>13.8</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>92</td>
<td>1.0</td>
</tr>
</tbody>
</table>

**Total** | **9,262** | **100.0** |

### Table I. — Case Load by Major Categories in the District Administrative Offices of Region III as at March 31, 1963

<table>
<thead>
<tr>
<th>Category</th>
<th>Kamloops</th>
<th>Kelowna</th>
<th>Lillooet</th>
<th>Penticton</th>
<th>Oliver</th>
<th>Salmon Arm</th>
<th>Vernon</th>
<th>Kamloops City</th>
<th>Kelowna City</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Service</td>
<td>123</td>
<td>35</td>
<td>40</td>
<td>96</td>
<td>16</td>
<td>28</td>
<td>17</td>
<td>335</td>
<td></td>
<td></td>
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<tr>
<td>Social Allowance</td>
<td>680</td>
<td>197</td>
<td>263</td>
<td>295</td>
<td>134</td>
<td>282</td>
<td>213</td>
<td>184</td>
<td>3,229</td>
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</tr>
<tr>
<td>Blind Persons' Allowance</td>
<td>18</td>
<td>5</td>
<td>6</td>
<td>9</td>
<td>2</td>
<td>13</td>
<td>1</td>
<td>6</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>139</td>
<td>79</td>
<td>82</td>
<td>170</td>
<td>31</td>
<td>189</td>
<td>50</td>
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<td></td>
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<td>439</td>
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<td>578</td>
<td>200</td>
<td>336</td>
<td>2,944</td>
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<tr>
<td>Disabled Persons' Allowance</td>
<td>22</td>
<td>43</td>
<td>17</td>
<td>51</td>
<td>16</td>
<td>40</td>
<td>13</td>
<td>45</td>
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<td>360</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>3</td>
<td>140</td>
<td>113</td>
<td>292</td>
<td>49</td>
<td>149</td>
<td>197</td>
<td>1,411</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>23</td>
<td>13</td>
<td>6</td>
<td>17</td>
<td>3</td>
<td>9</td>
<td>15</td>
<td>8</td>
<td>1</td>
<td>95</td>
</tr>
</tbody>
</table>

**Total** | **1,863** | **731** | **654** | **1,369** | **202** | **584** | **1,262** | **645** | **745** | **772** | **626** | **9,453** |

### Table II. — Numerical and Percentage Comparison of Case Load by Major Categories in Region III for the Fiscal Years 1961/62 and 1962/63

<table>
<thead>
<tr>
<th>Category</th>
<th>1961/62</th>
<th>1962/63</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Per Cent</td>
</tr>
<tr>
<td>Family Service</td>
<td>291</td>
<td>3.1</td>
</tr>
<tr>
<td>Social Allowance</td>
<td>3,392</td>
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<tr>
<td>Blind Persons' Allowance</td>
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<td>0.8</td>
</tr>
<tr>
<td>Old-age Assistance</td>
<td>1,046</td>
<td>10.8</td>
</tr>
<tr>
<td>Old Age Security Supplementary Social Allowance</td>
<td>3,091</td>
<td>32.3</td>
</tr>
<tr>
<td>Disabled Persons' Allowance</td>
<td>291</td>
<td>3.1</td>
</tr>
<tr>
<td>Child Welfare</td>
<td>1,302</td>
<td>13.1</td>
</tr>
<tr>
<td>Health and Institutional</td>
<td>98</td>
<td>1.0</td>
</tr>
</tbody>
</table>

**Total** | **9,582** | **100.0** | **9,453** | **100.0** |
Venture Training Services

"at home" to the public.

Mrs. James Ford, Supervisor

Right Rev. A. H. Sovereign, D. D.

Miss Edna Oram, Social Worker
VENTURE TRAINING CENTRE

A plan to help our handicapped people find a useful place in our community . . . .

Two minutes of your time . .

APENDIX C - 2.
This is an outside view of the new $50,000 Kinsmen House for training retardates, dedicated at ceremonies Monday. Official opening of the centre will take place later this year.
JAYCEES TAKING POLL

Are Residents In Favor Of One United Appeal?

A poll is being taken this week by the Junior Chamber of Commerce to determine if the residents of the city and district are in favor of a united appeal for charitable purposes.

Members of the Jaycees will be calling on homes, asking householders to fill out a questionnaire, similar to the one published on the right.

Persons who are missed in the personal poll are being asked by the Jaycees to clip out the questionnaire in the paper, sign it and mail it to the Jaycee committee.

The subject of a united appeal has been discussed for many years, but many nation-wide organizations have steadfastly refused to become a part of it.

The Jaycees became actively interested in the whole phase last year when the Kelowna Community Chest was on the point of being dissolved because of lack of participation and the ever-growing number of appeals being made outside the Chest.

CHEST IN FAVOR

Ed Dickens, chairman of the Jaycees' united appeal committee, said the Community Chest organization here was in full accord with the united appeal idea, but as far as he knew, large charitable organizations outside the Chest had not changed their thinking.

"Anyhow, we're not too interested in what the national groups think," said Mr. Dickens. "We want to find out what the people around here think."

Mr. Dickens said that if the Kelowna and district people approve of the change in the poll, steps will be taken to try to implement the wishes of the people. "Would that be a change?" Mr. Dickens asked pointedly.

"No," he said in answer to his own question. "It would actually be what the Community Chest set out to do!"

A QUESTIONNAIRE

Prepared by the Kelowna Junior Chamber of Commerce to obtain the feeling of the people of Kelowna and district with regards to a United "One-for-all-fair-share-giving" Campaign.

1. Do you feel that there are too many canvasses at present in Kelowna? .................
2. Do you feel that a United "One-for-all-campaign" is possible? ......................
3. Would you like to be able to say how your money is to be divided between all the agencies? ..............
4. Would you support a "United Appeal" as above? ......................
5. If so, would you donate only to the one Appeal? ......................
6. Do you feel that some agencies at present are getting more than their fair share? ......................
7. Do you feel that there is enough known about some of the agencies at present under the Community Chest? ......................
8. Would you display a card or sticker in your window saying you give only the United Way? ......................
9. Would you contribute the same amount or more, if you knew you only had to donate once a year? ......................
10. Do you have any further questions or suggestions to offer us so we may get the complete feelings of the people? ......................

........................................................................

(signature)

........................................................................

(address)

Any interested citizen in Kelowna and district is invited to answer "Yes" or "No" to the above questionnaire and mail to the Junior Chamber of Commerce, United Appeal Committee, P.O. Box 333, Kelowna. All replies will be held strictly confidential. All questionnaires MUST be signed.
Home Urged For Youth Detentions
Vernon Women Protest Jailing of Juveniles

VERNON (Correspondent) — The Local Council of Women decided Monday night to ask the City of Vernon to provide remand quarters for juvenile offenders.

The women said they wanted the juveniles held in quarters other than the city jail.

The suggested quarters should be rooms in a private home in charge of a reliable couple, husband and wife, the local council said.

The council said the couple should be chosen by a special committee.

The city would pay them a monthly retainer for providing the quarters and for their other services and pay them board and room for young people under detention.

Only juveniles who are good security risks would be housed in the suggested quarters.

DISCUSSION SET

Juveniles eligible for the home would be selected by the Juvenile Court judge, the probation officer and a member of the John Howard Society.

The couple in charge, however, would bear full responsibility for the custody of any juveniles entrusted to their care.

The Council of Women will be invited to discuss the proposal with the city council, the police magistrate, probation officer and Bishop Savernik in city council chambers on Oct. 12.

Mayor Frank Becker said that this is not the first time this matter has been brought to the attention of council.

APPENDIX C–5

Council Okays Remand Home For Young Offenders Here

Request of the Vernon and District Council of Women for a remand home in Vernon for juveniles awaiting court appearances, received favorable consideration in City Council this week, after Mayor Frank Becker explained that the only expense would be a $24 a month retainer fee, plus a daily charge of $2.50 per inmate.

City Council has been considering the problem of providing suitable quarters for young offenders, who are minimum security risks, for the past three years, under pressure from the John Howard Society and other groups.

This week aldermen gave the green light to efforts of the Council of Women to establish such a home. It is understood that several locations are now under consideration.

Mayor Frank Becker said the matter would be reviewed by the new Council in its budget for the coming year.
Restholm Association Still Looking For Site

Lack of a suitable site for erection of a 50-bed home for elderly citizens, is delaying plans for the building here, according to Guy P. Bagnall and Andrew K. Allen, members of a recently-formed organization known as the Restholm Association.

Mr. Bagnall, who has donated $50,000 to the $150,000 project, said at the weekend that the matter is stalled for lack of a site, and that a City Council decision to refuse land for the purpose on the Harris Property has caused the committee to seek other land elsewhere.

About five acres is needed, Mr. Bagnall said.

Plan of the Association is to build a 50-bed home at which board would be provided for elderly citizens.

"Accommodation at the home should be within the means of old age pensioners, and it is hoped it will be in the neighborhood of $100 a month," Mr. Allen told The Vernon News. "The home will be operated without profit, and a minimum charge will be made, in keeping with the plan to make the operation self-supporting."

Mr. Bagnall said a fund will be set up under which old age pensioners not in receipt of other income will have part of their expenses paid, if the charge is more than the old age pension itself.

PLAN NOT FEASIBLE

Mr. Bagnall admitted that a previous plan to finance the home through a provincial grant and a loan from the Central Mortgage and Housing Corporation had not been feasible.

NHA funds for construction of accommodation for elderly citizens are available only for the "cottage type" of project, such as that provided by the local Kiwanis Club. It is not available for homes which provide board, as the Restholm Association plans.

However, he said there was no difficulty anticipated in obtaining the necessary $50,000 locally to proceed with plans for the building.

"The crying need now is the site," he said.

Mr. Bagnall intimated that the Association may present another proposal to City Council regarding possibilities of obtaining a site from the city.

Meantime the Association is undertaking a survey of accommodation needs in the district to determine what the potential demand for such a home would be.

IN OTHER CITIES

At present there are boarding homes for senior citizens in Penticton, Kelowna and Kamloops, and it seems reasonable to suppose that there would be need for a similar home in Vernon, Mr. Bagnall believes.

He says there is a great need for the boarding type of home, because many older people are alone and not capable of looking after themselves.

Boarding homes of this type are becoming increasingly popular in Alberta, where the provincial government is encouraging their construction by generous grants in aid, he said.

(Continued from Page One)
YOUTH SERVICES in the OKANAGAN

A SEMINAR

under the joint auspices of the Extension Department U B C and the Vernon & District Council of Women.

Dec. 10th, 1960 United Church Hall Vernon, B.C.

PROGRAMME

10. am Registration and Coffee

10.20 Welcome: Miss Hilda Cryderman, President

Greetings from Hon. Hugh Shantz, Provincial Legislature
Mayor Frank Becker, City of Vernon

Remarks: "The Seminar as a Background for a Social Audit" bu
by Mrs. G. Dobson, Chairman, Committee on Youth Services

10.35 ADDRESS by John V Fornataro, B.A. B.S.W. School of Social Work, U B C.

11.00 ********** - Question Period - **********

11.20 ADDRESS by Magistrate Frank Smith, Judge of the Juvenile Court, Vernon

11.45 ********** - Question Period - **********

12 o'clock Dinner for all in the Church Hall

1.30 PANEL PRESENTATION: "An Assessment of Current Youth Services"
by Panel Members & Discussants & Audience
to be followed by Group Discussions on the topic.

The Summation

3.30 Coffee.
Recommend Three Needs
At Youth Seminar Here

By KAY RITCHIE, VERNON NEWS
12-12-60

The need for family counselling services; recreation centres for both youth and adults; and for special counsellors for elementary schools, such as exist in Kelowna now, were three prime requirements agreed upon by four discussion groups at Saturday's Youth Services Seminar held in Vernon.

The seminar, held jointly by the UBC Extension Department and the Vernon Council of Women, brought 72 delegates from throughout the Valley to discuss common problems and possible solutions regarding the welfare of young people in the area.

Principal speakers were Professor John V. Fornataro of the School of Social Work at UBC and Vernon's magistrate, Frank Smith, judge of the juvenile court.

Prof. Fornataro told his audience that in dealing with juvenile delinquents, one is faced with a complex problem, calling for specialized means of dealing with it, such as diagnostic resources on which a judge can rely in order to perform his work adequately.

Understanding the nature of a youngster's problem is essential, he said, therefore it is up to society to give reasonable assistance to a juvenile court judge in his "onerous" task.

Such is the case at Menlo Park Diagnostic Clinic in New Jersey, where many offenders are examined and assisted according to his problems.

NO ROUGH TREATMENT

Institutions are not always the answer to the problem of the delinquent the speaker went on, saying that sophistication rather than age is a determining factor in prescribing treatment.

"The kick-the-in-the-teeth" approach does not work," declared Prof. Fornataro. "We can't afford the luxury of vengeance." To illustrate this point of view, he told of the Twin Pines Ranch in California, a somewhat "corny" Boys' Town type of institution in which the academic standard is the highest in the country, and where the toughest teenager loosens up in short order.

The speaker's next statement brought approval from his audience.

"We're wasting time and energy blaming parents," he said. "There's not one in this room who couldn't, at some time, have

Recommend

(Continued on Page 4, Col. 6)
Recommend Three Needs

(CONTINUED FROM PAGE ONE)

been charged in court with something.

The Professor thought probation is not used as much as it could be, and accused the courts of being “niggardly, shortsighted and wasteful.”

He concluded by saying it is highly unfair to expect teachers to carry out an education program and remedial work on problem children, that there should be a system whereby a qualified party could be alerted early to a child’s need.

Magistrate Smith expressed interest and “some agreement” with the professor, saying the problem is everyone’s business.

DID NOT AGREE

He did not agree with the view that there is “no such thing as a bad child,” or that “punishment is vengeance, because the child is disturbed”; or that rehabilitation only is called for.

These views, he declared, sincerely though they may be, cause frustration in his work when dealing with juveniles. He expressed the alarm that the minimum age of these offenders is going down and the crimes are getting more vicious.

He called for a return to family life, habits of obedience, decency and Christianity; for parents to provide a “haven of security for their children.”

On the other hand he claimed: “We must retreat from the extreme leniency of today. Individuals are responsible for their own actions and must accept their punishment without bitterness.”

PANEL MEMBERS PRESENTED

After the luncheon break, Peter Seaton, chairman of a panel on “An Assessment of Current Youth Services,” presented the members of the panel: Miss Jean Wilton of Kelowna, formerly of the John Howard Society in Vancouver, who heads the Special Counselling Service for elementary schools; Harry Norman, retired RCMP sergeant; Mrs. Peter Legg, junior high school counsellor, Vernon; and Keith Mallman of Kelowna Recreation Commission.

They each discussed subjects of their followings and answered questions by three discussants; Miss Hilda Cryderman, president of the Vernon Council of Women; Alderman Jim Holt, Vernon; and Mervyn Davis, executive secretary of the John Howard So-
White Cross Centre Opens In Vernon

The Vernon Branch of the Mental Health Association was highly commended for its humanitarian work by Mayor F. F. Becker when he officially opened the Interior's first White Cross Centre on Friday night.

The Centre is designed for the use of patients returning to the area from treatment in mental institutions, or for anyone with emotional difficulties who feel the need of social contact with understanding people. There they can talk with volunteers who have been trained for the work, take part in games with others, or simply read quietly. They can even enjoy a cup of tea or coffee.

Mr. Becker declared he was surprised to learn that last year the Vernon Branch boasted some 800 members, and said it was a great "honor to our city" that this is the fourth Centre to be established in the province and the first in the Interior.

The Mayor thanked president Mrs. Aileen Moncur and the members of the branch on behalf of the city, for their "worthy effort which is deserving of full support from the city."

T. F. P. Harvey was master of ceremonies for the opening and he introduced Rt. Rev. A. H. Sovereign, asking him to dedicate the Centre.

Bishop Sovereign mentioned the change of attitude toward mental and emotional disturbances in the past 15 years, and went on to quote some startling statistics regarding the number of patients in mental hospitals, compared with those in general institutions, and the ratio of disturbed children who will, one day, spend time in mental hospitals.

He pointed out that friendship in the ex-patient's own community is one of the chief instruments that lead to rehabilitation of the individual. "He should not be ostracized," he warned.

Next speaker was Jim Ward, executive director of the B.C. Division of the Canadian Mental Health Association.

"This is an exciting thing you're working on this evening," he said, and went on to tell the brief history of the Association which began five years ago with volunteers who worked in the mental hospitals.

Their aim was to offer friendship, support and understanding to the mentally ill. The results were so startling—doctors noted improvement in even long-term patients, some of whom are now productive citizens, the volunteer has now become a member of the hospital team.

Research into mental diseases is so limited, said Mr. Ward, that few answers are known. One answer, however, is known, and that is the need for a warm relationship between the infant and its mother. Most of those who have been denied this warmth later have difficulty with their social relationships.

The White Cross Centre fits here for the use of the disturbed, whether he has been hospitalized or not. "He can do nothing but benefit," Mr. Ward concluded.

Representing the medical profession in Vernon was Dr. Michael Latto, who declared that all doctors in the city were pleased to see the Centre opening, and expressed himself as "pleased to be in on the ground floor."

Since the painting of the rooms was undertaken by the Teen Town, that group's mayor, Miss Diane Schunter was present at the opening. She thanked the Branch for its work in sponsoring Teen Town and hoped it would continue to do so. Miss Schunter plans to take psychiatric nurses training and return to Vernon to work, she informed the gathering and handed an envelope to Mrs. Moncur.

Mrs. Moncur revealed the envelope contained a cheque for $20.00 from Teen Town. She expressed thanks to the young people, and to all others who had shared in the establishment of the Centre.

The Centre's lounge is painted in a pleasant soft yellow, and is carpeted in green. It is suitably furnished with a sofa, armchair, several straight chairs, two small tables, a standard lamp and some TV trays. The bookshelves already contain books, games and packs of cards, pleasant pictures hang on the walls and a radio has been installed. All furnishings have been donated, including the desk and chair in the entrance hall, and dishes in the kitchen.

It is pointed out that the Centre does not require a television set, after all, but does still need a towel rack and a mirror for the kitchen.

The Centre was opened to public inspection all day on Saturday. It is located at 3001-31st Street.
HEALTH MINISTER ANNOUNCES

Mental Health Clinic Planned For City

Doctors, Social Worker Staff
District Treatment Centre

Hon. Eric Martin, minister of health services and hospital insurance, announced today the mental health services branch has been authorized to recruit personnel to staff a consultative clinic to be opened in Kelowna.

"The purpose of the clinic will be to provide a professional diagnostic and consultative service to the physicians and agencies of the Okanagan," Mr. Martin said.

Kelowna being the centre of population, as well as the geographic centre, was chosen by the department as the site of the new clinic.

The personnel will be housed in the Okanagan Health Unit and will travel throughout the Okanagan as demand requires.

SERVICES FOR CHILDREN

Mr. Martin pointed out the team, which will consist of a psychiatrist, a psychologist, a social worker, a public health nurse, as well as the necessary clerical personnel, will provide services to children as well as to adults.

"This is the first step in the development of regional mental health services," Mr. Martin said. "It is our policy to develop these programs as quickly as we can, and in this instance we felt the best approach was through the use of a consultative team, with the eventual goal being a mental health centre with in-patient as well as out-patient facilities and services."

SET PATTERN

The minister emphasized the pattern which will govern future development of mental health services in B.C. will consist of programs developed within the communities to be served, based upon day hospital and intensive treatment centres.

"This," he said, "contrasts with previous concepts which resulted in large, monolithic hospitals centralized in areas away from the communities being served."
Education, Police Building Discussed By Women’s Council

Inadequacies in the plan of the Kelowna police and detention building and a proposed visit to that city’s police premises were among subjects discussed when Mrs. A. W. Dobson met with the Jaycee committee on police and detention facilities recently.

Mrs. Dobson, who reported on these deliberations to the Local Council of Women on Wednesday night, said that the plan for the new police building in Kelowna had been shown and its inadequacies pointed out. A discussion on the needs in Vernon was held and it was agreed that committees be formed for further research and to arrange a visit to the Kelowna premises.

Mrs. Dobson had been invited to the discussions as president of the council and chairman of the health and welfare committee of the Provincial Council of Women.

The president outlined the four points of the brief on the need for a junior college in the interior presented recently to UBC president Dr. John B. McDonald.

These were: the financial advantages to the students if they could receive their education in the valley; possibility of adequate board residence in private homes in Vernon for students from distant points; Vernon is an ideal site for such a college, having a business district of 100,000 population and is the meeting place for many prominent groups; the general cultural activities of Vernon are good, with a high level of drama, music, concerts, and adequate organizations and amenities, such as the medical clinics.

The report from the baby sitting course showed there is only one lecture yet to be held, after which the students will take an examination. The course has been well received, with a large attendance of interested boys and girls.

Reporting on a recent executive meeting, Mrs. Dobson told of future plans for the council, including a proposed spring seminar in connection with the Canadian Council of Christians and Jews, to be held probably on February 23, during Brotherhood Week. There is a possibility that Miss Violet King, a Calgary lawyer whose recent planned visit to Vernon had to be cancelled, may also be in Vernon that week.

A panel discussion on the recent TV program “The Real World of Women,” is planned for January and, for March an address by Aubrey Reed of the Provincial Welfare Department. A president’s tea will be held in May, when the president of the Vancouver Council of Women will be present.

Mrs. Dobson showed the meeting a collection of coin cards issued by the Freedom From Hunger committee. It is proposed to issue these to interested persons, who are asked to insert quarters in the slots over a period of time until the cards contain $5. This is part of the Mysore Project which is supported by the council and which plans soon to open a factory in India to produce Multi-Purpose Food (MFA), a preparation that is almost 100 per cent protein.

There will be no meeting in December; the next will be on January 23 and will take the form of the panel discussion.
APPLICATION FOR SERVICE

Case No.

Name

Address

Previous addresses

First names | Birthdate | Birthplace | Occupation | Religion | Ethnic group | Education

Use

Legal/c.l.

Children

Social Service Index:

Date came to:

City: Province: Canada

FAMILY

Address

Military Service

Intake Status:

Re-opened under two years

Re-opened over two years

Case made - Disposition

Institution | Date | Number | Offence | Sentence | Court | Discharge date | Parole expire

Presenting problem:

Cross reference:

PERSONALS

THE JOHN HOWARD SOCIETY OF B.C.
NORTH OKANAGAN BRANCH
A United Appeal Agency offering guidance and related services to those returning to this community from prison.
Phone 542-2979 - 2705 Barnard Ave.

SAMPLE PUBLIC AD

VERNON NEWS,
26-3-66

(continue on reverse side)
WHAT ARE THE QUALIFICATIONS OF A HOMEMAKER?

She is a mature stable person, in good health, carefully selected by the agency for Homemaker work. She has had practical experience in home management, often through bringing up her own family. She is preferably specially trained for the work.

ADEQUATE HOMEMAKER SERVICE MEANS THAT:

Homes are kept together and security is given to families in distress; Industry benefits by reduction of absenteeism.

Many sick, aged and handicapped people can remain in their own homes; hospital and other institutional beds are freed for urgent cases.

When other income is too small for the family to pay part or all of the cost, the Vernon Homemaker Service takes the responsibility of paying the Homemaker. When a family is able to do so, it is expected to assume the full cost, or part of it, on convenient terms arranged with the Director.

HOW TO APPLY FOR HOMEMAKER SERVICE:

Contact the Director of the Vernon Homemaker Service

Mrs Hedi Lattey,
2702 - 25th Street,
Vernon.  LI2-3983
between the hours of 8 and 10 a.m. daily.

This service is available to City of Vernon residents only.

Good Reports Of Homemaker Service Given

The first two months of the Homemaker Service in Vernon have been most successful, according to a report on the first two months of activity issued this week by director, Mrs. Michael Lattey.

There have been many inquiries about the service, says Mrs. Lattey, and she has four women on the waiting list who wish to become homemakers.

The preferences of the 10 already on the list vary, some having a liking for older people, others the care of children in their homes; and still others who enjoy any kind of homemaking work.

Eleven homes have benefited during the past two months, some requiring services of from two hours duration to one week, and one homemaker even staying overnight. All but one have provided their own transport and all have been paid in full by the householders concerned.

Each request for a homemaker is investigated by Mrs. Lattey in an effort to select the most suitable homemaker for the individual home. To date there have been no complaints, and many reports of excellent service.

Mrs. Lattey says her staff can handle many more cases and invites householders to make inquiries.
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