

PROVINCE OF BRITISH COLUMBIA

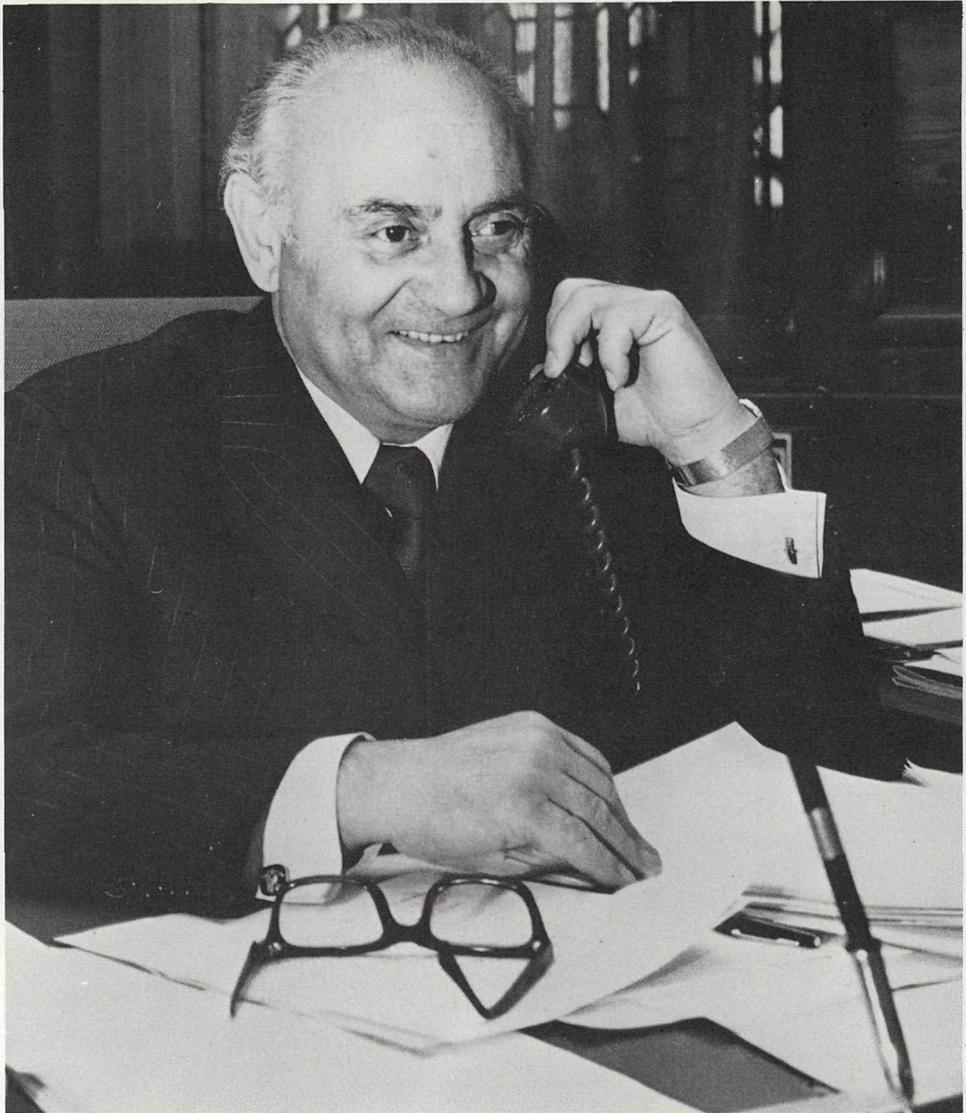
annual report of the
department of rehabilitation
and social improvement

for the
YEAR ENDED MARCH 31
1971



Printed by K. M. MACDONALD, Printer to the Queen's Most Excellent Majesty
in right of the Province of British Columbia.

1972



Our policy—

jobs for the employable;
regular income for the physically, mentally, and emotionally handicapped;
assistance when in need for the economically deprived,
so all may live in dignity and really belong.

HON. P. A. GAGLIARDI
Minister

VICTORIA, BRITISH COLUMBIA, DECEMBER 1, 1971.

*To Colonel the Honourable JOHN R. NICHOLSON, P.C., O.B.E., Q.C., LL.D.,
Lieutenant-Governor of the Province of British Columbia.*

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Department of Social Welfare for the year ended March 31, 1971, is herewith respectfully submitted.

P. A. GAGLARDI
*Minister of Rehabilitation and
Social Improvement*

*Office of the Minister of Rehabilitation and
Social Improvement,
Parliament Buildings, Victoria, British Columbia.*



E. R. Rickinson, Deputy Minister of Rehabilitation and Social Improvement.

DEPARTMENT OF REHABILITATION AND SOCIAL IMPROVEMENT,
VICTORIA, BRITISH COLUMBIA, NOVEMBER 29, 1971.

*The Honourable P. A. Gaglardi,
Minister of Rehabilitation and Social Improvement,
Victoria, British Columbia.*

SIR: I have the honour to submit the Annual Report of the Department of Social Welfare for the year ended March 31, 1971.

E. R. RICKINSON
*Deputy Minister of Rehabilitation
and Social Improvement*

**DEPARTMENT OF REHABILITATION AND
SOCIAL IMPROVEMENT**

April 1, 1970, to March 31, 1971

HON. P. A. GAGLARDI..... *Minister of Rehabilitation and Social Improvement.*

ADMINISTRATIVE STAFF

E. R. RICKINSON..... *Deputy Minister of Rehabilitation and Social Improvement.*
J. A. SADLER..... *Assistant Deputy Minister and Director of Rehabilitation and Social Improvement.*
R. J. BURNHAM..... *Director of Operations.*
T. D. BINGHAM..... *Director of Programmes.*
H. J. PRICE..... *Departmental Comptroller.*
MRS. A. I. ALLEN..... *Personnel Officer.*
A. G. GILMORE..... *Director, Office Administration and Public Information.*
A. W. RIPPON..... *Research Officer.*
R. B. H. RALFS..... *Statistician.*

DIVISIONAL AND INSTITUTIONAL ADMINISTRATION

J. V. BELKNAP..... *Superintendent of Child Welfare.*
J. NOBLE..... *Director, Brannan Lake School for Boys.*
MISS W. M. URQUHART..... *Director, Willingdon School for Girls.*
DR. P. W. LAUNDY..... *Director of Health Care Division.*
E. W. BERRY..... *Division on Aging.*
G. P. WILLIE..... *Superintendent, Provincial Home.*
N. S. BROOKE..... *Director, Social Assistance and Rehabilitation Division.*
MRS. E. I. ESAU..... *Training Officer.*
C. W. GORBY..... *Chief Inspector, Community Care Facilities.*
T. W. L. BUTTERS..... *Supervisor, Emergency Welfare Services.*
W. J. PARKER..... *Director, New Denver Youth Centre.*

REGIONAL ADMINISTRATION

J. A. MOLLBERG..... *Director, Region I.*
W. J. CAMOZZI..... *Director, Region II.*
G. A. REED..... *Director, Region III.*
T. PRYSIAZNIUK..... *Director, Region IV.*
R. K. BUTLER..... *Director, Region V.*
A. E. BINGHAM..... *Director, Region VI.*
A. J. WRIGHT..... *Director, Region VII.*
R. E. PHILLIPS..... *Director, Region VIII.*

TABLE OF CONTENTS

	PAGE
Part I—General Administration:	
Assistant Deputy Minister and Director of Rehabilitation and Social Improvement.....	9
Administration.....	11
Personnel.....	13
Training Division.....	18
Research.....	20
Part II—Divisional and Institutional Reports:	
Director of Programmes.....	21
Social Assistance and Rehabilitation Division.....	23
Child Welfare Division.....	27
Health Care Division.....	33
Division on Aging.....	34
Brannan Lake School for Boys.....	36
Willingdon School for Girls.....	38
Provincial Home, Kamloops.....	42
New Denver Youth Centre.....	44
Emergency Welfare Services.....	47
Provincial Alliance of Businessmen—	
Vancouver Region.....	48
South Vancouver Island Region.....	49
Nanaimo Region.....	51
Kamloops Region.....	52
Okanagan Region.....	54
Kootenay Region.....	59
Prince George Region.....	60
Peace River Region.....	62
Departmental Comptroller.....	64
Part III—Regional Administration Reports:	
Director of Operations.....	65
Region 1.....	66
Region 2.....	68
Region 3.....	70
Region 4.....	74
Region 5.....	78
Region 6.....	81
Region 7.....	87
Region 8.....	90
Part IV—Legislation.....	95
Part V—Statistical Reports and Tables.....	97



Miss Gladys Veale (right), secretary to the Deputy Minister, and Mrs. Dorothy Marrion, secretary to the Assistant Deputy Minister.

Report of the Department of Rehabilitation and Social Improvement

PART I—GENERAL ADMINISTRATION

the assistant deputy minister reports . . .

J. A. SADLER



James A. Sadler—Assistant Deputy Minister and Director of Rehabilitation and Social Improvement, concerned with the administration of welfare services in eight regional, 49 district, and 13 municipal offices and five Provincial institutions.

People without jobs, in greater numbers than ever before, many with technical and professional skills acquired over several decades of employment, turned to us for assistance this past year.

In almost every previous year of our Department's existence, the numbers of people needing financial help have risen during the winter months and fallen quite rapidly, beginning in April and through the summer. Historically, September and October have been the months our offices experience their lowest social assistance enrolment. Nationwide unemployment and immigration resulted in the greatest number of people needing assistance at any one time in our history, and the highest proportion of people dependent on public welfare since March 1932.

Many were applying for the first time—surprised, dismayed, and angry. Our Department and its programme became the focal point and target of criticism from those in need because they wanted more money, and from those still employed because we were spending too much of their tax dollar.

The Department was expected to maintain its level of service with existing staff at a time when work loads in some offices doubled. At the same time, it was realized that new programmes and initiatives were required, and existing programmes and services needed change, with reallocation of Departmental priorities and staff effort. Several steps were taken to encourage people to help themselves and provide incentives. Earnings exemptions were increased, opportunity programmes were extended, a close and continuing ongoing liaison between social assistance administering offices and employment agencies, particularly our Provincial Alliance of Businessmen offices, were established, clients were encouraged to meet and organize local self-help groups, and extra precautions were taken to make fraud more difficult, but to ensure those in need were assisted.

Change in attitudes and public behaviour seemed to accelerate, or its effect on our service delivery system became much more apparent. Fraud, which has never been a great problem for us, became more organized and widespread. Though it was perpetrated by a very small proportion of those receiving assistance, it was of

greater public concern during a period of rising costs, and, of course, resulted in the need for more staff surveillance when other aspects of the work load were increasing.

The public's and the Department's major concerns became concentrated on the rehabilitation and income-maintenance aspects of our responsibilities. Child welfare and our other programmes such as health care and services to the aging, while continuing to expand operations to meet growing demands, did not receive the public interest and attention they've enjoyed in previous years, though some services such as day care expanded.

Dissent, confrontation, and demonstration, which has been a daily affair in many welfare offices in the United States during the '60's, began in a small way in the Province, particularly in Vancouver. Much of it appears to have been encouraged and organized by relatively recent immigrants to British Columbia.

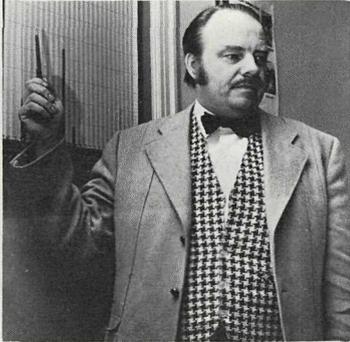
As you read the reports from our various divisions and regions you will realize the very practical ways our personnel are trying to expedite the process of people helping themselves. Too often welfare systems lead to demoralizing dependency. Our priorities have been concerned with helping people get work when they are in any way employable, arrange for a realistic and positive maintenance of income for the seriously disabled and handicapped, and to ensure no one is without the means of acquiring the basic necessities.

This is our first report as the Department of Rehabilitation and Social Improvement. We believe the name more appropriately describes the responsibilities, concerns, and priorities of our Department. During the year, reorganization and redirection of our energies continued, with certain administrative and some personnel changes.

During the year, responsibility for supervision and administration of the *Community Care Facilities Licensing Act* was transferred to the Health Branch, Department of Health Services and Hospital Insurance. The Chief Inspector and his staff also transferred to the Health Branch. V. H. Dallamore, who served for many years as Regional Director for the Prince George area retired, and W. H. Crossley, who served as Regional Director in Region 7 and more recently in Region 4, transferred to Victoria in a staff capacity. R. K. Butler, Regional Director, Region 8, transferred to Region 5 and was succeeded by R. E. Phillips. T. Prysiazniuk succeeded W. H. Crossley in Region 4.

As a Department, responding as quickly as we can to the social and economic needs of British Columbia's citizens is an exciting challenge. It can also be a frustrating and difficult experience when we are expected to supply the remedies for problems where the causative factors are beyond the control or influence of our Department, or indeed the whole apparatus of Provincial Government. To administer a public welfare system through a period of high unemployment during a period of rising costs, particularly for shelter, is frustrating. To be part of the team that tries hard, works conscientiously with concern and imagination on behalf of people who need society's collective help and understanding very much, is a matter of great personal satisfaction for us all. To these people on our team I wish to extend my thanks and commendation for a job well done during very trying and changing times.

office administration and public information reports . . .



A. G. Gilmore, Director of
Office Administration and
Public Information.

The Division had an interesting year with a variety of tasks assigned. Routine responsibilities included continuing revision of manuals, directives, and pamphlets to accurately inform and direct our field staff and the public on new and changing programmes. We also supply our 65 separate regional, divisional, and district offices with supplies, equipment, furniture, and all the other items of an administrative nature; maintenance of premises and provision of space; design and redesign of forms, systems, and methods to meet our information-handling requirements.

Major projects during the year included the collection, collation, and analysis of socio-economic data for intermediate and long-range planning purposes. A mathematical model which incorporated public, social insurance, demographic, and economic data was programmed to permit compilation of statistical projections under a wide range of alternatives required in the running of a large, widely dispersed organization. It was designed so that management may operate the model with a minimum of cost, using an audio coupler via any public telephone. In the complexity of today's social and economic structure, transfer payments, income tax, and rates of change in the cost of living and unemployment are interdependent, and all affect a person's real income. This requires a capacity to evaluate and, if possible, predict change if we are to meet need and realistically allocate resources.

Accounting procedures were revised and the information handling systems, including filing, were improved. New, economical, and effective systems of filing and information collection, storage, and retrieval have become available, but while their operational costs are lower than existing methods, capital and conversion costs are high. Nevertheless, we are now well embarked on converting our accounting system. This conversion should be complete in the coming fiscal year. It provides more convenient methods, better control, and a more orderly system for conversion to central data processing. This latter concept of maintaining our decentralized decision-making process, but centralizing our data processing and accounting systems, will be both desirable and necessary within the next two to three years if we are to enjoy economic, efficient, and effective administrative processes.

Much greater emphasis has been placed on the social content of our periodic review and audit of local office operations and delivery of services. While this office has only one person regularly in the field to assess the effectiveness of our

administrative processes, there has been a much better appreciation of problems encountered by our field staff, and improved liaison with personnel and community leaders when such visits have been possible.



Miss Terry Turner, secretary, Division of Office Administration and Public Information, who, in addition to handling all the typing of correspondence, manuals, and directives, also maintains and supervises the stocking and delivery of forms, stationery, and office supplies to all the field offices.



N. J. Dixon, Assistant, and J. D. Christie, Storeman, in the machine room of the Division of Office Administration and Public Information. The small duplicator prints a total of 375,000 pages of forms, letters, directives, manuals, and other information pieces annually.

*personnel reports . . .*MRS. ANNA I. ALLEN, *Personnel Officer*

Mrs. A. I. Allen, Personnel Officer (left), and Mrs. J. G. Poole with some of files for each of the Department's 985 full-time employees.

During this last fiscal year, case loads reflected national economic pressures which lead to emotional problems, family breakdown, desertion, financial dependency, neglect, and abandonment of children. Many staff who had planned resignations for domestic reasons, to study or travel, stayed on the job because of their concern for the clients served and for their deep involvement with the Department's programmes. To them and to all staff who coped so admirably at this time, sincere appreciation is extended.

HIGHLIGHTS OF YEAR

- Provincial Alliance of Businessmen (PAB) joined Department—

This Division was established to enable rehabilitation by appropriate job placement of unemployed employable recipients of financial assistance and those who would be dependent without these specialized services.

On March 31, 1971, PAB had 21 staff members located in eight offices throughout the Province—Victoria, Nanaimo, Vancouver, Kamloops, Kelowna, Castlegar, Prince George, and Dawson Creek.

- On March 31, 1971—

Permanent staff establishment.....	788
Temporary staff.....	197
	—————
Total Department staff (<i>see</i> Table p. 17).....	985

- Department's field service staff as of March 31, 1971, showed an average age of 39 years and average Departmental service of six years.
- Attendance at Civil Service Commission monthly staff meetings commenced for all Departmental Personnel Officers to review policies, mutual concerns, and to effect changes beneficial to total personnel programmes.
- Civil Service Commission has decentralized certain selection panels to departments within the Service. R. J. Burnham, A. G. Gilmore, and Mrs. A. I. Allen comprise the Department's basic Selection Panel.
- Departmental competitions continue to show higher volume of applications. For example, one competition for an unspecified number of social workers drew over 700 applications in January, one competition for three PAB Regional Directors resulted in well over 200 applications.
- Nine Orders in Council extended the services of staff members for a minimum of three months beyond retirement age.

- The Personnel Officer made 18 trips to district offices, divisions, and child-care resources to review classifications and organization, to convene selection panels, and to meet with staff individually and in groups.
- Holidays for all staff, after January 1, 1971, extended to three weeks after the first year of service and up to 15 years.
- Community Care Facilities Division transferred to Health Department.
- Certain training and orientation responsibilities added to Personnel Office, pending reorganization of Training Division.
- Written replies to inquiries and applications, excluding applications for competitions, totalled 655.

PROJECTS COST-SHARED WITH FEDERAL GOVERNMENT UNDER CANADA ASSISTANCE PLAN

These special projects continue to be of immense help in service delivery throughout this Department, with their focus on a particular aspect of specific programmes. Some 81 staff were involved in a variety of projects during this last year which freed line social work staff from certain specialized functions and enabled them to concentrate on the high-priority categories, including the Social Assistance and Rehabilitation Programmes with special counselling services. Project workers are able to focus on highly specialized aspects of programmes, which included among others, the following:

Twenty-nine case aides throughout the Province assisted with applications for financial assistance and related rehabilitation counselling and referrals for retraining.

Fourteen staff focused on child welfare, with the purpose to change status of children-in-care to children in adoption homes; to continue in the group method of processing and studying applications for adoption; and to supervise children who were in group-living homes and special-treatment centres:

One social worker spent the summer at New Denver Youth Centre and was responsible for visiting in the homes of boys about to be discharged and also about to be admitted to the centre. This proved of invaluable help to all staff—field and resource—and improved knowledge of family and community adjustments for the youngsters involved.

RECLASSIFICATION OF STAFF

The Civil Service Commission approved Departmental recommendations regarding reclassifications on the basis of the individuals' merit performance, changed job responsibilities, and (or) to meet job specifications for:

Clerical/stenographic staff	34
Group leaders ¹	38
Social workers, including supervisory staff	37
Administrative staff	4
Others	3

116

¹ Since last-year's introduction of group-leader classifications in the three child-care resources, these 38 staff members proved themselves on the job and with successful participation in the resources' ongoing training programmes.

TRAINING AND ORIENTATION

A. ORGANIZED BY DEPARTMENT

1. Special orientation to all programmes organized in Victoria Headquarters for:

Newly appointed social work staff	32
Staff returning with masters' degrees ¹	13
Newly appointed supervisors, including municipal staff	10
Case aides	9
	64

¹ This intensive one-week orientation was a first in the Department, the purposes being to re-orient returning staff to changes in Departmental policies and procedures after two academic years' absence on educational leave; to have them share with senior staff, highlights of the professional training programme and to encourage increased communication.



Mrs. Cyndy Mann (left) and Miss Donna G. Watson, secretaries in the Personnel Office, who assist in the procession of applications (1,500), reclassification reports (116), individual training schedules (115), staff transfers (49), and miscellaneous correspondence (655). (Figures in parentheses show annual totals.)

2. Newly appointed rehabilitation officers received orientation at selected PAB offices regarding rehabilitation, administrative procedures, and the co-operative work involved with this Department's field service, district offices, and related agencies.

In addition to these formalized courses, the Department sponsors the following staff-development opportunities:

All group leaders in child-care resources receive ongoing in-service training organized in each resource to meet the particular needs of the resource and the staff involved.

All social workers in the field service, divisions, and resources participate in regular, ongoing staff-development programmes.

Reactivation is under way in the Administrative Course for senior stenographic and clerical staff.

B. ORGANIZED BY CIVIL SERVICE COMMISSION

The following courses, participated in by 28 staff, were operated by the Civil Service Commission, jointly with the University of Victoria Public Administration Department, and included:

Executive Development Programme (three-year course) (three staff). Enrolment in this course was open to selection throughout the Provincial Service, with some 90 applications received throughout the Service for the 30 seats available.

Public Administration Course (one year) (one staff).

Supervisory Techniques (three months) (24 staff), including supervisory, building service workers, clerks, cooks, group leaders, social workers, and District Supervisors. Two separate classes were organized by the Com-

mission with Departmental help and the focus placed on particular work of the Department.

NOTE—All these courses include correspondence sections plus intensive workshops.

Safety seminars were also conducted by the Commission's Safety Officer, with staff of child-care resources and institutions.

C. OUTSIDE COURSES

A total of 41 staff received Departmental training grants, being selected by Training Grant Committee on a merit basis, for the following:

McMaster's two-year correspondence course in Social Work Methods and Administration (9 staff).

UBC's two-term correspondence course in Social Work Methods (eight staff enrolled September 1970).

UBC's one-month seminar, June 1970 (12 staff attended after the above correspondence course, which commenced September 1969).

Professional training made available at universities (12 staff, who also received educational leave).

NOTE—The total numbers of staff involved with formalized training programmes amounted to 133.

Efforts to have senior clerical or stenographic staff receive training on the case-aide course were held in abeyance.

Plans continue to increase opportunities for all staff at all levels to have specialized approved courses to improve job performance, supervisory techniques, and administrative skills, and thereby to improve total service delivery for the Departmental programme.

TRANSFERS OF STAFF

The need to develop staff performance and to vary experiences and thereby enhance the individuals' working knowledge, plus potential for promotion, was recognized by providing opportunities for staff to transfer to more complex, challenging positions. All social work staff, in the field service for over three years, reviewed an evaluatory questionnaire on a joint basis with their supervisors regarding job performance, strengths, areas which need improvement, their individual career goals, and if transfer would extend their understanding of programmes and the various levels of service within the Department.

In this connection, the following transfers took place with full involvement of the individual: one case aide; 40 social workers, including district supervisors; two Regional Directors, for a total of 43.

Other staff who requested and received transfers include five clerical and one group leader, for a total of six and a grand total of 49 transfers.

TOTAL ESTABLISHED (PERMANENT) POSITIONS FOR STAFF (CLERICAL, TECHNICAL,
AND PROFESSIONAL) EMPLOYED, AND LOCATION, AS OF MARCH 31, 1971

Minister's Office	3
General Administration	12
Social Assistance and Rehabilitation Division	5
Field Service	484
Health Care Division	19
New Denver (Youth Centre and Pavilion)	18
Child Welfare Division	41
Provincial Alliance of Businessmen	---
Provincial Home	35
Brannan Lake School for Boys	70
Willingdon School for Girls	53
Division on Aging	48
	<hr/>
	788

training reports . . .

MRS. E. I. ESAU, *Training Officer*

TRAINING COURSES

One 2-week course.....	17 trainees
Two 2-day orientation.....	5 trainees
One 4-day orientation.....	8 case aides
One 4-day orientation.....	10 M.S.W. graduates returning from educational leave
One 2-day workshop.....	12 supervisors and potential supervisors

LIBRARY SERVICES

Five *Library Bulletins* were prepared and distributed to all district offices in the fiscal year 1970/71. The *Bulletin* includes

- (1) a listing of books, monographs, and journals which have been accessioned to the Library during the previous two months; and
- (2) reviews of some of the more recent publications.

In reviewing library material, from time to time we have asked members of staff to contribute their critical reviews of publications in which they have special interest. An increase in requests for books generally, and particularly for those titles which have been reviewed and recommended by other staff members, indicates that the *Bulletin* is read and appreciated.



STAFF DEVELOPMENT PROJECT, REGION VI

Under the direction of the Regional Director, the Training Officer initiated a series of staff-development sessions with five district offices in Region VI. In all, 33 sessions were held during the six months of September 1, 1970, to March 31, 1971, with content focused upon current practice and problems in service delivery. The project will be evaluated, and planning for subsequent sessions will be congruent with this evaluation.

PLANNING IN CO-OPERATION WITH INDIAN AFFAIRS BRANCH, DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT

At the request of Indian Affairs Branch, the Department of Rehabilitation and Social Improvement has undertaken to provide in-service training on a contractual basis for those responsible for the administration of the social assistance programme on reserves, specifically, Welfare Administrators of the Indian Affairs Branch and Band Council Welfare Administrators. Planning for these courses, in process for

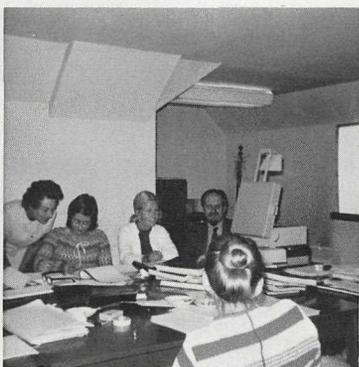
some six months, is now complete. The first course, to include Indian Affairs Branch representatives, Band Council representatives, and newly appointed members of the Department, is scheduled to commence early in the new fiscal year.

TRANSITION

Training Division is constantly seeking improved methods of achieving its purpose, which is the provision of

- (1) preparatory training for staff members who are accountable for delivery of service to people within the terms of the social legislation of this Province; and
- (2) other courses and projects as may be requested by Senior Administration; the Division is thus always in a transitional stage of development.

I would like to thank all those who have had any part in the activities of the Division—those who have proffered encouragement, assisted in planning, participated in the courses, and in the evaluation of the programmes which have been designed in accord with the Department's legislative mandate.



research . . .

A. W. RIPPON, *Research Officer*



A. W. Rippon, Research Officer, and W. H. Crossley, Administrative Officer, receiving results of a staff-utilization survey.

dent of Child Welfare. Even though this study was not the responsibility of the Research Section, the Section played an interesting role in co-ordinating and assisting the researchers in their relationships with the Department and Child Welfare Division.

The activities of the Research Section have been directed to two main areas—first, Departmental studies, and, second, liaison with several research resources conducting studies concerned with the Department's programmes. A study on the utilization of case aides in our service delivery system was completed. Numerous reviews of studies and research projects of interest to the divisions of the Department have been undertaken. Particular attention was given to review of the guaranteed-income concept. In addition, specific information on research subjects of interest to district offices have been supplied to field offices.

Liaison activities of the Research Section are an important feature of the year's work, which saw the completion of a study of factors affecting children coming into the care of the Superintendent of Child Welfare.



Mrs. Mary Webber preparing copies of a chart for discussion by senior administrative officials.

PART II—DIVISIONAL AND INSTITUTIONAL REPORTS

*the director of programmes reports . . .*T. D. BINGHAM, *Director of Programmes*

T. D. Bingham, Director of Programmes, with Mrs. Margaret Stevens, secretary. During the year new or accelerated programmes included creative job-search classes, extension of opportunities experience, more day-care centres, activity centres for the handicapped, and senior citizen counsellor services.

Following are the reports of the
 Director of Social Assistance and Rehabilitation Division
 Superintendent of Child Welfare
 Director of Health Care Division
 Director, Division on Aging
 Director, Brannan Lake School for Boys
 Director, Willingdon School for Girls
 Superintendent, Provincial Home
 Director, New Denver Youth Centre
 Supervisor, Emergency Welfare Services

A review of these reports reveals how an increasing number of British Columbia residents have had to call upon the services of our Department to assist them in resolving problems that are too complex to be overcome by family resources alone.

Unemployment leading to the depletion of the families' financial reserves has been the main cause of an increase in one year from 5 per cent to 7 per cent of our Provincial population at any one time needing Social Allowance in order to maintain themselves.

It is difficult for persons who have never been out of work or lacked financial resources to understand the feeling of desperation and frustration at being unable to maintain oneself and dependents by one's effort.

Much of the Department's work during the year under review has been directed to assisting people in receipt of Social Allowance to return to the labour force. The Provincial Alliance of Businessmen has been a welcome ally helping persons on Social Allowance obtain employment. Employers have responded favourably.

Opportunities such as vocational training, creative job-search technique classes, work-activity projects, and orientation classes for women preparing to enter the labour force are examples of new approaches to help persons regain confidence and obtain jobs quickly once they are available. The economic policies of the Federal Government admittedly caused increased unemployment. Some people without thinking have blamed "welfare" as the "cause" of unemployment rather than the "effect" of economic policy. This "blame" has added to the discomfort of those in receipt of "welfare." Our staff, however, have counselled many families back to full independence, resulting in strengthening the family's ability to resolve its own problems.

The reports also show that the vulnerable members of our society—children, the aged, and the handicapped—are being provided services that assist each individual to achieve his maximum potential for fulfilment and independence.

The steady development of child-care resources, day-care centres, activity centres for the handicapped, and senior citizens counselling programmes are examples of the often unheralded but vitally meaningful service that mean the difference between the intense pain of "aloneness" and the joy of "belonging." The brief reports cannot do justice to the many heartwarming stories of meaningful help to people at times of personal crisis. The work of every Departmental staff person is aimed at helping our fellow citizens, and each staff member can be justifiably proud of his contribution.

social assistance and rehabilitation division reports . . .

N. S. BROOKE, *Director*



N. S. Brooke, Director (centre); Mrs. Jean Scott, Consultant; and Mrs. Phyllis McGregor, supervising clerk, discuss the Division's operations. This Division has overall responsibility for the administration of the *Social Assistance Act*. Total spending under the Act for the year was \$102,020,553. The Department and municipal offices processed 135,473 applications and directly assisted 143,722 individuals, heads of families, and their dependents.

An extraordinary number of factors have combined to make the fiscal year a particularly turbulent one, with tremendous pressure on the staff of the Department.

Large-scale unemployment dramatically escalated the number of recipients. Young adults, once a minor factor in need for assistance, approached our offices in record numbers. This reflects the postwar baby boom which reached the employment market in numbers in excess of capacity for absorption. The effect in British Columbia was increased by large-scale youth migration from other provinces. Social unrest in other parts of the continent arrived in the Province with full impact resulting in challenges to the social and economic system, much of it impinging directly on public welfare. Public concern mounted because of costs, and with particular disapproval of assistance to "hippies and American draft dodgers." A number of these received assistance, but others assumed to be receiving assistance were not known to local welfare offices.

Minority-rights groups developed with national support, seeking large-scale changes with implications for further increases in costs. Rights groups interpreted national legislation as requiring provision of assistance on the basis of need in terms of right divorced from individual responsibility and cause of need. In contrast, the requirement in establishing eligibility is that the employable person must show he is doing all possible to help himself by being available for and actively seeking employment. Illegal receipt of assistance increased as a problem. Apparent reasons are a greater readiness to misrepresent, partly because of difficulty in managing financially, of a climate of hostility to public welfare and of reduced surveillance as staff time has been less available for home visiting and checking. Home visiting revealed a number of recipients did not live at the addresses given. Some were found to have part-time or full-time employment, with no reporting of earnings.

National immigration policies continue to admit immigrants in large numbers, including some with serious problems requiring public help. The tendency to admit those with higher levels of education appears to be a factor in reducing employment opportunities for well-educated young Canadians, many of whom have had to apply for public assistance despite university degrees. The Department actively involved itself in funding education and training and in job placement to assist those less able to compete.

A particularly worrisome problem is the growing tendency of young persons of mixed sexes to live together in common-law unions or in congregate unsupervised accommodation. More unmarried mothers are electing to keep their children and depend on public assistance. This, added to the growing number of desertions, separations, and divorces, is resulting in an increasing number of one-parent families locked into public assistance because of inability of the mother to earn sufficiently and to provide child care as well. Financial responsibility of fathers in these situations is difficult to oblige, despite the efforts of Family Courts. Many are successful in leaving their families' maintenance to public assistance. When maintenance is received it is often paid irregularly and in amount is insufficient for basic family subsistence.



Mrs. Pat Hoshal (left), a participant in the Extension of Opportunities Programme, check a file in the Division's office. Several hundred inquiries and requests for advice and direction are processed each month.

The programme emphasis has been on meeting need while at the same time helping the recipients to help themselves. A great deal of effort has been directed to insuring that the programme is as responsive as possible both to critical needs and to valid public concerns. The most needed help would appear to be an expanding economy providing greater opportunities for youth and others, and freeing public funds and services for assistance to those unable to help themselves for reasons other than employment.

Despite these problems, most of the recipients are honest and genuinely in need of help. Experimental programmes of the Department that have given an opportunity for participation have shown that the majority of those who are able do want to help themselves, and that they welcome an opportunity to contribute to their communities.

Social assistance payments April 1, 1970, to March 31, 1971—

Total cost	\$102,020,553
Number of applications and reapplications during the fiscal year	135,473
Persons receiving assistance as at March 31, 1971—	
Heads of families	28,158
Dependents	76,565
Single	34,102
Boarding-home care	3,047
Nursing-home care	1,850
<hr/>	
Total number	143,722
Number of one-parent families, March 31, 1971 (included in heads of families above)	13,815

REHABILITATIVE AND PREVENTIVE SERVICES

The social assistance programme provides for rehabilitative services to help recipients back to employment and self-dependence, and preventive services to solve serious problems resulting from public dependence and low income. Many persons not in receipt of assistance turned to the Department for social services, since these are often the only ones available in the community.

COUNSELLING SERVICES

Social workers review problems and planning with recipients, provide information, refer to other community resources and, when time permits, provide more intensive social treatment services on a selective basis.

EDUCATION AND TRAINING

Direct sponsorship in educational upgrading and training is provided to help those handicapped by low educational levels and lack of skills. The Department has also assisted many young unemployed adults who have dropped out of school to improve their level of education and training, in order to enhance their future opportunities.

JOB PLACEMENT

The establishment of the Provincial Alliance of Businessmen has given greatly increased emphasis to direct job placement. Local welfare offices have often been able to assist by direct referral to known local job opportunities. Hostels for transient men, funded by the Department, have also resulted in many job placements as numbers of employers have recruited direct from this source of manpower supply.

WORK ACTIVITY PROJECTS

Projects have been established in conjunction with a number of municipalities and local adult education programmes for men handicapped by long unemployment and other problems. These combine on-the-job experience and classroom training. They are proving successful in helping numbers of men back to self-dependence who could not otherwise handle direct job placement.

OPPORTUNITIES PROGRAMME

This provides an opportunity for recipients to be involved in providing non-profit community services. It is intended primarily for one-parent families and has also been made available for a number of handicapped men with families and for handicapped single persons as well. The results have been impressive as most participants have reported restored pride and confidence. Private and public agencies have responded positively, and there has been a great deal of public interest and support. It has been handicapped by insufficient availability of part- and full-time employment opportunities for those ready to move into regular employment.

LOCAL REHABILITATIVE COMMITTEES

These co-ordinate the resources and skills of this Department with those of the Department of Manpower in assisting severely disabled persons to achieve employment or improved capacity for self-care.

HOMEMAKER SERVICES

Homemakers are provided to assist numbers of elderly persons to remain in their own homes, and to assist low-income families during the unavoidable absence of the mother because of sickness or other emergency.

DAY-CARE SERVICES

Various forms of day-care services are provided to permit mothers to continue in employment when their families would otherwise require full maintenance or increased maintenance under public assistance provisions.

BOARDS OF REVIEW

Twenty-seven Boards of Review were held during the fiscal year—eight ruled against and 19 ruled in favour of the client.

EXPENDITURES FOR SOCIAL ALLOWANCES, 1970/71

	\$	
Basic Social Allowances		93,039,923
Repatriation, transportation within the Province, nursing and board- ing-home care (other than TB.), Special Allowances, and grants		7,680,136
Housekeeping and Homemaker Services		1,125,224
Emergency payments (such as where a family may lose its home by fire or similar circumstances)		323,885
Tuberculosis cases—		
	\$	
(a) Boarding-, nursing-, and private-home care.....	56,490	
(b) Transportation	26	
		56,516
Hospitalization of social assistance cases (short stay, etc.)		35,091
		102,260,775
Reconciliation with Public Accounts—		
Deduct charge incorrectly made to the Medical Services section		240,222
		102,020,553

child welfare reports . . .

J. V. BELKNAP, *Superintendent*

The rights of children and how they are bestowed and cherished in the present are a measured insight of how our society will be in the future. The means whereby a person must struggle to "become," so as to possess a sense of authenticity and relevancy, foretells the quality of tomorrow's life.

The two most persistent and perplexing concerns that emerge out of complexities of our child welfare programmes centre around the child of native Indian heritage and the adolescent.

It is distressful to report that the children of Indian racial origin constituted, at the end of the year in review, 40 per cent of the total children in the care of the state. When this fact is considered in relation to the proportion of native people in our Province then, inescapably, one must conclude that our approaches to living in an environment based upon equality and justice are subject to serious question and concern by all of us.

There can be no pride of achievement or accomplishment when so many of our future citizens stand in jeopardy of losing not only their right to a rich and noble cultural heritage but also their rights to their own identity and sense of purpose.

The concern for the adolescents in our society is one that draws us into an examination of our values and what we wish to become as society and how we are to govern ourselves in relation to each other in the future. The advocates of a permissive, self-indulging society can only be calling for chaos. Those who cry out for a free society that allows for the legalizing of drugs denies the sanctity of the individual and ignores his possibility to become joyfully authentic and real. Those who cry revolution are calling upon destructive forces and thus are denying the possibility of radical change resulting from a renaissance which draws upon man's spirit of adventure and renewal.

The challenge for youth today is not predicated upon their sense of disillusionment and failure but upon their nobility to create and live out a vision beyond that which is ours.

CHILD PROTECTION SERVICES AND FAMILY SERVICES

It has been possible during this last fiscal year to see some of the benefits to children and families resulting from the amendments to the *Protection of Children Act* in 1968, which created a temporary or permanent ward status. One of these is the closer involvement of the Family Court in the total planning for the family, as all cases resulting in a child becoming a temporary ward of the Superintendent of Child Welfare must be reviewed by the Court within a 12-month period. Many of these children are returned to their families with or without supervision and, for those whose own parents are unable to plan, permanent wardship has created greater security.

While providing the necessary service to protect children from abuse and neglect, we continue to search for better ways to prevent the conditions which contribute to family breakdown, and to provide those services which will make it possible to maintain children within their families. We must continue to look to communities to join us in these endeavours and to encourage the development of resources which will strengthen and support the family.



J. J. Jack Allman, Deputy Superintendent and Chief, Family Counselling, Protection, and Unmarried Parents Services, dictates report to Miss Phyllis Jackson, secretary. During the year, 5,344 children were admitted to care (same numbers and reasons)—39 because of physical abuse, 638 parental neglect, 401 abandoned, 662 delinquent behaviour, 515 transient, 81 parental failure to provide needed medical treatment.

as the principal limiting factor. The majority of children repatriated were in the 12–15-year age-group, rather than 16–18 years as in previous years.

UNMARRIED PARENTS AND THEIR CHILDREN

Although the total number of children born out of wedlock in the Province has increased slightly (4,675 in 1969/70 and 4,723 in 1970/71), when general population is taken into consideration it would appear that the number of such births has now levelled off and may be on the decrease in the future.

Services to the unmarried mother have not substantially increased, but more interest is being shown in services to the father in these cases with a view to involving both parties in planning for the child and also in an effort to help them face up to the responsibility involved in parenting children. There also appears to be an increase in the number of women who elect to keep their child. Although community attitudes are slowly changing in this regard, this is a rather slow process and the young woman who so elects still faces many problems and needs a great deal of counselling and support before such a decision is reached.

DAY-CARE SERVICES

The day-care programme continues to show substantial growth.

Nineteen more centres were approved by the Superintendent of Child Welfare for "special need" or Plan A payments, this compared with 26 in the preceding fiscal year. There was considerable expansion in the area of care for the under-3-year-old child, moreover, as communities became aware of provisions to pay for family day-care homes for these children.

Most of the centres approved in earlier years continued in operation or expanded, so the capacity to serve children has steadily increased.

There is a general decrease in the number of children coming into care of the Superintendent. It should be noted, however, that one of the principal factors in this decrease is the result of the lowering of the age of majority. On the other hand it is encouraging to note that the number of under-3-year-olds remaining in care has continued to decrease. Another interesting adjustment is the reduction in the number of juvenile delinquents being placed in the care of the Superintendent of Child Welfare by the Courts.

The total number of children in care of the Superintendent and the children's aid societies has decreased from 10,567 in 1969/70 to 9,975 in 1970/71.

Protection Section was active, with 784 out-of-province repatriation cases during the past year. This represented a small decline from the previous 12-month period, even though the number of travelling young people in the Province was generally considered to be far greater. Development of community resources and perhaps increased reliance by youth on personal resources may have been partly responsible for holding down the number of referrals, but counselling and other services provided by district and municipal offices is seen

Mention must be made of the private operators of day-care centres who, especially in the Lower Mainland, provide at least 50 per cent of the fully day-care centres used by pre-school children. One of these operators encouraged the majority of day-care centres in the Greater Vancouver area, private and non-profit, to unite to produce a day-care services information booth at the PNE in September.

This exhibit was manned by volunteers (staff, board members, and parents), attracted favourable attention, and allowed interpretation to the public of the value to the child of the centre's programmes. In the course of planning for this booth, one group of volunteers produced the material for a pamphlet on the advantages of licensed services for the Department, which has been of general use.

There is need for consideration during the year to come of methods of meeting the needs of parents whose work hours are not in the regular 8-5.30 range, as well as considering further methods of ensuring that family day care for the under-3-year-olds is a satisfactory experience. The development of positive and creative programmes for the out-of-school care of the primary school student is another emerging need. Above all, the community in general needs to become aware that if the family is really unable to afford care, the cost of care can be met, so poor planning for children is no longer condoned as an economic necessity.

CHILD-IN-CARE SECTION

The constant flow of messages in the movement of the great number of children into and out of the protection and care of this Province spell out the pain, stress, and at times bewilderment experienced in society in the opening year of the '70's. A great many people are feeling ill at ease as parents, and even the most experienced have their moments of deep anxiety and misgiving. The community looks to this Department to assume responsibility for the children whose own homes have failed them, to find and make available the substitute homes and families. The Department has a significant view of what is happening to many children and families in British Columbia. It receives the fallout from the impact on the family of the rate and scale of change in our society. The Department is in a vital position of awareness toward what is currently happening and has an understanding of the reasons why thousands of children cannot, or do not, grow up in their biological families. It has to be recognized that often these children are also unable to grow up, in the sense of being stable for a long period, in the foster families they are given. It is often increasingly difficult for foster families to offer the parenting that is needed.

A moment of great satisfaction and hope was experienced in April 1970 when the Foster Parent Associations from all parts of the Province met in conference and established themselves as a federation. This event marked the end of a period in which many people, both foster parents and professionals, had striven diligently and energetically to associate themselves formally with each other and with their agencies to work toward a betterment of the children entrusted to them. It marks the beginning of a concerted drive to develop skills and the means whereby every child who must be cared for apart from his biological family will be assured the best possible care and consideration. The promise of such a movement is profound when it is realized that fostering constitutes a very large and significant opportunity for the citizen to actively and totally engage and be the central part of a programme that brings him into partnership with the state and the professional community.

The large number of foster parents has continued to provide the invaluable basic service of caring for children which undergirds the central programme of child welfare. We have looked to the development of child-caring practice in new settings and combinations of services, and expect this trend to continue with increasing skill and predictability. In this connection, a major undertaking this year was the

setting-up of a streamlined system for management of the financial side of the subsidized home programme. While the focus was on financial matters, the system as structured is sufficiently flexible to allow it to be used as a management tool for reviewing use and need for existing residential facilities and need for additional facilities. Also, the system was set up with potential to include all child-care facilities in the Province.

ADOPTION PLACEMENT SECTION



Mrs. Teryl Magee, clerk in the Records Section, searches for a file in the Microfilm Section. The Division maintains active files for 16,000 children in care plus a large section of closed files. These are to accommodate the inquiries of foster children who need information about their early years when they were in the care of the Department.

This year has been marked by a dramatic change—a sharp increase in the number of adopting applicants and a steadily diminishing number of children for adoption. This has resulted in a decrease in placements, with the exception of children with health problems (an increase of 59), and at March 31, 1971, a total of 306 homes awaiting placement (an increase of 250).

		Decrease
Total placements	1,131	172
Hospital placements ..	458	73
Children of inter-race or race other than white	189	23
Children with health problems	266	Increase 59
Adoption homes avail- able during year	1,471	76
Adoption homes await- ing placement at March 31, 1971	306	250

The reversal of the “adoption crisis” of the past decade was anticipated and reflects the population explosion of the period 1940–50. The process, however, was accelerated by modified abortion legislation and a greater community acceptance of the unwed mother and her child, which has resulted in fewer children available for adoption. It is expected that this trend will continue.

“ARENA”

Now in its third year of operation, ARENA (Adoption Resource Exchange of North America) continues to be a valuable resource for placement of the child with special needs both in Canada and the United States. This past year we placed 12 children through the co-operation of this agency.

In this endeavour the United States Immigration and Consular Services work closely with us, and we are most appreciative of their courtesy and co-operation.

UNITED CHURCH HOME FOR GIRLS

Our relationship with this agency and their Director and social worker has been a most happy one. Fifty-four infants were placed for adoption through our co-operation.

TRENDS IN ADOPTION

Because of the abundant number of adopting applicants and the fewer children available for placement both in British Columbia and throughout the World, it is imperative to review our present practice and to modify this to be in line with the

reality situation. For some couples who limit their acceptance to the new-born, white child with no problems, there may *never* be a child and it is pointless to encourage them to proceed with an application. On the other hand, if a couple can be helped to be more flexible, "to stretch," there are children desperately in need of loving parents. Special parents are needed now for children with special needs. These needs may be related to health or race or the child may be an integral member of a family group of three, five, or seven. The child with an emotional or behaviour problem is not an easy child to love, yet with consistent understanding and security this child is often the most rewarding. For these children there are never enough special parents and to recruit them must be the main focus of the adoption programme in this decade. "Special homes for special children" shall be our slogan.

ACKNOWLEDGMENTS

Once again we wish to express our sincere appreciation of the help so generously given by the Health Center for Children, in particular, Dr. R. B. Lowry, Geneticist. Dr. P. W. Laundry, Health Care Division, and Dr. A. A. Cashmore, Mental Health Services, continue as our Medical and Psychiatric Consultants respectively, and to them we are most grateful.

ADOPTION COMPLETION SECTION

While the number of children placed with adopting families shows an over-all decrease during the year, the finalizing of placements previously made was an expanding task. Reports to the British Columbia Supreme Court were submitted on a record number of 2,780 children. This number includes some completed outside this Province.

Of the 2,780 children for whom reports were submitted, 1,957, or 70.31 per cent, were legally processed by the Department, at a cost to the adopting parents of only the \$20 fee for filing documents in the Supreme Court. The remaining 29.69 per cent were step-parent, other relative and private adoptions, the legal aspects of which are still attended to by lawyers.

We are appreciative of the good relationship between the Courts, the legal profession, and the Superintendent. It is gratifying to know that the Courts find the Superintendent's reports to be well-prepared and valuable to them in deciding for or against the making of adoption orders.

The Adoption Completion Section provides consultative service to field staff and the legal profession regarding adoption, and also works with the Canadian Immigration Department in connection with admission to Canada of children, usually related to the applicants, who are coming here to be adopted or have already been adopted in other countries.

Records of all adoptions completed in British Columbia are kept in Victoria, and Adoption Completion Section makes service available in connection with completed adoptions. This is an increasing part of the Section's work, as the number of adopted persons increases with the years. Many inquiries are for health and social information and requests for confirmation of adoption for various reasons, including settlement of estates. Requests by adopted persons to be put in touch with their original parents or siblings appear to be increasing. The Department does not assist in such reunions, although background information continues to be made available.

In view of the natural desire of many adopted children to meet their original families when they reach adulthood, consideration is being given to some sort of central registry through which contact could be feasible if both parties had registered their consent.



Mrs. A. C. Walmsley, Consultant (left), with Miss Loretta Lee, secretary, Child Welfare Division. There were a total of 9,975 children in care in British Columbia, March 31, 1971—6,773 were supervised by Provincial district and municipal offices, 1,568 by the Vancouver Children's Aid, 944 by the Vancouver Catholic Children's Aid, and 690 by the Victoria Family and Children's Service.

Another important topic to which consideration is increasingly being given in a number of quarters is that of "subsidized adoption," under which maintenance payments would be continued after adoption in cases where foster parents had been caring for children for long periods of time and were deterred for financial reasons alone from adopting them. Continuation of maintenance payments after adoption appears on the face of it to be a simple method of providing the benefits of adopted status to children who might otherwise have to wait many years for it. There are, however, some serious implications in such a plan not always taken into consideration by its proponents. Payment of a Government subsidy seems contrary to the clause in the *Adoption Act*, which says an adopted child becomes "as if born" to the adopting parents. It seems reasonable to believe children would soon realize that there were two kinds of adoption and that there would be an adverse psychological effect on children whose parents were still being paid to look after them. Also, there might be a negative effect on the public of regard for adoption if public financial support and a means test which would

almost certainly accompany it, were to be introduced. It is certainly important to ensure that children in need of good permanent homes will have them, but before embarking on a plan which might seriously undermine the intent of the *Adoption Act* without fully solving the problems it was designed to meet for the children concerned, alternatives should be explored, such as a new type of permanent foster-home agreement whereby guardianship would be conferred by a Court jointly on the Superintendent and the foster parents and possibly an amendment to the *Change of Name Act* to permit legal change to the foster parents' surname in certain well-controlled circumstances.

SPECIAL PLACEMENT SECTION

The demand for programmes for children with special needs has continued unabated. There have been some clear indications that the degree and complexity of emotional disturbance in some children are greater than have been apparent in the recent past, sometimes with the added factor of physiological impairment. This has put before the specialized resources a challenge to review programmes critically and introduce measures to meet changing needs. It has been encouraging to note the readiness with which this task has been tackled. It is an even greater encouragement to see the gradual change in so many children whose behaviour has been destructive or bizarre and certainly unhappy, to normal healthy functioning and a return to home and community.

I wish to express my gratitude and thanks to the many people in the Province from all walks of life who have contributed in many different ways to the vital work of ensuring that children are protected and cared for.

I am grateful for the co-operation received from all agencies caring for children in the Province and I would like to commend the field staff of our Department who have with zeal and dedication been able to maintain the standards of our programmes while being under considerable stress due to the demands of other programmes.

health care division reports . . .

DR. P. W. LAUNDY, *Director*

The Health Care Division continues to provide health assistance to welfare recipients who are eligible for such services.

In December 1969, there were 98,902 persons eligible for health benefits through the Department, while in December 1970 there were 115,512. This increase of 16.8 per cent is reflected in an increased volume of service and in increased cost.

For many years now the programme has been broad and relatively few new developments or changes have taken place this year. We are a central Division and much of our time is taken up with the administration of benefits through the various suppliers of service.

The programme of drug benefits requires constant updating to ensure that we make available the benefits recognized by medical authorities and currently being used by the practising doctor. We have this year, aside from adding new drugs, decided on a complete revision of format of the *Drug Benefit List*. This is a fairly major task, but our part-time consultants hope that it will be available some time next year.

The Division's relationship with the pharmacy profession remains good, and we think the present method of providing drugs results in a good measure of responsibility for a drug benefit programme. Drug costs, as others, have shown an appreciable rise this year. However, the increased cost of the drug programme is for the most part due to the increased number of persons eligible.

Increased costs in some areas such as the dental programme are greater than that which would be expected from the increased number of persons eligible for benefits. In January 1969 there was an adjustment in dental fees. The full effects of the increase were not felt until the 1970/71 fiscal year. At the same time, as a preventive measure, the Department agreed to extend payment for routine dental prophylaxis to all age-groups. Previously, payment had only been made for children.

We are very pleased to report a continuing arrangement with a voluntary organization in the assessment of suitable wheelchairs for persons living in their own homes. This has been most satisfactory. We believe that persons who are using such an item themselves are not only interested but can become most expert in their choice. Our experience to date suggests that both a speedier and a better service is being made available to persons with this need.

Another encouraging development has been the increased earnings allowed some persons receiving social assistance, which includes seriously handicapped persons. This helps to keep paramount the concept of useful membership in society, even for many who may have good reason for little hope.

In fact, most changes in the programmes that have occurred have been directly concerned with the much overworked term "rehabilitation." But, even if there are few synonyms, we like to think that many more persons can be helped in their health and also in their attitude to think of themselves as being useful, functioning members of society.

We would like to thank all members of the health team, both in and out of institutions and in both public and private enterprise for their continuing co-operation with our efforts to provide reasonable and responsible health assistance to those persons designated for this help.

division on aging reports . . .

E. W. BERRY, *Director*

Once again the fiscal year began with advance publicity for Pioneer and Elderly Citizens Week, June 1 to 7. Through the mailing facilities of the Division, the Honourable Isabel Dawson, Minister Without Portfolio, requested all mayors in the Province to help in arranging special events to honour our elderly. Churches, public and private hospitals, boarding and rest homes, Provincial and municipal offices, and daily and weekly newspapers were asked to help in making the week a success. The senior citizens themselves also arranged special outings, bus trips, picnics, banquets, etc., making the week a memorable one.

The Division has continued to issue bus passes twice a year to all persons in receipt of any portion of the Federal Guaranteed Income Supplement or the Provincial Supplementary Social Allowance. The number of passes issued is increasing and, during the second six-month period ending March 31, 1971, the total was 13,035.

The Volunteers for Seniors programme for the Vancouver area has continued to be housed at the Division. This is a programme involving volunteers to provide recreational and diversional activities to residents of nursing and rest homes. Having the office of the Director located at the Division has been mutually beneficial.

Office space had been provided also for the Co-ordinator of the Meals on Wheels Programme. However, late in 1970, the sponsorship of this programme came under the Victorian Order of Nurses and soon after the Co-ordinator's office was moved to the headquarters of the Victorian Order of Nurses.

The Division continued to administer financial assistance to blind and disabled persons. No changes occurred in the Acts under which payments are made to these persons.

The Supplementary Social Allowance programme to the Old Age Security Group was decentralized three months prior to the commencement of the fiscal year.

Budget limits for the payment of Supplementary Social Allowance to old-age security recipients were increased April 1, 1970, from \$141.41 to \$150, and on January 1, 1971, to \$152.20 for a single person, and from \$252.82 to \$270 to \$274.40 respectively for a married couple. The increases were necessary to take care of the increase in the Federal Old Age Security and Guaranteed Income Supplement and to provide an "across the board" increase of \$8.59 per month to each person in receipt of the Provincial Supplementary Social Allowance, which continues to be paid on the basis of need.

The Director of the Division on Aging is E. W. Berry, who is also Chairman of the Blind and Disabled Persons' Allowances Board. J. A. Sadler and H. E. Blanchard are the other members of these two Boards.

In concluding this report, the Director wishes to express his sincere appreciation on behalf of the Division for the loyal and efficient work of the office and field staffs throughout the year and for the continued co-operation of other departments of Government and many outside agencies.



The Honourable Isabel Dawson, Minister Without Portfolio, who has taken a special interest in the aging, "turns the sod" for a new building "The Park Villa" for senior citizens at Abbotsford.

brannan lake school for boys reports . . .

J. NOBLE, *Director*

It is often said that it is very difficult, if not impossible, to assess the success of residential treatment programmes for children and adolescents. If this is true, how then can we in this field be held accountable for the public money that is spent on our programmes? I see two aspects to this dilemma.

First, I maintain that success is measurable. Over the past year we have been sending requests for follow-up reports on boys six months after discharge. These reports are rated, with very specific criteria in mind, as indicating poor, borderline, satisfactory, good, and excellent performance. Of 136 requests, we received 80 responses and of these 25 per cent were satisfactory, 35 per cent were good and 5 per cent were excellent. This gives a success rate of 65 per cent. Of the remaining, 18.75 per cent were borderline (unsatisfactory life style, some delinquency, but remaining in the community) and 16.25 per cent were classed as poor (further serious delinquencies resulting in committal to adult institution). The rate of readmission was 13.5 per cent, one-half the average of the previous five years.

Having illustrated our high rate of success, I now come to the second horn of the dilemma. I do not like this numbers game, since it sets expectations of cure rather than laying stress upon standards of care. There is still no cure for adolescence, and most of the problems of youth are related to this trying period of life. Too much unrealistic emphasis on rates of cure and the search for high success rates leads to distortion of programme and denial of service to those most in need of it. Too much responsibility for failure can be laid on the shoulders of the child who is described as "unmotivated" or "unresponsive."

In 1970 we reached a stage in our development where it was possible to close our security unit and attempt to develop new ways of tackling the perennial difficulty of the runaway. This was a major step and we have had no reason to regret it.

In order to lessen the effect of separation from family and home community, we have introduced longer home visits of approximately 13 days at Christmas, Easter, and summer.

A continuously evolving process of decentralization is taking place within the School, with the group leaders and caseworkers taking more and more initiative. Spending one whole morning per week on staff training is time-consuming, but has proven its worth many times over in better communication and understanding.

The School continues to be used as a training experience for other departments such as Probation, the Department of Special Education at the University of British Columbia, the Special Counsellors' Training Programme of the Vancouver School District, the case aides' course at Vancouver City College, and more visitors than there is room to mention.

In June of 1970, Park House, the second of two new units, was opened. Like the one opened the previous year, it provides individual sleeping-quarters around a central living-dining area.

We continue to have the fullest co-operation from the school district in the operation of a highly successful academic programme. Among the studies is now included a drivers' training programme, with a car on loan from a local firm.

In order to gain information which could be useful to local communities wishing to develop their own intensive child-care programmes, we decided to accept

some referrals from Nanaimo of boys in need of our programme who could attend part time while still spending a lot of time at home. What we learned in a number of cases was that the part-time arrangement works much better after a period of stabilizing on a full-time residential basis. Boys did not seem to be able to settle down and benefit from our programme while there was still a very high frequency of contact with home. However, they have all been able to use this contact much more profitably when it is gradually increased after a period of full-time care. Such practical experiments help us to develop our understanding of nonsocial behaviour and ways of helping boys to overcome its handicaps.

In December 1970, R. F. Cronin, B.A., M.S.W., joined the staff as Supervisor of our Casework Section. His duties include assessment of all referrals and this gives him considerable insight into the problems faced by the workers at the local level.

Adequate preparation of a boy and his family for his admission to our programme remains one of the most important contributing factors to his eventual rehabilitation. Unhappily, due to the present undeveloped state of public opinion, many boys still come to us with the feeling that they are branded as criminals and have been sent to a terrible place of punishment. Public education in this field is still one of the major tasks challenging us in the years ahead.

willington school for girls reports . . .

MISS W. M. URQUHART, *Director*

It is a pleasure to report on the activities of Willington School for Girls during the fiscal year 1970/71.

One hundred and twenty-six girls were admitted and 127 transferred out. These figures show a drop in admissions of 27 from the previous year. The school population dropped markedly during late summer, but by November the pressure was on again. It seems there is a tendency for agency social workers to ask to have a girl admitted purely to have a resource available should the need arise. When placement in Willington is not required they do not notify us in case the other plan fails. We are being used as an "umbrella resource." This, at times, makes it difficult to accept other requests (and causes unnecessary frustrations) where the need is urgent, because of the numbers already approved for admission.

It was necessary for 21 girls to return for a second time. Frequently this is a period of consolidating the gains they have made, and they return to the community better able to deal with the world around them. Unfortunately for others it is only a means of protecting them from their antisocial activities in the hope that they will finally mature enough to handle themselves. There are always a few who need care and treatment beyond the resources presently available, both for their own protection and protection of others, if they are to be helped not to progress to adult institutions. The average length of stay during this fiscal year was 8.1 months, and this varies from one month to 21 months.

We are pleased to report our usual high degree of stability and low turnover of staff. However, this year three staff who had each been with us from 10 to 15 years reached retirement and a fourth retired because of illness. All had contributed much to the smooth operation of the school over the years and we were sorry to see them leave. However, we are always ready to welcome new faces and know that each brings fresh ideas and enthusiasm to the job. In January 1971 we were pleased to accept the appointment by the Department of Mental Health of a part-time psychiatrist to Willington School and welcomed Dr. Estelle Stevens, who spends three hours each day from Monday to Friday with us.

Always a popular place to tour, Willington is becoming a real mecca for students from the Universities of British Columbia, Simon Fraser, and Western Washington (Bellingham), and the Vancouver and Douglas Colleges, who are doing special studies on the human behavioural sciences. Groups also come regularly every year from the Vancouver General Hospital resident psychiatrists, British Columbia Institute of Technology and the University of British Columbia schools of nursing, Vancouver High School Special Counsellors. This year we have added a "three-day live-in" by new Probation Officers, evening visits from the North Vancouver and Vancouver Volunteer Probation Organizations, and Elizabeth Fry Society Welfare Committee. The West Vancouver Juvenile Community Committee held one of its monthly meetings at Willington. The Director has also spoken to several community groups and taken part in panels.

This year we had two first-year students from the University of British Columbia School of Social Work with us two days a week from September to April. One was a young British Columbia lad of Italian parentage, the other a mature student—mother of four teen-agers who immigrated to British Columbia from Poland. They



Some of the girls from Willingdon School with their display at Babylon, 1970.



The staff and students hold a farewell tea for one of the students from the University of British Columbia, School of Social Work, who had his field-service posting at Willingdon School.



The Junior Class—a group of students at a picnic given by one of the staff at her home.

very quickly became involved in all our activities and, while gaining experience, gave much in understanding and warmth and time to a number of the more deprived girls. Their general enthusiasm was infectious and we were all sorry when their time to leave arrived. They were supervised by one of our school social workers, Mrs. Una Dobson, and this has produced a closer relationship with the School of Social Work, which we are all bound to benefit by.

We have agreed to be a resource for the Faculty of Education—Special Education Course and expect to have students doing their practicum in periods of three weeks throughout the next school-year.

We continue to use an incentive programme providing a balanced mixture of controlled and voluntary activities which seems to meet the needs of the teen-ager who has to learn to develop her own controls. Our school classrooms and other training areas are lively active places, learning is carried on with much creativity.

Team work is very evident among the staff and showed up to a marked degree when the girls decided to put on a Christmas programme and then, in March, a programme for their parents. The senior cook and the social worker worked together to help them produce singing tableaux, the hairdresser and sewing instructor helped groom the girls for a fashion and modelling show, and the teachers helped them to organize choral numbers accompanied by auto-harps and tambourines. About 150 parents and friends came and our University of British Columbia social workers provided coloured lighting and video-taped the whole afternoon undertaking. Most important of all, the girls themselves planned what they wanted to do and sought out the staff they wanted to work with them.

Our social workers, with some direction from our psychiatrist, have organized group-therapy sessions which meet once a week.

Groups of our girls have attended a number of outside activities, including the United Nations Youth Seminar, a Conference of Indian Chiefs and Youths, ice-skating programmes, and trips to various places of interest. In November we took an active part in Babylon (a youth programme at the Vancouver Art Gallery), where we had a large display of the girls' work, 14 girls attended all day when they took turns looking after the exhibit, explaining the school to the visiting public and were free to do their own thing and freely take part in all that was going on.

More parents come from faraway places to visit their daughters and spend the day enjoying the hospitality of the school, being shown around and introduced to staff and invited to the cottage for a meal by their own eager girl. When parents come it is usually possible to plan a family conference with the social worker, which has so much value.

Once a girl has made some gains, more planned week-ends at home are arranged between the school, agency, and home to work towards final transfer, wherever locations make this practical, thus giving both family and girl a chance to work out decisions for the future. The age-groupings show a change—15 to 16 used to be our larger group—now it is 14 to 15, with 14 the larger, and an ever-growing number of 13-year-olds. The degree of disturbance is more pronounced in some girls and emotional stress caused by the use of hallucinatory drugs is still a problem. However, it would appear that the drug scene may be losing its interest to teen-agers.

A mimeographed pamphlet about Willingdon School was produced and is distributed to all visitors. Our swimming-pool is used one evening a week by patients from Riverview and every Saturday morning by the Cerebral Palsy children. This has been going on for several years, but not previously reported because we could not extend the privilege to other outside groups for maintenance reasons.

Our very loyal volunteers have maintained their interest and have added many pleasant hours to our programme for all the girls. We appreciate their services and genuine interest.

In projecting our plans for the future we have had an expression from some parents that they would appreciate meeting as a group with the Director to discuss their common problems and interests. We have in mind forming an "Old Girls" group with the thought that they might be able to make suggestions or do voluntary work with the current population. Every year brings an increased number of our graduates back for visits and there are some who visit or telephone or write regularly from the day they leave and seem to find support to carry on through the association with Willingdon staff.

I take this opportunity to thank all staff for their willing co-operation and interest, which has made this a pleasant year in the history of the school. We are grateful to Senior Administration for their support.

provincial home reports . . .

G. P. WILLIE, *Superintendent*

The Provincial Home in Kamloops continues to provide care for men who are unable to maintain themselves and accepts residents for the Home from all areas in the Province through the Department's offices.

During the year, 131 men were admitted, and 99 left the Home to return to their previous abodes for the summer months or a short holiday with relatives or friends, with some not returning, having found suitable accommodations for themselves. Forty-three transient youths were handled, of which three were girls. The year ended with 145 residents.

There were 39 residents who passed away, of whom 19 were buried in the Provincial Home Cemetery and the other 20 were buried by their families, friends, previous arrangements, and the Last Post Fund for war veterans. Our cemetery is well maintained, with the lawns, flowers, and trees creating a peaceful setting.

The oldest resident is 104 years old and the youngest is 21, with the average age of the residents at 73½. There are 42 Roman Catholics, 22 Lutherans, 17 Anglicans, 17 Presbyterians, 11 United Church, with the remainder of various faiths. The church congregations are good to our men, doing many favours and offering entertainment and outings. We have 25 different nationalities—29 English, 24 Scottish, 17 German, 10 Swedish, 10 native Indian, 9 Norwegian, 8 French-Canadian, 7 Irish, 5 Polish, 4 Ukrainian, and the remainder immigrants from various countries. The native Indian is accepting the Home more readily in recent years.

As previously reported, the residents appear to require more specialized care upon their admittance, also more of the higher-cost medications. All doctors in the area can follow up their patients after admittance, resulting in two clinics having a doctor here once a week and the other doctors coming when required. One clinic averages 25 patients per week and the other clinic averages five patients. There is an increase in laboratory work and physiotherapy, with refractions, dental, and specialized care remaining about the same. Referrals to psychiatrists are made on occasion, mostly for the patients suffering from damage due to alcohol consumption prior to admission.

Improvements to the Home were limited during the year, however a much-needed ramp was built on the east end entrance, thus allowing wheelchair patients to go outside, and also allowing for evacuation in case of fire. An automatic vaporiser was installed in the sick ward, which adds to the patient's comfort in the wintertime, and all the screens on the Home windows have been arranged to allow removal from the inside. A new all-purpose electric range was purchased for the kitchen, along with a new stainless-steel food hot wagon and a meat-chopper. Two more sets of safety sides have been placed in the sick ward for patient care.

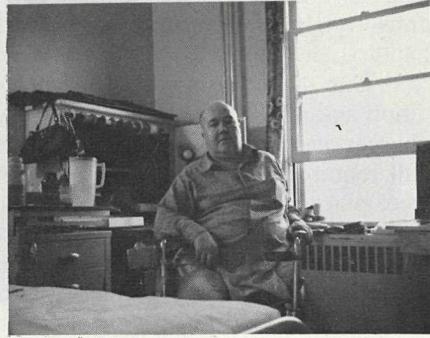
All new residents are met by a competent staff, made welcome and later shown their new home and made familiar with procedures, fire rules and exits, and other important functions. As science progresses and our population grows, more people find themselves in old people's homes and in institutions for the chronically ill. Most aged people retire with grace and dignity, then seek companionship, which is a nourishment as necessary as food. Of major concern is the motivating of the elderly, as this keeps them active, as many are victims of strokes or heart conditions or other long-term illnesses, so require help to feed and dress themselves, keep them-

selves clean, shave themselves; this then leading to less incontinence, less bickering, and less sitting around like lumps. They then do not feel forgotten, but rejoined to the human race. Most of the old people today are doing quite well; they are not sick, lonesome, and filled with regret for the past. A happy man is a good man!

Again I wish to thank the staff and others who have helped during the year for the benefit of the residents.



A group enjoy a shady spot on the grounds



One of the guests, E. Morton, in his room.



Out in the garden, J. Weber watches over his crop. Several of the guests enjoy the opportunity to keep their "green thumb" in training.



One of our youngest guests on the new ramp.

new denver youth centre reports . . .

W. J. PARKER, *Director*

Throughout the year it seemed as though we were operating from crisis to crisis. True enough, the crises were of an internal nature, with their origin being the chronic acting-out behaviour of the youngsters in our care. These problems were, at times, compounded by staff shortages. Now, reflecting on the past 12 months, I believe it was a most productive year. The fact that so much hostile, antisocial behaviour came to the surface and was, for the most part, successfully handled, means we are doing the job our Institution was set up to do.

One of our admissions during this past year arrived in a heavily sedated condition and it had been found necessary to place him in a restraint. Two of our discharges were boys who had been in two or three other child-caring institutions and still required more intensive treatment than we are able to give. Both these boys were placed for a brief stay in the psychiatric wing at local hospitals and, on both occasions, the hospital staff were taxed to the limit by the boys' behaviour. I mention these points only to stress the demanding and draining nature of our work, which leads me to express my deep appreciation of the staff who put in numerous extra hours to work through the many emotionally loaded incidents with the boys.

The school within the Youth Centre was reorganized to enable us to make the curriculum more individualized and remedial. The boys' enthusiasm for the most imaginative Art and Industrial Arts programmes spilled over into their periods of Math, English, and Social Studies.

Our Industrial Arts teacher introduced a programme of repairs to small electrical appliances such as toasters, blenders, and vacuum-cleaners. Any local people who felt they could entrust such items to the hands of our boys left them on the understanding they would pay only for parts; not only was this invaluable training for the boys, it also turned out to be a first-class public relations job.

A Boy Scout troop was formed in the Village during the year and 9 of the original 16 boys were from the Youth Centre.

During the summer months the boys who were not discharged were taken on a gypsy-style camping trip in the central part of the Province. The group started out by camping in Osoyoos, and they picked cherries for 10 days, which enabled the boys to earn pocket-money for the balance of the trip.

During the year we had a total of 18 boys discharged, one stay was only nine months, while another boy, who was one of the originals to open up the Centre, left after five years. The average length of stay for the 18 boys was two years and three months.

We had 15 admissions plus two boys who were readmitted. The two readmissions were returned through the regular procedure; however, they both initiated the move by running away from home to return to the Youth Centre.

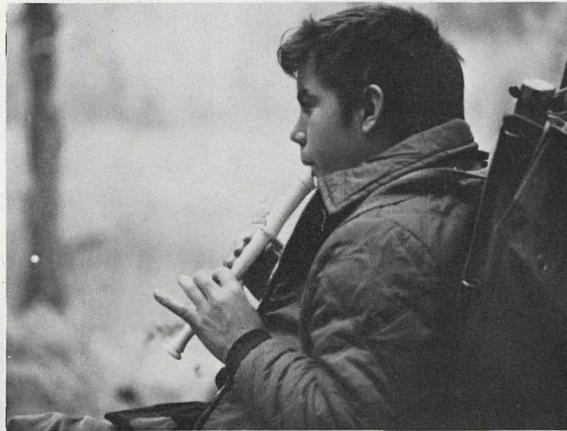
There were seven cases of boys going AWOL, one boy accounted for two of these. Again there were no reported cases of theft or damage to either private or public property by boys who absconded.

Fun in the snow.

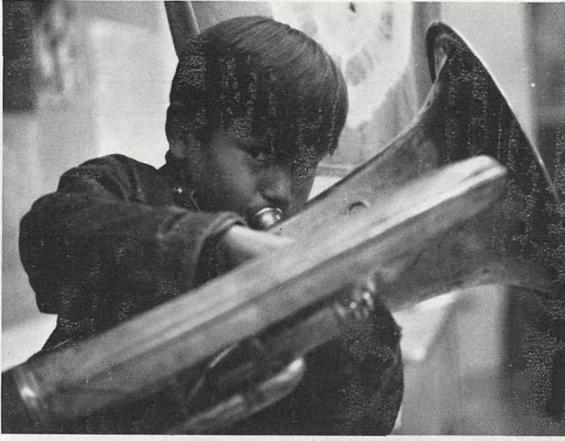


House parents and staff discuss programme.

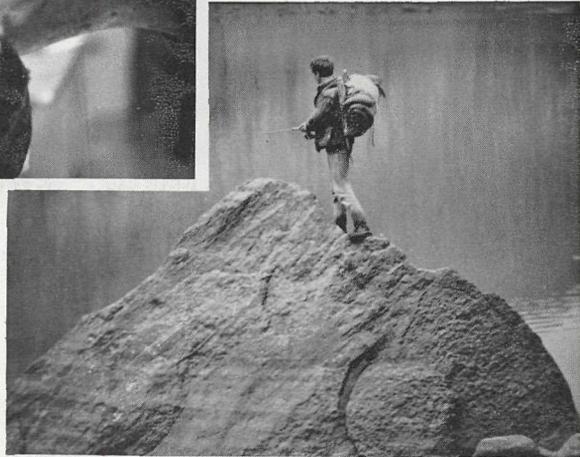
Musical interlude.



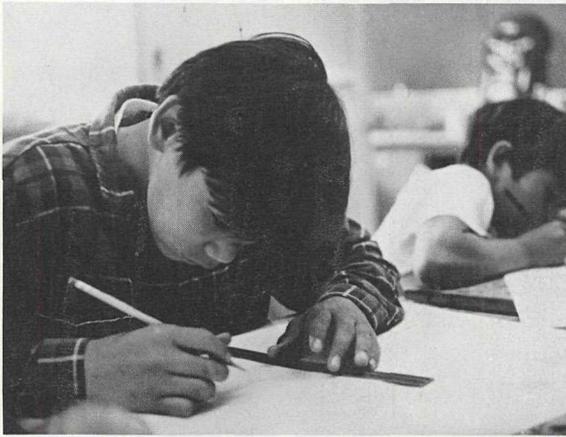
Flying kites.



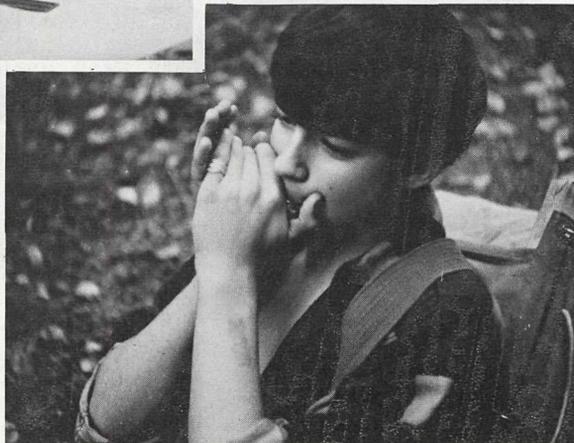
Music lesson.



Fishing expedition.



Concentration.



Music on the trail.

emergency welfare services reports . . .

T. W. L. BUTTERS, *Supervisor*

Emergency Welfare Services continued to meet the needs of disaster victims in several instances during the past year's operation. Perhaps the most dramatic case arose as a result of the Lillooet forest fire, when several families were completely burned out and required immediate accommodation, clothing, and financial assistance.

The service continued with its five-year programme by further defining and co-ordinating the disaster roles of para-welfare special-interest groups such as the Canadian Red Cross and the Salvation Army. It must be realized that the involvement of these and other community resources is vital to the successful and orderly operation of welfare services in an emergency of any size.



Some 15 mobile welfare centre kits were distributed to the six Civil Defence zones in this Province. These kits contain all the equipment and supplies needed to convert a school or other large building into a reception centre where welfare services can be rendered to disaster victims. Like other emergency welfare equipment, these kits remain under the administrative control of the Civil Defence Zone Co-ordinators concerned, but are under the operational control of the Regional Director, District Supervisor, Municipal Administrator, or social worker involved in a disaster situation. It is planned that additional mobile welfare centre kits will be made available in the forthcoming fiscal year.

The chapter in the *Policy and Procedures Manual* outlining procedures to be followed by field staff in disaster situations has been rewritten and distributed.

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Annex O, which is the Emergency Welfare Services portion of the Civil Defence Plan for British Columbia, has also been rewritten and issued to all staff concerned. This plan provides the guidelines and planning assumptions for both war and peacetime emergency situations.

Close co-operation continued between the Department and the Provincial Civil Defence Co-ordinator. (Emergency Welfare courses were held under the auspices of Provincial Civil Defence. These courses are designed to familiarize both staff and senior voluntary personnel with disaster procedures, areas of responsibility, and co-ordination principles.)

The Department was represented at various planning seminars at both the Provincial and Federal levels where it has become more and more evident that the assistance of Civil Defence is required if the Department is to meet its statutory responsibilities in large-scale situations. Any involvement of staff in disaster can only be achieved at the expense of ongoing programmes; therefore, we have organized to make the fullest possible use of voluntary resources.



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PROVINCIAL ALLIANCE OF BUSINESSMEN

vancouver region reports . . .

E. N. DELMONICO, *Regional Director*

The Provincial Alliance of Businessmen (PAB) is a partnership between industry and the Government of the Province of British Columbia. PAB has a single objective to find permanent employment for the socially and economically deprived and summer employment for youth. Its implementation combines Government fiscal resources and business know-how.

Many who are presently unemployed can become productive members of our economy by simple changes in existing level entry standards. Many others require special programmes in recruiting, training, and counselling which adds substantially to normal industrial personnel costs. To underwrite these costs, the Department of Rehabilitation and Social Improvement, through the Provincial Alliance of Businessmen, has allocated funds for the cost of hiring and training the hard-core unemployed.

Throughout the Vancouver region, PAB conducted a job-pledge campaign which, since its inception to March 31, 1971, provided 1,105 jobs. This was done by contacting 1,185 companies and businesses directly or through existing businessmen's organizations to persuade companies and businesses to provide jobs for the socially and economically disadvantaged. These pledges were a commitment to assist PAB in this progress toward its objectives and a reaffirmation of the fact that industry can meet the employment needs of society.

The Provincial Alliance of Businessmen in the Vancouver region continually works with local public and private organizations to identify and recruit disadvantaged persons to fill these jobs. Follow-up casework services were made available to these persons to help with their acceptance for employment with recruiting offices.

PAB also expedited on-the-job training programmes so that companies could receive Government funds to offset the costs of training programmes, while at the same time working with the companies to help provide training programmes that would improve retention rates.

Providing jobs and training for the hard-core unemployed will not by itself end poverty. Employment is only part of the answer for the seriously disadvantaged and minority groups. It is, however, an indispensable part of the final solution, and it is the part that private business is best equipped to provide.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued*
south vancouver island region reports . . .

L. R. CAMPBELL, *Regional Director*



In the Victoria Provincial Alliance of Businessmen office, an applicant registers for work.

I herewith submit the annual report covering activities at this office for the period March 31, 1970, to March 31, 1971.

During this period a total of 1,513 persons registered for employment and 336 placements were made.

One of the problems encountered at this office resulted from the fact that there was no Regional Director here for the last three months of the fiscal year. Mrs. Carroll maintained the office during that period and, since it was necessary for her to be in the office, all contact with employers was made by telephone. Personal contact with prospective employers is vital to our cause and, of course, this particular problem has now been solved.

One of our specific problems stems from the fact that the majority of jobs offered within the Victoria area are minimum wage in nature. This is the seat of our Provincial Government and, with the enforcement of the two-year residence requirement, we are precluded from referring many competent persons for positions within the Civil Service, which is one of the better-paying sources of employment. Difficulty has been encountered with respect to placement in the construction industry due to the Union requirements.

Opportunities have developed more recently and this is attributed to the more receptive attitude of the business community as far as the Provincial Alliance of Businessmen is concerned. In the beginning, the general consensus appeared to be that this organization was a duplication of the function of Canada Manpower, but there has been a change in this trend of thinking. Businessmen inform us that this office provides a more prompt response to their employee requests than has been their experience with Manpower and that we give more attention to the selection of referrals. Employers are generally pleased with our interest in attempting to provide the best possible type of person for each job offered. We engage in a follow-up programme each time a placement is made. Many employers who have used our services have verbally recommended this organization to their colleagues to have us fill vacancies within their firms.

We are confident that the coming fiscal year will see the implementation of new programmes and an even-greater interest shown by the business community in the endeavour of getting unemployed employable persons active in gainful employment.

In addition, 1,752 employers in Victoria area have been contacted by a letter from the Minister of Rehabilitation and Social Improvement advising them about the aims and objectives of the Provincial Alliance of Businessmen. These letters were done by the Minister's office staff during the months of July, August, September, October, and November 1971.



Lorne R. Campbell, Regional Director, and Mrs. L. M. P. Carroll, senior clerk, discuss a job referral with client in the Victoria office.



One of the Extension of Opportunity staff operates the electro-file to select a possible job applicant in the Victoria Provincial Alliance of Businessmen office.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**nanaimo region reports . . .*N. E. PATERSON, *Regional Director*

It was my privilege to accept the position of Regional Director, Provincial Alliance of Businessmen, for the Nanaimo area, effective March 15, 1971. No effort will be spared to effect continuing improvements on progress in this area to effect gainful employment for all who register. From the records in this office, the following information from April 1, 1970, to March 30, 1971, is outlined below:

	Social Assistance Recipients	Other	Total
Applications received.....	235	323	558
Applicants placed in gainful employment.....	126	76	202

During the period from April 1, 1970, to March 30, 1971, there were approximately 102 dependents removed from the social assistance rolls, for a total unit removal of 228. In addition, personal calls or contacts were made to approximately 400 prospective employers. Also many other individuals requesting advice and information were provided assistance through this office.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**kamloops region reports . . .*D. G. STEWART, *Regional Director*

In reflecting the many events of the past year, I believe we have shown much real progress in our field of endeavour.

Our relations with both Provincial and civic Rehabilitation and Social Improvement offices have strengthened considerably during this period because of a better understanding among all staff as to each other's particular problems.

Our Kamloops office, with an area serving from Williams Lake, Lytton, Lillooet, Boston Bar, Merritt, through to Golden, and up to Blue River, has enjoyed complete co-operation with all Rehabilitation employees, but I feel that we haven't been as effective in some parts of the district as we have in others due to the huge area to be served. I have concentrated on the Kamloops-Avola area, as well as the Kamloops-Golden area, because of the heavy sawmill employment possibilities in those areas, and have much praise for the staff in Salmon Arm, Revelstoke, and Golden.

Our office is in constant contact with both Kamloops Provincial and civic offices in regard to specific problems of some clients and how best these should be dealt with. It is pleasing to note that welfare costs are dropping among the unemployed employables.

Toward the end of the fiscal year our Department instituted an on-the-job training programme, and I feel this is a perfect plan toward employing a particular-type recipient, namely, deserted or separated women with children who up to this point have been employable but were difficult to employ because of the type of job available to such a person without any particular skill. We are finding employers who are most sympathetic to this particular problem and are eager to hire and train these cases into well-paying positions. I see this as a great step forward by the Department for the restoration of this segment of society to the type of life that all are entitled to.

The economy of our area for the past year has been very buoyant. It appears that it will continue to be with the expansion of Kamloops Pulp and the building of Lornex Mines. There will be many opportunities for us to find suitable employment for the unemployed employables that are receiving social assistance.

Kamloops Pulp is building a new sawmill at Vavenby, just north of Clearwater. In meeting with management of this firm they are willing to train up to 20 men for employment in this new mill. This should account for a high percentage of employable males who are receiving social assistance in the Clearwater area.

Our office during the past year has been fairly successful in placing a number of clients with varied mental retardation problems in gainful employment, mainly in clean-up work around the many apartment buildings that are being constructed in the greater Kamloops area. These are not high-paying jobs (about \$2 per hour), but I have found these clients regain self respect and after a short period of time I notice a terrific change in outlook and attitude by these persons.

Older men have been a problem as to employment; however, I am encouraged that once these men are accepted they turn out to be most dependable and often surprise employers as to their ability and enthusiasm. Our record is a man 66 years old who was hired as a janitor in a local office building, and we are told that he is the best janitor they have had.

Our relations with management of private industry remain high and without exception we find that employers, after hearing what we are doing, will co-operate whole-heartedly and hire social assistance recipients into their plants, and retention of these employees is good.

Our office in the fiscal year has had 1,259 applications for employment, 458 on social assistance, and 801 others. We have found employment for 260 social assistance recipients and, including family members, have taken 675 off social assistance rolls.

In closing, I have enjoyed complete co-operation from my staff, all directors and staff throughout our Province, the Minister, and all head office staff in Victoria, and with this co-operation and support we will show a greater success in the coming year.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**Okanagan region reports . . .*D. A. CHAPMAN, *Regional Director*

Many of our most abrasive, persistent, and costly problems would disappear if people had jobs—decently paying, productive jobs, jobs with a future. It's as simple as that.

The Provincial Alliance of Businessmen, born under the leadership of the Honourable P. A. Gaglardi, set out on July 1, 1969, to do just that—find jobs!

In adopting the patent of The National Alliance of Businessmen (which is working successfully in the United States), with particular attention being drawn to the Negro in the ghetto, segmenting the hard-core unemployed and relieving the welfare state, now in its seventh generation, the groundwork had been set.

Canada has not, as yet, experienced as dramatic a situation as our neighbour country, but she is now feeling the pressures of economic and social unrest. It is now most imperative that we control these pressures by uniting an organization as we have done in the Provincial Alliance of Businessmen with the offices of Welfare, Unemployment Insurance, and Manpower; to work co-operatively to one goal insuring that the hard-core unemployed are restored to a state of efficiency, good management, and solvency.

There are four major conditions squandering our human-resources capital:

- (1) Unemployment:
- (2) Underemployment:
- (3) Inadequate training:
- (4) Arbitrary barriers of employment.

Each of these conditions summarizes the necessity for an aggressive, successful employment agency which can assimilate the needs of the hard-core, the handicapped, as well as the unemployed.

Unemployment through periods of recession, as we are now experiencing, is the greatest factor. If a man cannot support his family through employment, he must turn to welfare or unemployment insurance benefits. This tends to change completely the individual's perspective in life, leaving a demoralization and increasing his difficulty of readjustment.

Our job is to not only alleviate the welfare and unemployed statistics, but to offer self-understanding and encouragement to each applicant, no matter how difficult the problem.

GETTING STARTED

Establishment, public relations work, publicity—getting the show on the road was the most important endeavour. Who are they? What are they doing? Do you have to be handicapped? What's welfare got to do with it? Questions, questions; but we were prepared with the answers, so out went the tentacles. A letter to each and every employer in the Okanagan employing 10 or more workers, reiterating the basis of PAB. Personal calls on all personnel managers in the area by the Regional Director, with an additional follow-through letter. News releases, club speeches, television coverage, word of mouth, telephone follow-through—we soon found our greatest ally to be service. Personnel officers are busy men; if they want a worker,

they want him now; so organization became our next big step—everything at a fingertip. When an employer phones, offer him three or four prospects, and deliver the most qualified within the hour for an interview. This type of service gets results. Blanket coverage of the area, with organization, and we were on our way.

DEVELOPING THE IDEA

Each well-defined plan has a breaking point where policy and plans must be changed to fit the mean. In the Okanagan ours is a seasonally adjusted environment. For six months of every year the fruit industry will employ a vast number of the populace as skilled workers in pruning, picking, packing-house work, and industries related to orchard-produced employment. For the other six months of every year they look to unemployment insurance, welfare, or simply unemployment. Underemployment is a very prominent rehabilitation problem in the Okanagan.

Inadequate training, both scholastically and on the job, is also a major factor. Industry in the Okanagan is not of corporation size, thus alleviating many chances of on-the-job training by transfers from one department to another. Apprenticeship training in trades is now controlled by the unions in most cases, making acceptance most difficult. Drop-outs at age 15, which are most prevalent in this area, need a considerable amount of rehabilitation in adjusting to acceptance and realizations of industry, or in the case of further training at vocational schools.

Through the Federal Government incentive plans, the Okanagan has gained substantial new secondary industry. This has helped alleviate the unemployment, but has created another monster in the form of discrimination to the "home-town boy." When a new industry is created, encompassing the knowledge of operating machinery, working on an assembly-line, and having skills specific to that industry, the unskilled labourer who has spent his life in an orchard-based economy is rejected in favour of the new man in town, who invariably lands the job. This then constitutes a great need for counselling and rehabilitation.

The other major factor to be considered is the vastness of the Okanagan. Contact had to be established in each of the outlying areas (using Kelowna as a base) to maintain the groundwork. Co-operation was required from the welfare offices in screening people for employment, with management through weekly personal contact, and by telephone when the need for employees arose, and the co-operation of individual applicants who require special counselling travelling to Kelowna from outlying points. Everyone is aware of the difficulty of being in six areas at once; it can only be succeeded by this total interest and understanding in PAB.

PRODUCING

Everyone is impressed by statistics to determine the value of the product. On the following page is a concise breakdown relating to the number of applicants working (both welfare and non), and as to permanent or temporary placements of the applicants. You will also note a graph has been attached. This has a far more relating factor in that it shows at a glance the traumatic increase of applicants within the past six months.

The "Golden Triangle," a term given to the Okanagan by land-developers, is enticing three families a day to make their new home in the Okanagan. One must be sympathetic with the immigrant from Saskatchewan facing provincial economic disaster and temperatures of 30 degrees below zero each winter. However, finding the drastic realism of high unemployment (including those skilled and qualified workers), they then become the spiralling statistics on our graph and ultimately welfare in the interim.

WEEKLY REPORT OF KELOWNA OFFICE FROM MARCH 29 TO APRIL 2, 1971

	Weekly	Week to Date	Totals			Accumulative Totals	
			1971	1970	1969	Subtotal	Total
Applicants interviewed—							
Welfare.....	9	154	163	303	117	583	} 1,435
Other.....	14	141	155	405	292	852	
Welfare applicants placed—							
Permanent.....	7	36	43	218	45	306	} 367
Temporary.....	1	6	7	37	17	61	
Applicants placed, not including welfare—							
Permanent.....	4	46	50	239	118	407	} 520
Temporary.....	1	7	8	54	51	113	
Gross.....	---	---	---	---	---	---	887
Referred.....	14	143	157	596	---	753	753
Management interviewed.....	14	134	148	483	143	774	774
Number of dependents off welfare.....	10	61	71	252 ¹	---	323	323
Total unit off welfare.....	17	138	155	324	---	479	479

NOTE—Job vacancies in area starting to pick up.

¹ November and December.

THE SYSTEM

One cannot disregard the importance of the *interview*. This introduction of the potential employee and counsellor is to

- (a) determine his potential;
- (b) define and understand his goals;
- (c) determine his interest, problems, aims, and needs;
- (d) relate information on supportive services and furthering education;
- (e) maintain names of counsellors in supportive services, i.e., Probation Officers, Rehabilitation and Social Improvement workers, Alcoholics Anonymous, etc.

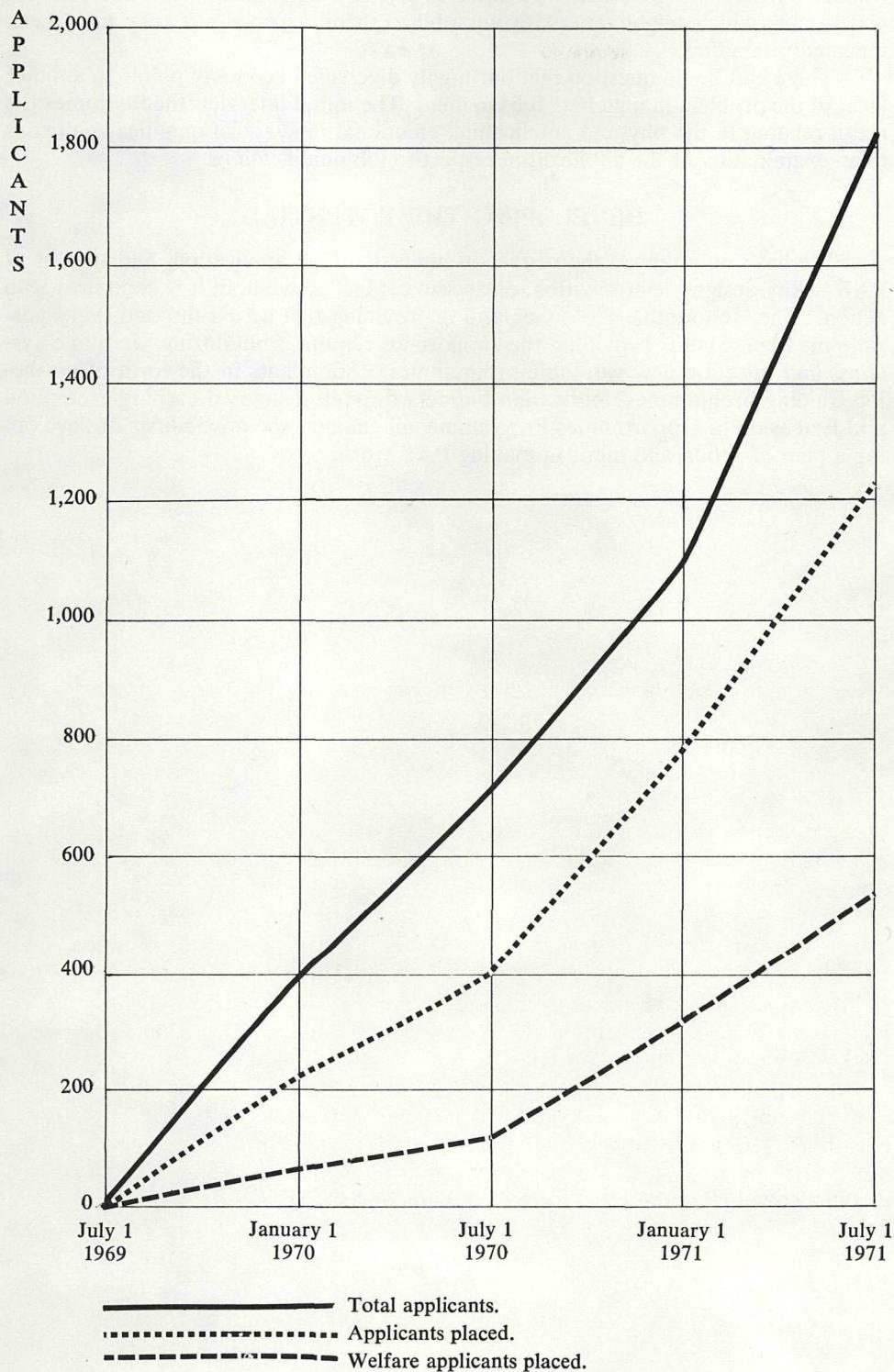
The *search* follows through, developing a more complete understanding of the individual's qualities, strengths, and weaknesses, which all have a bearing on his ability to perform.

If the applicant has a spasmodic work record, variance of short-termed employment, specialized fields of training whereby certificates, tickets, degrees, etc., are essential to his employment, then references are obtained through former employers.

Counselling encompasses the method of the reality factor—matching job to man—and is a key element in the structure of planning that helps a hard-core worker adjust to the work situation.

In a labour market in which the numbers seeking employment are far greater than the jobs available, employers will pick the potentially abler and reject those who have major and possibly even minor defects. No matter how strong their motivation for work may be, the physically handicapped, the emotionally unstable, the intellectually retarded, the former criminal, and the reformed alcoholic often will be passed over not once but repeatedly. They will be barred from demonstrating that, despite their handicap or record, they are capable of performing effectively. Many of them will simply not have a chance.

But when jobs are plentiful it is much easier for the handicapped group to succeed, not only because employers are less critical, but because the marginal group realizes that others like them, and some possibly more handicapped, have succeeded in getting a job and performing satisfactorily. The knowledge of this fact is a sub-



stantial reinforcement of their own drive to try, and helps to still the uncertainties and doubts which might otherwise immobilize them, especially if they have been repeatedly rebuffed.

There can be no question that our highly diversified economy points to another facet of the problem in matching jobs to men. The initial interview then becomes the mean relating to the physical, intellectual, emotional, and social qualities analogous to an examination of the applicant in respect to job qualifications.

DEVELOPING THE POTENTIAL

We have only tapped the surface in understanding, application, and success of PAB. Any design, determination, or decision is ineffective until it is combined with action. The Honourable P. A. Gaglardi is providing that action through every possible medium. He is providing the support we require, "bulldozing" red-tape systems, and injecting new workable programmes. Stimulants in the form of on-the-job training programmes, motivation builders through decreased earning exemption and Extension of Opportunities Programme, all enhance the possibilities of developing a plan of action and merit in making PAB work.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**kootenay region reports . . .*K. J. LANDUCCI, *Regional Director*

Mr. K. J. Landucci, Regional Director, with Mr. Pat Picton, Manager of Public Freightways Ltd., Kinnaird, British Columbia. Public Freightways have shown an active interest in our programme, and have been most co-operative in their efforts to place our referrals.

Some of the larger, planned-work projects for this summer are the Blueberry Creek Highway, Kootenay Canal slashing, and Standard General of Vancouver, who will be paving the Nancy Greene Lake cut-off. It is hoped that job placements can be made when these projects get under way.

Future employment for the West Kootenays is very promising. British Columbia Hydro will commence the Kootenay Canal project, and the Kootenay Industrial Development Board is in its final stages of setting up secondary industries in the area. At the present time negotiations are being made to bring in a sewer-tank and pipe-building company, a furniture factory, and also a power-saw manufacturer. In conclusion, the employment picture and outlook for the summer and fall of 1971 should show an improvement over that of 1970.

The Provincial Alliance of Businessmen office in Castlegar was officially opened on February 8, 1971. The office began immediate canvassing of employers by mail and personal contact, explaining the aims and functions of PAB and requesting employers for their co-operation. The response by the business community to these calls was a complete success, as all employers agreed to help whenever and wherever they could.

In general, the public has accepted the efforts of PAB in the East Kootenays in its attempts to ease the area's unemployment problems, and in discussion with various service clubs an active interest has also been shown in our programme.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**prince george region reports . . .*N. J. H. D'ARCY, *Regional Director*

The Provincial Alliance of Businessmen was organized by the Honourable P. A. Gaglardi in June 1969 as an employment and placement service department of the British Columbia Provincial Government. The initial establishment consisting of six offices, opened for business on July 4, 1969.

The Prince George office of PAB is responsible for the area bordered by the Queen Charlotte Islands on the east and the Alberta boundary on the west; from Williams Lake in the south to the Yukon boundary in the north, except for the northeast corner north from Pine Pass and east from the Alaska Highway.

The region so delineated provides employment in three main areas of endeavour. In Prince Rupert, fishing has long been established. In Prince George, Quesnel, and Mackenzie, various facets of the lumber industry are solidly entrenched. In various sections of the entire area a thriving farming activity is evident. Mining is also an important producer. In addition, the service and satellite industries are of ever-growing importance.

Prince George being the crossroad for two railways and two highways, one each north and south and one each east and west, is the focal point of north central British Columbia. In addition, two major air-lines and one local air-line fly out of Prince George. The city, therefore, is a marshalling area for transient labour, from not only the Province but the Canadian nation and beyond.

Jobs are available for those people who have the basic skills, whether it be in the business or blue-collar sectors. However, the supply of general labour far exceeds the demand. Prime significance should be given to the tremendous labour boom generated by the western and northern extensions of the British Columbia Railway. When the lumber industry has been curtailed, the railway construction has had a stabilizing effect.

The Provincial Alliance of Businessmen functions, as does any other employment placement service, to assist unemployed persons to obtain gainful occupations. It must be emphasized that the primary function of PAB is to assist the disadvantaged person. The disadvantage may be due to any one of numerous causes—old age, school drop out, physical disability, personal problems, all of which too often create cases requiring assistance from the Department of Rehabilitation and Social Improvement or other similar agencies. In this context, PAB personnel, when completing a vacancy order, must at times persuade an employer to accept as an employee a person who has not the ability to sell himself.

Since the opening of the Prince George office of the Provincial Alliance of Businessmen, the results have been very gratifying. From a standing start in July 1969 the office placed 110 persons by the end of December, of whom 30 per cent were from the Department of Rehabilitation and Social Improvement rolls.

A total of 949 persons was placed in employment in 1970, of whom 538, or 56.6 per cent, were from the Department of Rehabilitation and Social Improvement rolls.

PAB has throughout the year been working in close accord with local social workers in an effort to gain employment for the unemployed employables on the welfare rolls. This arrangement enabled us to concentrate our efforts primarily on the local rather than transient welfare recipients.

When employment figures are given with a reference to seasonal adjustments, it should be realized that in a province as vast and diversified as British Columbia, seasonal adjustments do not apply equally to the whole Province. In the northern half of most Canadian provinces the term "break-up" describes a very real phenomenon. The frost coming out of the ground, as the weather warms up in spring, creates a soft, yielding surface on which a walking person may occasionally sink to his knees. Where this condition occurs in any area of heavy machinery use, such as the lumber industry, then activity ceases. Similarly, in the autumn or early winter, should the weather stay comparatively mild with some precipitation of rain and (or) snow, then the same ground condition prevails. Consequently, in both spring and autumn, heavy industry often comes to a virtual standstill. This in turn affects the service industries. The end result is that in an area such as central British Columbia the weather can and does determine employment conditions for varying periods each year.

A direct working liaison has been established with other government departments such as Canada Manpower, Department of Indian Affairs, Parole Board, and the Probation Department. In addition, the major church organizations often contact the office for advice and assistance in regard to the employment needs of persons requiring assistance.

The major source of unskilled workers in the central area is transients of all ages. Local people generally are fully employed, except for the emerging younger generation looking for their first job. The extension of the railroad and the ever-increasing volume of industry new to the area assure the constant attraction to people of all ages from all over Canada.

The Provincial Alliance of Businessmen is a recognized force in the economy of this area and is highly regarded by the business and industrial community. This is evidenced by the continually increasing registration and placement statistics.



Santa Claus at Woodwards, Prince George, courtesy job-finding efforts, Provincial Alliance of Businessmen.

PROVINCIAL ALLIANCE OF BUSINESSMEN—*Continued**peace river region reports . . .*ELMER DEVORE, *Regional Director*

The Provincial Alliance of Businessmen office in Dawson Creek began operation on January 18, 1971. A month elapsed before office equipment was obtained and a secretary was hired. During that period in-office activity was very limited; however, I went all-out to meet employers and civic administrators in the regional area (which extends from Pine Pass to the Yukon boundary) to explain the PAB programme, and to ask for their assistance in making it work.

One of the important aspects of the aforementioned was the acquisition of lists of business-licence holders from civic officers in the various centres concerned.

Upon the appointment of a secretary on February 19, 1971, the opening of our PAB office was advertised in all newspapers in Region 8, and interviewing applicants for employment began.

Integration of our Dawson Creek office with that of Rehabilitation and Social Improvement was set up to our mutual satisfaction. The same system was followed in the Fort St. John, Fort Nelson, and Chetwynd Rehabilitation and Social Improvement offices. This means we are able to take advantage of already established Department facilities as well as records, again to our mutual satisfaction.

Our PAB filing system, based upon that of the Kelowna office, appears to be working quite well, although some modification may be necessary in future because of the different area, and the different types of employment available.

Our interoffice communication system works this way: Employers in and near the centres concerned have been advised of the phone number and address of the local Rehabilitation and Social Improvement office. They, in turn, inform the PAB office in Dawson Creek, and we carry on from there. We locate a client to fill the position from our files, and refer him to the employer. If a person with qualifications for the job vacancy is not available in the area concerned, then we locate a qualified person from one of the other centres in our region.

I have made arrangements to visit the Fort St. John office every Thursday, the Chetwynd office the first Tuesday of every month, and the Fort Nelson office every six weeks, or when required. During these visits I interview job applicants and make personal contact with managers of business and industry. Response to my overtures to private industry has been good. Most management people have expressed interest, and have agreed to go along with us.

Our attempt to contact employers has extended as far north as Cassiar, and Beaver River, where we hope to place clients in the near future. Although a number of large construction projects are under way in our region, most of the contractors involved have signed union agreements, and, therefore, the placing of clients on these jobs is not going to be easy. Because of the vast area involved in Region 8, most of our contacts with employers will have to be by mail.

It appears from observations made so far that most of the employment in Region 8 will be seasonal, that is, related to logging companies and the oil industry, who will do most of their work during the cold winter months, when remote timber and lease areas are more accessible by heavy machinery.

We have made contact with the managers of all three Canada Manpower centres in Region 8 and all have offered to co-operate with our programme. We will know more about this as the year progresses.

Although our PAB office has been in operation only a short time, we have already been approached by the Adult Education Branch of the Department of Education and by Canada Manpower Centre, Dawson Creek, to assist in co-ordinating efforts toward the development of a Metis housing project in Chetwynd.

To date we have interviewed 333 applicants, and have placed 31 in employment; 12 Social Allowance recipients, and 19 others, for a total of 35 units off welfare.

We hope for a productive spring and summer in 1971.

departmental comptroller reports . . .

HAROLD J. PRICE, *Departmental Comptroller*



Harold Price (right), Departmental Comptroller, with Walter Thomson, Administrative Officer, Rehabilitation and Social Improvement Accounts Section, discussing the preparation of the annual budget.



Jack Langley (right) and Mrs. Barbara Hooper, Federal Government Auditors, examining Federal-Provincial cost-sharing agreement claims.



Miss Mary Smith preparing the month-end payroll.



Gavin Wood (right), Administrative Officer, and Norm Wylie, of the Rate Board, discussing future plans.

PART III—REGIONAL ADMINISTRATION*the director of operations reports . . .***R. J. BURNHAM**

R. J. Burnham, Director of Operations. Eight Regional Directors supervising 49 local district and 13 municipal offices report directly to Mr. Burnham.

This past year has shown a strong emphasis on improving and developing programmes for the rehabilitation of persons on Social Allowance. Field staff have responded aggressively and positively to maximize the utilization of the many and varied approaches to this most important job, and each month shows a continued improvement of these services to the people on assistance.

It is evident that many women on assistance, who have been left alone to raise their children, are taking full advantage of the increased earnings exemptions that have been permitted. This has given a real boost to their morale and helped many of them find, not only themselves, but also financial independence.

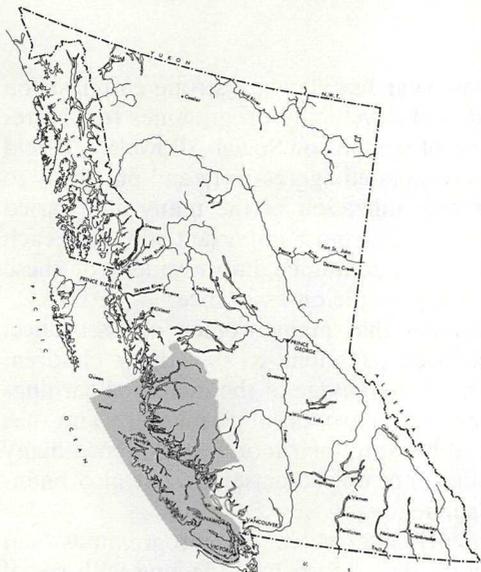
Community interest in our programmes and their obvious desire to help in dealing with social problems is worthy of note. Local volunteer groups continue to develop in numbers and usefulness and are of great help in bringing a more personalized service to the people of the Province.

The following reports outline in greater detail some of the positive things that are happening, along with some of the many problems we face. They all clearly reflect an optimistic viewpoint and a sincere desire to give the people we serve the most practical and down-to-earth service possible.

Often, in this Annual Report, thanks are expressed to staff members for work especially well done over the past year. At no time has such an expression of appreciation been better deserved than at this time and to our field staff. It is to their credit they have carried an ever-increasing case load and continued to maintain an effective level of service.

region 1 reports . . .

J. A. MOLLBERG, *Regional Director*

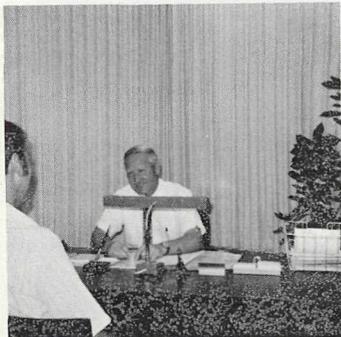


This report deals with our involvement with people—men, women, children, and families. These are people with problems of varying types that they are unable to solve with their own resources in our complicated society. The number of people in Region 1 who are in these unfortunate circumstances has increased dramatically during the past year. We started with a total case load of 13,979 and by the end of the year we had obtained a case load of 16,675, an increase of 2,696. The major increase was in the number of Social Allowance cases, amounting to 2,356. The increase was primarily due to the depressed economy in Canada; however, Region 1 is also particularly significant in that we have had a large

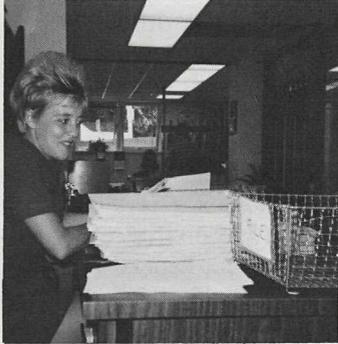
number of people migrating to Vancouver Island along with a minimum of industrial developments. Consequently, the number of opportunities for our people has not kept pace with the population growth. Figures are cold and do not tell the real story. Poverty, family tensions, inability to participate in our prosperous society, and lack of reasonably priced housing has placed upon our people a heavy load which seriously hinders their ability to cope and solve their problems. Although welfare costs have risen at an alarming rate, the income to the individual or the family has stayed at relatively the same level. Increased welfare payments alone will not solve the problem in this situation. Naturally, the only effective way is to solve unemployment, solve inflation, and create sufficient and adequate housing for all the people in Canada. Case loads have increased by over 2,600 people, our staff has not increased proportionately; consequently, we have streamlined administrative procedures and concentrated on the provision of basic services to people. If the

economic problems in Canada are not solved, an increase in staff and money is inevitable.

Many exciting projects have been undertaken in Region 1 during the past year, of which the following are excellent examples: The Mental Health Boarding-home Programme was launched in the Capital Regional District, this involved the discharge of patients from our mental hospitals back to the community. It was a joint effort between our Department and Mental Health Services and has proved most successful. Projects were also started in Comox and Saanich during the year to provide a work and training programme for a



selected group of clients. It was designed to help them regain their confidence and ability by providing training combined with work experience. Also started on a project basis in co-operation with the Department of Education and Canada Manpower was a training programme for a group of women on welfare in Victoria. This was extremely rewarding for the women and developed their confidence and ability to move on to employment.

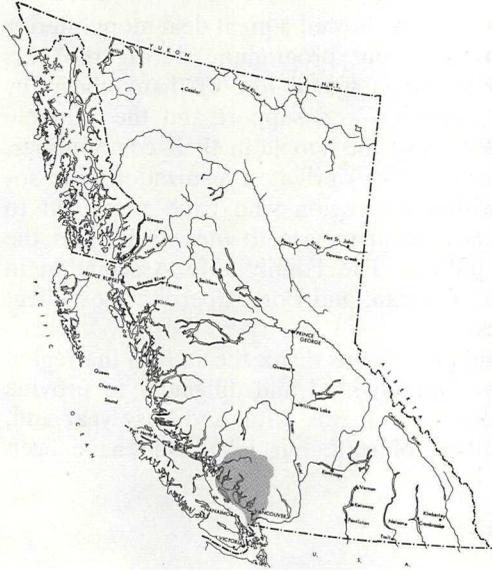


Municipalities showed a great deal more interest and activity in our programme during the past year. For this, I would like to thank them for their co-operation and support and the valuable service they give the people in their communities. There are numerous private organizations and societies within the region who have continued to provide additional service to our clients and the general public. The Family Life Association in Nanaimo, Duncan, and Port Alberni are excellent examples.

I would also like to thank the staff in the region who have worked hard and diligently to provide our services to an increasing number of clientele. It was a full and busy year and, without the full co-operation of all members of staff, our job would have been impossible.

region 2 reports . . .

WALTER J. CAMOZZI, *Regional Director*



In light of the swelling numbers of unemployed, and the drift of people from all over Canada to this region, certain activities have been given emphasis. These have been either to help people to find work, or to train or educate them to improve their work possibilities. We have made use of every facility to do this, using volunteers, private and Federal agencies. Our own Provincial Alliance of Businessmen has worked closest with us, and has had liaison with other agencies, including employers, with very good result. There are today, however, more people who essentially do not want to work or (and the result is the same) want work on their own terms. This may be the most confounding issue of our times.

The Extension of Opportunities Programme enjoys great popularity. It increases the basic Social Allowance for the person while she (and most are women with children) familiarizes herself again with work routines as a jumping-off place for part-time or full employment. There are many fine people on this scheme, but with decreasing job possibilities, it means extending the money benefit to essentially low-paid volunteers who are psychologically poised to fulfil themselves in work. I don't know how long we can afford to have these people mark time. There are around 500 "in the wings" now. Hopefully an upswing in the economy will resolve this matter for many.

The extension of educational and training benefits grew at a great rate and the results are satisfying indeed. It would be more satisfying if we did not have to process professionally trained immigrants who could be earning good incomes at home and cannot compete here because of not knowing the language. It would make more sense for them to be trained abroad before their emigration to this country, where their services could be used with less delay.

Although our work with babies has decreased because of the lower birthrate and the number of unmarried mothers keeping their children, the rate of active work with older children has not gone down, and many have serious problems. There will be more, too, as more immature girls keep their children. Public Health doctors are concerned about the health care of these children, much less the morbid outlook from a psychological point of view.

The experiences last year with the young and not-so-young people wandering around has given rise to better planning by local authorities with our backing, if not by Federal agencies. There should be a national conference on this problem, along with an eye for better planning next year.

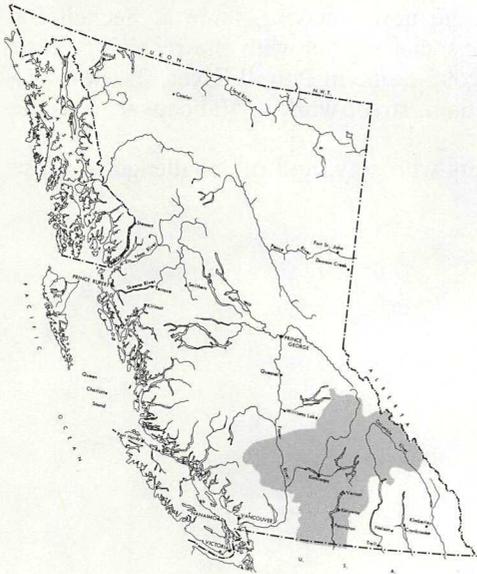
Foster Parent Associations grow stronger in numbers and in their know-how of looking after children. It is really heart-warming to attend testimonials such as the annual one held in Burnaby at which long-service plaques are presented to foster parents.

There has been a welter of activity. Indeed, this is the picture that I have drawn, and I could make a catalogue of the new receiving-home at Sechelt for example (*see* accompanying picture of our social worker with the receiving-home mother and one of the children), also the group home in Powell River, the development of a receiving-remand home in Coquitlam, street work in Vancouver, also the Canadian Youth Hostel established there.

Again, my thanks to my fellow workers who stay, and my challenge to those who should be with us.

region 3 reports . . .

G. A. REED, *Regional Director*



This year's activities may be described as a consolidation of the developments of several previous years, but it might also be described as the year of "stretching." This is meant as stretching in the sense of reduced staff capacity in the face of increased demand for service by those in need and increased concern, interest, and activity on the part of communities for their less-fortunate members.

Over-all economic growth and development, both in primary and secondary industries, have continued the pace of previous years and this, along with an influx of families from out-of-Province particularly, has placed a real strain on adequate housing facilities. The result has been spiralling costs of rental for more inadequate

and less-habitable housing. In the Vernon area we have assisted the Vernon and District Social Planning Council in the commencement of a study on the need for low-cost housing.

The case-load figures show a continued high level of activity and turnover, with a 19.8-per-cent increase in cases opened and a 15-per-cent increase in cases closed over the previous year, based on a comparison of the calendar years of 1970 and 1969. In terms of service delivery demands there was approximately a 15-per-cent increase in the number of cases in which a service was given. There was also a considerable increase in the cost of the Social Allowance programmes, and this reflects the increase in housing and other basic living costs and also a noticeable increase in the number of Social Allowance cases during the year. This increase in Social Allowance cases, in part, reflects the state of the economy which during the year was characterized by inflation or increasing costs and by high unemployment. In such times the less able, the less fortunate, the less well-trained, the less well-motivated members of our society find increasing difficulty in meeting their basic needs through their own efforts. As a society we must be careful that they do not suffer the brunt of stigma and criticism that will defeat any energy that remains within them toward the goal of self-help and independence.

In this situation, staff continued their desire and efforts to give a quality service, despite handling more cases than ever. Due to staff turnover and illness, this region was short the equivalent of four full-time social workers for the year. In every office, staff were carrying more cases than their usual case load and in some offices social workers were carrying the equivalent of two or more case loads. In this situation it is difficult to process all new applications adequately and complete progress reports on existing applications to ensure that those receiving Social Allowance are properly entitled to it. However, during the last three months of the fiscal year, priority of

concern was given to this area of work and home visit reviews were completed for over 50 per cent of the case load during this time. The review revealed a small number of cases where the recipient was obtaining assistance by fraud, and appropriate action was taken. Also the review indicated the need for additional services in some cases, and this was given.

In previous reports, concern has been expressed concerning the problem of dealing with transient youth during the summer months, and this is an additional service demand. The communities of Vernon and Kelowna organized private societies who shared this concern and wanted to see the need for hostel accommodation filled. As a result, youth hostels accommodating 50 young people each were set up in these communities, in this instance using church-hall facilities provided by the Anglican Church. For a minimum charge, the youth had a place to bed down and received a light breakfast and bag lunch. In many instances the youths met the cost of this themselves, and they conducted themselves properly in the communities and these resources were of great assistance to us.



Hostels for adult single men continued to operate successfully in Kamloops, Revelstoke, and Vernon, and they were a good resource to our staff in meeting the needs of this group. The Kamloops Christian Hostel opened a separate unit to meet the needs of transient single women.

During the year, in co-operation with many organizations such as schools, public health units, etc., approximately 75 Social Allowance recipients were placed on the Extension of Opportunities Programme. A number of recipients were able to obtain full-time employment as a result of the increased self-confidence and from the work assessment received from being involved in this sheltered work situation. In several instances some of these persons became part of our full-time staff. For those for whom employment was not a result, there was an increased confidence in their own ability to function at a better level.

Also during the year we enjoyed good co-operation with the Provincial Alliance of Businessmen representatives, and as a result many clients were placed in employment. In particular, a number of family heads received employment in placements arranged by PAB.



A number of special-interest groups and community organizations continued to function to help others. Homemaker Associations continued to provide trained homemaker services in Penticton, Kelowna, Salmon Arm, Kamloops, Merritt, and, in August 1970, one commenced operation in Vernon. The Penticton Retirement Centre provided an opportunity for elderly people to meet for interest, friendship, and activity purposes, with an average daily attendance of 90 persons. It also provided an outlet for those with problems to talk to someone.

The "Idea Exchange programme" mentioned in previous reports continued to function as an Adult Education Programme. This programme gives an opportunity for dependent mothers receiving social assistance to meet and discuss their problems, to receive friendship and understanding, to learn better ways of managing their allowances and household, and to do a more effective job caring for their children. At the same time, their children are exposed to a headstart type of programme in nursery and kindergarten groups.

The "Summer 1970" programme gave many youngsters in Penticton a summer activity and learning experience of value to them. This programme was conducted in various locations such as parks, Boys' Club, and also on the reserve where youngsters learned the art of making things with beads, etc. It was sponsored by the South Okanagan Human Resource Society and, partly because of the lack of financial resources, involved many volunteer hours by the various group leaders, some of whom were university students without summer jobs. We assisted where we could in the planning of this community activity and we encouraged and assisted children whose families were on assistance to attend.

Foster Parent Associations continued to function, and staff participated in this. In the area of group care of children, the group-living home in Kelowna and the



receiving and assessment centre and the group-living home operated by the South Okanagan Human Resource Society continued their successful operations. In other areas, community sponsored committees, especially in Merritt, Kamloops, Salmon Arm, Revelstoke, and Golden, studied and in some cases submitted briefs for the development of combined receiving and remand homes. However, as Govern-

ment grants were not available, they did not pursue their activity. The Kinsmen Club in Golden obtained suitable facilities for such a resource, but it could not be finalized until Government grants became available. However, the interest and concern of these groups in our child welfare programme is much appreciated. In Kamloops we participated in the newly formed Human Resources Council.



Our staff have participated in many activities involving the interpretation of the Department programme to the community and the public at large. With the opening of Cariboo Regional College in Kamloops, we were involved in the Advisory Committee to the case aide training programme and also assisted with the training by orienting the students to our programme and providing the practical training experiences for several students. Also in our Kamloops office we assisted in the on-the-job training for a case aide for the Provincial Alliance of Businessmen office.

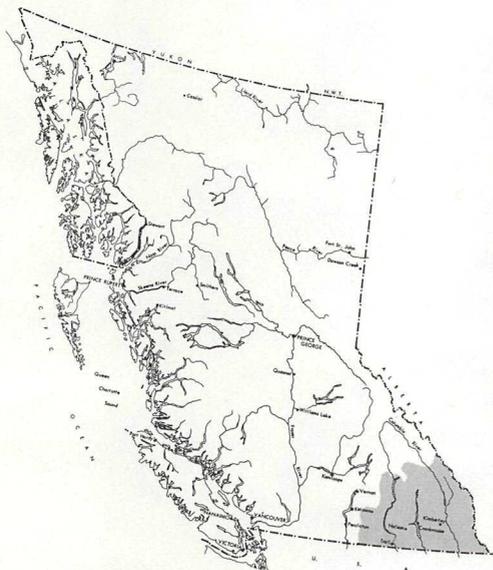
The foregoing is only a summary of the highlights of some of the activity and concern of our staff, both Provincial and municipal; and also many groups in the various communities that wish to participate in showing concern and by giving help to those less fortunate in our society. As noted at the outset, the demands on staff were greater than in previous years and it is heartening to note that they responded to these demands with cheerfulness and dedicated zeal. Many staff put in many uncounted hours beyond their working-day to help those expecting a service from

us, and their reward is in knowing they tried to help where help was called for. However, recognition must be given to their efforts to give effective service delivery, to help others help themselves, and in this I thank those who showed community interest, and also both Provincial and municipal staff for their extra effort, their concern, and their dedication.



region 4 reports . . .

T. PRYSIAZNIUK, *Regional Director*



As incumbent to the position of Regional Director since December 1, 1970, I am very much indebted to my predecessor, W. H. Crossley, not only for the wealth of information concerning this region that he has shared with me but also for the high standards of service and management established by him in the region. His dedication to effective and efficient services has greatly reduced the inevitable stresses and adjustments inherent to a change of management personnel.

ECONOMIC AND DEMOGRAPHIC CHANGES

In many ways the past year has been an exceedingly challenging one, with unprecedented demands upon

staff time and energies. The general economic slowdown characterized by high unemployment rates, decline in construction activities, plus management-labour disputes have been the key factors necessitating many new families and individuals having to apply for social assistance to meet their basic survival needs.

Despite the general economic slowdown in the country, the level of economic activities varied greatly in the different communities in the Kootenays. In the Trail area the demographic and economic activities remain fairly stable, with indications of a downward trend in employment opportunities. A very dynamic Industrial Development Association is actively seeking to attract new industries to counteract the declining importance of established plants. Economic activities at Grand Forks and Castlegar, Nelson, and New Denver generally declined or remained static. A general strike at Celgar in Castlegar during August and September further exacerbated employment opportunities in the area. Many people who normally would have been working were faced with having to apply for social assistance. In the Nakusp-Fauquier areas, the forest industries have either reduced or temporarily ceased logging operations, with reduction in employment opportunities and consequent financial crisis for many families. For the period of January 1, 1971, to March 31, 1971, a study at the New Denver office showed that 83 per cent of new applications were by unemployed employables whose primary problem was the lack of employment.

The economic picture is much brighter in the East Kootenay areas of the region. Population and industrial developments continue to grow in the Cranbrook and Fernie areas despite the general economic set-backs in the Province. Boundary extension in Cranbrook and Fernie plus the influx of new people seeking work has increased the municipal tax base. In Cranbrook, the new Crestbrook Sawmill was completed on the site of the old Cranbrook Airport. The Canadian Pacific Railway

has expanded greatly as a result of the Kaiser Coal contracts with Japan. Business and residential construction continue at a high level. Employment remains high with Kaiser Resources, Crowsnest Industries, and Crestbrook Pulp and Paper Company. Relocation in the Natal-Michel area is progressing, with a modern community of Sparwood growing larger month by month. Problems concerning lack of housing and (or) excessive rents are creating serious hardships on lower income families. The demands for social services are increasing with the growth in population and with the high mobility of people in these areas.

SOCIAL CHANGES

A major change, which was evident last year, but which is now more pronounced, is the substantial influx of young people into the Slocan Valley in the Nelson area and the Nakusp-Fauquier areas. These so-called "drop-outs" from society are scattered throughout the valley in communes, cabins, small farms, buses, trucks, etc. The educational facilities available in Nelson and Castlegar may be a drawing card to some extent. However, the key cause of the influx is the vast and beautiful Slocan Valley, with its low population density which provides many opportunities for anonymity and a measure of self-sufficiency. These young people represent an anomaly to this Department in terms of their convictions that Social Allowance is a "right" to allow them the life-style of their choosing. Although the number of these persons receiving Social Allowance is very small, the demands for services by them involve considerable time on the part of staff who must help the applicant to become aware of the reciprocity of the "right" to social assistance and the client's responsibility for self-maintenance to the best of his ability. It is interesting to note that long-established residents of these areas were initially hostile and militant against the influx of "hippies," but are now becoming quite tolerant and accepting them. In addition to the physical impact of these new arrivals on established communities, there is increasing concern about drug abuse, incidence of infectious hepatitis, the need for medical and paramedical services, and the need for child welfare services to children in communes, in isolated shacks and cabins throughout the area. Another area of concern, which is reflective of changing mores and the breakdown of family controls, is the number of marital-type relationships established by these young people, with the girls in question frequently ranging in age from 15 to 17. Parents appear to be unconcerned about these children.

Marital breakdowns generally are on the increase in this region, and as a result of which we are finding more single parents with dependents applying for assistance and other services.

DEVELOPMENT OF RESOURCES

Despite the general economic malaise, our communities continue to respond to pressing social needs by means of concerted and co-ordinated participation in the development of services and resources. I particularly wish to express appreciation to the mayors and Councils of our communities who are taking an active interest in our services as well as in social services generally. Social problems are often unique to each community and cannot effectively be resolved without the full support and involvement of agencies, Government departments, and citizens-at-large. Representative of resources established and operating are two autonomous youth hostels, community information centre, and Youth Liaison Committees. Grand Forks saw the opening of Boundary Lodge, a nonprofit boarding-home for 30 guests (*see picture*). The Dr. Endicott Home at Creston expanded their operations by opening an eight-bed group home for retarded. Further expansion is being planned. The

Nelson Day Care Centre is now fully licensed and is providing care to an average daily attendance of 20 children. It is providing an invaluable service, especially to one-parent families, enabling some deserted or separated mothers to seek employment or to take vocational training with a view to eventual employment. A mental health centre was established in Nelson and is providing valuable service to the community. The Provincial Alliance of Businessmen opened an office at Castlegar in the latter part of the year and their job-placement services are being utilized with success by a number of our clients. On the minus side, specialized resources for the disturbed adolescent are needed in several communities. The Kimberley Child Care Society came into being this year and is eager to develop child-care resources as soon as funding can be arranged.

STATISTICAL TRENDS

Comparison of Social Allowance costs and number of persons assisted for the period of March 1971, in relation to March 1970, shows an increase in numbers of 17.5 per cent and increase in costs of 22 per cent. However, our peak month for costs and numbers was August 1970, when 8,051 persons were assisted at a cost of \$449,983. Since then there has been a steady discernible decrease. In comparison with August 1970, the March 1971 statistics show a decrease of 14.27 per cent in numbers and a decrease of 12.84 per cent in costs. This positive trend clearly reflects an upsurge in economic activity in the region. Other factors contributing to this positive trend are the use of Opportunity Incentive grants and liberal exemptions of part-time earnings, which have encouraged many individuals to re-enter the work force and eventually return to full-time employment.

An area of continued concern is the increase in the number of one-parent families requiring financial and other social services. The increase in this current fiscal year is 6.4 per cent. One-parent families constituted 22 per cent of the total Social Allowance case load in the region during the month of March 1971. These statistics reflect the need for greater emphasis on preventive services to resolve marital conflicts where possible, and greater community participation in the provision of services which would enable the separated or deserted wives to become economically self-sufficient. The establishment of Day Care Services, such as exist in Nelson, is the type of resource that has a measurable impact on the feasibility of a single parent's return to employment.

A significant trend in this region is an 11.6-per-cent decrease during this fiscal year in the number of children-in-care. This trend reflects staff convictions that the most effective way to help distressed children is to provide counselling services within the matrix of their own homes. Although it is often necessary to admit children into care during severe family crisis, a concerted effort is made, with success, to return children to their parents at the earliest possible moment.

NEW DENVER PAVILION

The Pavilion is a small nursing-home operated by the Department to provide chronic care for residents of the New Denver area. It has a maximum capacity of 16 and during the current year operated with an average monthly occupancy of 13.5 patients. Community service clubs, churches, and local citizens contribute generously to the comfort and pleasure of the patients with gifts as well as time. In March, Miss G. L. Reynolds, Matron, chose early retirement after 23 years of meritorious service at the Pavilion.

GENERAL COMMENTS

Despite unprecedented demands upon staff time and energies as a result of high unemployment and demands for social assistance, related social services to families and children were successfully provided in this region. With the apparent improvements in the economic situation, it is anticipated that a more intensive and integrated effort will be made to provide more comprehensive preventive and rehabilitative services to the people of this region. As funding becomes available, necessary and specialized child-care facilities will need to be developed. Staff-training programmes specifically geared to optimal development of rehabilitative and counselling skills is also indicated to ensure continuation of the productive work presently being done.

I would like to express appreciation for the co-operation received from a variety of private and public agencies. The involvement and participation of these agencies and other interested individuals have helped make all our efforts more productive. Also, I wish to thank all staff who have given such dedicated service during this rather difficult and exceptionally busy year.



region 5 reports . . .

R. K. BUTLER, *Regional Director*



Having been in Region 5 only since January 1971, I can state without bias that many things impress me about our operation and the communities we serve. I want to report what impresses me, note some significant happenings over the year, indicate what means were implemented to meet these changes, and remark on the goals and objectives for the coming year.

One of the most significant impressions is the commitment, dedication, and loyalty of all the staff throughout the region to their particular communities, to the Department, and to the people they serve. Another is the keen interest and involvement of each community's people, their City Councils, and various groups and agencies

concerned with our programme, in social issues and in the development of physical, recreational, social, educational, and health resources to better meet the needs of their citizens. Also impressive is the increased economic activity in all the areas in the region and the accompanying influx of people to the various communities of the region to take advantage of the employment and business opportunities. Lastly, the City of Prince George itself is impressive because of its size and continuous growth. It is becoming the centre for specialists in many fields because it has so many agencies and groups taking leadership in the provision and development of services to people.

Over all, the case load for the region increased by 720 cases or 13 per cent. The largest increases were in the Social Allowance load and in the number of children-in-care. The Social Allowance case load increased by 568, or 16 per cent. The number of children-in-care increased by 93 children or 16 per cent. The Prince George district, which had the highest economic activity in the region, showed a 9-per-cent increase in the Social Allowance load, whereas the Vanderhoof area, which had the lowest economic growth, showed an increase of 104 per cent in their Social Allowance load. Of great significance is the turnover of cases in the Social Allowance category, hence more new applications and the number of new applicants who were nonresident. This was dramatically illustrated in the area served by the Williams Lake district office, where an increasing movement of people from urban areas into the rural hamlets in the district was noted. These two factors caused us to place greater emphasis on doing the best possible job of screening the new applicant to determine eligibility for financial help, and exploring alternative resources that an applicant might use instead of Social Allowance. This included placing more emphasis on tapping the person's own personal resources, referring the applicant to

other sources of help, and deciding on what service the applicant can obtain the most benefit from.

All staff in the region enthusiastically participated in a Social Allowance review in the spring which involved making home visits to persons in receipt of Social Allowance. Our findings through the use of this review reinforced the necessity to adequately know the applicant and his situation before the issuance of Social Allowance. Staff have also placed greater emphasis on getting the person to do more for himself and to meet the expectations laid out by the community and the agency. Positive results have been obtained through the insistence that persons accept and continue in employment. Excellent use was made of the services of the Rehabilitation Committees, our Extension of Opportunities Programme, Provincial Alliance of Businessmen, and vocational education for those considered to be employable.

The child-in-care load increased by 29 per cent in Prince George and by 10 per cent in Williams Lake. In Prince George a number of these were transient children. Prince George, in becoming a centre for specialists, has many resources to offer children in difficulty. Many of the children represented in this child-in-care increase have come to Prince George to take advantage of the specialized resources such as the Vocational Orientation Programme at Winton School offered by the school district, group homes, special education resources, and the mental health clinic. A good number of the children representing the increase in Williams Lake are Indian, which indicates the need for preventive programmes and services on the reserves and in the communities served by the Williams Lake District office.

This coming year we can see more and more people coming into the various areas of the region because of the increased economic activity. This is going to have a profound effect on our services and, in order to meet this trend, concentration will be on our service delivery, our utilization of staff, our collaboration with the community, and on prevention. Changes in service delivery have occurred in Prince George and more are being planned, particularly in the provision of our Social Allowance and child welfare services. There is a need for specialization on intake and giving services to the deserted and separated wives and in services to the employable person. Plans are for two separate case loads to be organized to deal with the deserted and separated wives and the employable person. The employable case load will continue to have close liaison with Manpower and the Provincial Alliance of Businessmen and emphasis here will be on employment placement of those persons who are employable. The names of the person will be cardexed on a punch-card so that easy and swift referral can be made to employment agencies. Child welfare specialization will be around review of children in care toward permanent planning for the children and toward prevention of children coming into care. This will tie nicely into the Prince George Receiving Home Society's proposal for a planning and reception centre to deal with children in difficulty on a short-term, intensive basis, with major emphasis on return to the child's own family.

Along with specialization comes utilization of staff. Plans have been under way to use the specific interests, capacities, and training of the staff in giving services. In Williams Lake, efforts will continue in developing recreation, day care, and kindergarten facilities for Indian and Metis children in co-operation with the community groups, the Band Councils, and Indian Affairs Branch. Collaboration and co-operation with community groups and agencies is also a priority. Williams Lake also has an active Family and Children's Committee which is reviewing the needs of youth in that community. We know that there are many untapped resources in terms of manpower and volunteers within our communities. In Quesnel this has become apparent through the development of the Community Resource Planning Board,

which will represent the Quesnel District in determining priorities and developing resources and services to meet those priorities. Three of its major concerns are the need for a receiving home for juveniles, a hostel for single men, as well as an Indian Friendship House. The community of Fort St. James has an active and viable Receiving Home Society which also is looking at the needs of its community. This group represents both the Indian and non-Indian residents of the area.

The necessity for continual collaboration through interpretation and clarification between ourselves and other agencies is well illustrated in Prince George, where a multitude of agencies have developed. A priority in Prince George is to regularly rework our objectives with each of the various agencies in order to prevent duplication, prevent a fragmented approach in giving service, and prevent misunderstandings because of lack of communication.

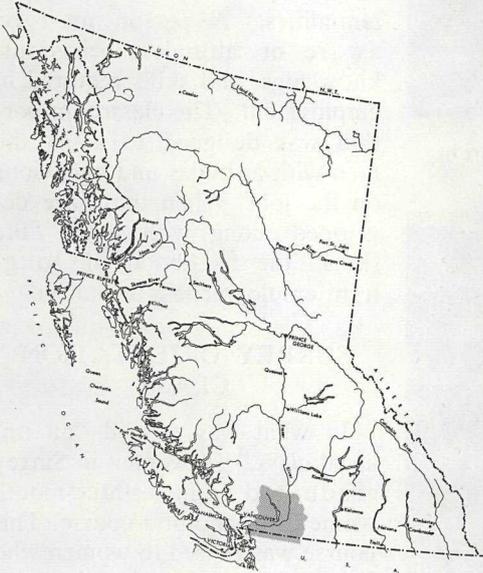
Staff training is also a priority and plans will continue to develop training at the local level of our own staff and also to train volunteers and other resource people in the communities.

Part of the approach in looking at our service delivery will be an analysis of the need for new district offices throughout the region. At the moment, three possible areas for new offices to be opened are 100 Mile House, Mackenzie, and Fort St. James.

It is indeed exciting to be a part of this growing and developing region. Our staff are active and imaginative, the communities are alive, concerned, and involved. I commend them for this and we all look forward to working together this coming year.

region 6 reports . . .

A. E. BINGHAM, *Regional Director*



Preparing an annual report permits one to look back over his shoulder. I see, behind, an extremely busy year.

TRENDS AND DEVELOPMENTS

The level of unemployment rose sharply in the summer and fall, and at the same time the labour force was growing and seasonal unemployment occurred, to make a difficult situation for the balance of the year. The major part of staff time was needed to meet economic need. Our Social Allowance case load increased from April to January by 1,600 cases. During this time of economic restraint, we were not able to add or immediately replace staff and we handled the increased work load with two less staff than at the beginning of the year.



Mary Twemlow, stenographer, and John Kelley, social worker.

EMPLOYABLE PERSONS

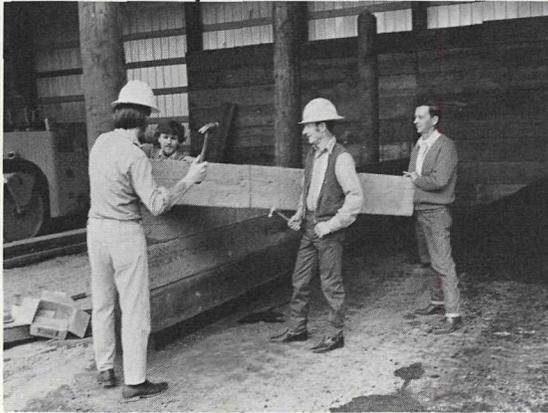
An important emphasis during the year was to identify employable persons and register them, with their appropriate work skills, on special forms. The focus was to encourage the employable person to be the chief actor in planning his own work career. Specialized case loads were set up to offer counselling, training, and work referrals, and to assist employable persons in every way possible in their re-entry into the work environment.

LANGLEY WORK ACTIVITY PROJECT

A pilot rehabilitation project, aimed at assisting people back into the labour force, got under way at Langley in February. The costs of the 14-week project, sponsored by the Department and Langley Municipality, were shared 50 per cent Federal, 25 per cent Provincial, 25 per cent municipal.



Informal discussion groups were formed as part of Langley Employment Preparation Project.



Men were employed in construction work in Langley Municipality.

Two groups, each of 10 men, were given alternately two weeks in the classroom and two weeks' work experience on the regular municipal work crews. To be "job ready" requires a mix of developed talents as well as potentialities. A person must be aware of attitudes, behaviour, knowledge, and skills required in employment. The classroom portion was designed to assist the men with attitudes and behaviour on the job. When these are developed along with other "life skills" the likelihood of long-term employment is enhanced.

SURREY ORIENTATION CLASS

In what was termed "an unusual class," 14 women in Surrey graduated from a three-month women's orientation course. This course was geared to women who had been on Social Allowance and withdrawn from the labour force by reason of circumstances beyond their control. The course was jointly sponsored by Surrey Social Welfare Department, Canada Manpower, and Surrey Adult Education.

At graduation, one of the ladies speaking for the class commented, "As each day progressed we gained insight and courage." "Slowly we emerged from our shells." "Through this course, the door of opportunity was opened."

FRAUD

A noteworthy feature of the year was the increase in public awareness of welfare problems, particularly as they relate to financial assistance. In our social assistance programme we found mayors and other public officials taking an active interest in Social Allowance eligibility. Staff made special effort to search out cases in which people were defrauding the Department. While some were found, these people were a small minority when seen in perspective.

CHILDREN IN CARE

Our child-in-care population decreased by 50 over the year. This is noteworthy, as it had been increasing steadily for approximately 10 years.

We were hard pressed to handle the 95 adolescents placed in our custody by the Juvenile Courts during the year. These were children found to be delinquent and (or) beyond the control of their parents. We need local resources to hold these children until we can observe them and work out appropriate plans.



TRANSIENT YOUTH

The Bethel Youth Hostel was established to serve transient young people stranded along the freeway during the summer of 1970. It was sponsored by the United Mennonite Churches of British Columbia in co-operation with the Department. The Conference provided staff and facilities and a *per diem* rate was paid by the Department for destitute young people ages 16 to 23.

While numbers were small in comparison to Vancouver hostels, the sponsoring Conference Committee considered the programme a success. The success in part was due to volunteer involvement and community response. Co-operation was given by police, Manpower, employers, and neighbours.



SERVICE FOR THOSE OVER AGE 65

In each office we have a staff member who provides social services required by people over 65. The focus is to facilitate independent living and to protect the older person where necessary.

The worker is aware of the various supportive services available for older people living in their own

homes and communities. The morale of older people is largely dependent upon income, health, and social contacts.

We look to community groups to provide a mix of community, health, and welfare services for older people, to help them remain in their own homes. Sometimes temporary help is needed in a crisis. Two examples of such community organizations would be Meals on Wheels and Homemaker Services. Meals on Wheels became a reality in White Rock and North Surrey during the year. This service is already available in Chilliwack. Homemaker service is available throughout the region for care at times of illness and convalescence.

STAFF DEVELOPMENT

We were fortunate to have Mrs. Esau from Training Division available to the region. She commenced in the fall by discussions with staff, in which she assessed their development needs. She then assisted our district offices set up monthly meetings. Thus, we were able to plan on a regular basis a minimum of 1½ hours per month of input of new ideas, concepts, philosophy, and review of basic principles and policies.

Competent staff are essential in order to carry out the legislative requirements of the Department programme. The service function of public welfare is continuously developing and, in order to cope with changing community needs, staff development is essential.

COMMUNITY ORGANIZATION

Solving human problems and promoting social competence are complex undertakings. Public welfare cannot solve these problems alone. Deep involvement is needed with a wide variety of Government and voluntary agencies.

A special effort was made throughout the year to co-operate and co-ordinate at the local level with Manpower, Unemployment Insurance, Indian Affairs, DVA, police, Courts, Adult Education, Public Health, medical practitioners, school counsellors, municipalities, community service organizations, and individual citizens. This pooling of effort, money, and skill promotes a better service and helps to prevent fragmentation of social services.

FOSTER PARENT ASSOCIATION

We accept in principle the desirability of working with foster parents in groups, but not all our offices have been able to make the investment of time needed to help establish an association.

One new association was formed in the spring of 1970, when foster parents in Yarrow started to meet. The programmes are planned jointly by foster parents and social workers. The foster parents find the association beneficial as they can, in a collective voice, express their concerns. They are able to share their frustrations and joys and find that they can draw strength from each other. Our staff find the meetings beneficial, as they can assist foster parents to gain knowledge in specific aspects of their function. A new sense of partnership emerges from foster-parent meetings.

HALFWAY HOUSES

A halfway house for alcoholics was established in Abbotsford at the end of the year. This makes three halfway houses in the Fraser Valley. (Fraser House in Mission and Maple Ridge Halfway House.)

These community-based residential centres are a major development in the care and treatment of alcoholics. Their major emphasis is on learning and experiencing a new approach to life. The principles of Alcoholics Anonymous play a strong role, and AA meetings are held in the houses. Most residents are without funds, and maintenance and a comforts' allowance are provided through Social Allowance.

In addition, the Salvation Army's Miracle Valley Rehabilitation Centre for alcoholics, near Mission, handled approximately 165 men per month. Approximately 90 per cent of these men receive Social Allowance.

MENTAL HEALTH

Another development is that the entire region is now served by three mental health units—centred at Chilliwack, Maple Ridge, and Surrey. The clinics provide direct treatment, consultation, and education.

INNOVATIONS

Several of our Chilliwack staff, along with volunteers, provided a one-week camping experience for a number of adults and children. The staff members were able to spend the evenings with the camp and found it most beneficial to live and work with clients in a holiday setting.

At Hope, staff helped to establish a clothing depot. This is a self-help activity and any family of low income may use it. Also, under the Incentive Programme a summer activity programme for children was carried out in Boston Bar.

How do we keep troubled young people placed in our care by the Courts, under the *Juvenile Delinquents Act*, busy and out of trouble during the summer vacation? The answer, in part, is a camping trip. For example, three group homes with teenagers, house parents, and a social worker travelled to Barkerville. The trip had an enrichment value for the youth in terms of recreation and gaining historical knowledge of the Province. The real value to our staff member was an opportunity to gain insight into the youths' behaviour, through a 24-hour live-in situation.

APPRECIATION

I wish to thank the wide variety of Government and municipal departments, voluntary agencies, foster parents, and the many individuals who share our concerns for the well-being of those we serve, and co-operated so fully with us.

The staff—clerical, case aides, social workers, and supervisors—are to be commended for their splendid efforts made to keep services quickly available in a busy year.





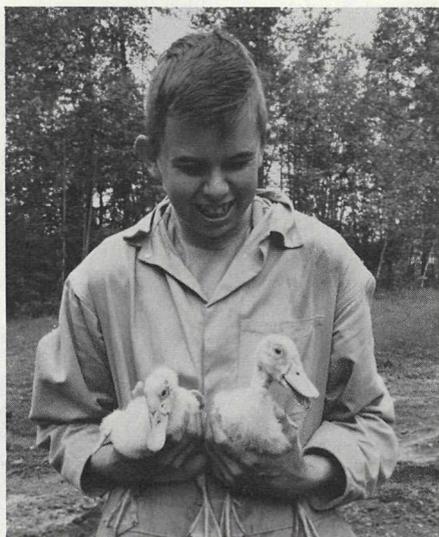
Placement in a rural setting with lots of activity caring for garden and animals awaits The Woodlands School residents who are assigned to Langholm Lodge.



Animals are a source of interest and concern for these young men . . .



. . . same.



. . . same.

region 7 reports . . .

A. J. WRIGHT, *Regional Director*



Economic development continued at the usual high rate in all areas of the region during the early part of the fiscal year. However, due to labour unrest, a sharp slow-down was noted, particularly in the Kitimat area where a strike almost paralysed the community for about 3½ months, causing considerable hardship on both sides. Strikes and lockouts were threatened in the forest industry but, fortunately, never materialized. Hardship was felt by many families because of poor market conditions more than the labour dispute. The mining development in the eastern part of the region as well as the far north continued at an extremely high rate, considerably helping the economy of those areas. Development continued

at a high rate with the Armed Forces base at Masset (an area which has always been noted for being more or less depressed). Fortunately, the northern part of British Columbia did not experience the high fire hazard experienced in the other parts of the Province; therefore, the woods divisions of the pulp-mills were able to keep the mills supplied and continued in production. A major blow to the fishing industry in the Prince Rupert area was experienced in the early winter when a large fish plant was destroyed in one of the largest fires in Prince Rupert's waterfront history. Although plans are under way to replace this fish plant, so far no major work has been started. It is hoped that this will get under way some time this year.

From a population point of view, the area continues to grow rapidly. This has been expressly noted in the Terrace and Stewart areas and, to some degree, in Kitimat and Smithers. This, of course, is not without resulting problems such as inadequate and sometimes complete lack of housing, transient families and single men, and marital problems. Lack of road access to areas such as Stewart and Alice Arm compound these problems. It is anticipated that a road link will join the Terrace area to Stewart in the very near future. In the meantime, Prince Rupert remains the major link to the Stewart area by sea and air.

As with the rest of the Province and country, case loads rose rapidly and constantly throughout the past year. These reflected the economy of the area as well as the general unrest that goes with labour disputes, and is not only reflected in the Social Allowance categories but also in the child welfare and family service. Juvenile delinquency also increased to a high degree. In the Prince Rupert area, a poor fishing year plus a strike at Columbia Cellulose left a number of possible employable people without work, which resulted in a decline of the economy during the ensuing winter months. Terrace, naturally affected by the strike in the pulp-



Just a corner of the property,
showing barns.

mill, suffered slow-downs in its wood production. Kitimat, as has already been stated, found itself in an economic slump because of the prolonged strike at the main industry. The areas not severely affected were the Burns Lake and Smithers areas, where exploration for mining was their principal economic development. In the northern areas, where economy is dependent on a good productive season during the late spring through summer to early fall, the effects are felt very severely during the winter, should this not be productive. Because of

the unsettled work situation in the area, transiency was not a problem, contrary to previous years, even though the general case load increased very sharply. The major increase during the last year was once again in the Social Allowance category. Because of the heavy demands on staff, there was also another increase in the child welfare case load because of the resulting concentration on meeting the financial need of the client rather than the family need.



Smithers Day Care Centre for severely
underprivileged children.

Child welfare resources continued to operate at full capacity. Two day-care centres are presently operating in Prince Rupert plus one in Terrace. There is a further day-care centre operating in Smithers with the hope that a further one will develop because of the need for such an operation. The Hazelton Children's Home has been operating for the past year with a capacity of 90 to 100 per cent, which indicates a need for increased facility in that area. Plans are at present under way for the construction of a newer and bigger residence which will accom-

modate the infants requiring the services as provided by this resource. Staff problems still continue in our two group homes in Prince Rupert. Both McCarthy House and Applewaite Hall have experienced a change in foster parents again this year. The result is a disruption of service to these boys and girls, which is unfortunate because of their need for continuing relationship with an adult.

There has also been an increase in the services to the aged. A second senior citizens' housing development was built in the Prince Rupert area as well as a low-rental housing unit. This has considerably eased the problems faced by the older person, particularly the single older person, in finding accommodation in accordance with his income. The Homemaker Services has now lain the groundwork in making plans for a Meals on Wheels programme to serve these units. It is hoped that this will be established some time in the forthcoming year.

Another feature of extreme value to the northern area is the establishment of a second Miracle Valley in the Kispiox area. This is situated in an extremely rural area on a ranch-style basis, which will be of therapeutic value to the alcoholic. It will draw people from the areas from Prince George right through to Prince Rupert. At the present time there are six men in residence working on completion of the

establishment. It is hoped that they will be able to open this facility by September 1971.

Because of the heavy demands placed on staff during the past year, work with the municipalities and other agencies involved in service to people has been intensified. The placement of social workers in Prince Rupert and Terrace with the Department of Indian Affairs has served to better the service to the Indian population, which is extremely heavy in this area. Co-operation with the Courts and their Provincial agencies continues to remain at a high level, and increases during the past year in their services have assisted our staff in providing the service that we try to maintain.



Workshop-type therapy session.

region 8 reports . . .

R. E. PHILLIPS, *Regional Director*



1970/71 was another busy year in Region 8, what with economic expansion, opening of new offices, regional boundary changes, and planning for development of new resources and programmes. In December 1970, R. K. Butler, Regional Director, transferred to Prince George to take over Region 5. In preparation of this annual report, I am indebted to Mr. Butler for keeping a comprehensive ongoing record of significant events and developments in the region.

All staff experienced a much heavier work load as a result of high unemployment in the region over the winter months, coupled with a shortage of two staff persons in Dawson Creek. The firm trend toward economic expansion, primarily in the

northern part of the region, continued over the year. With the high rate of national unemployment, people flooded into the northern areas looking for work. Employables receiving assistance in the region increased 19 per cent over all. However, Fort St. John-Fort Nelson employables increased 76 per cent with a 450-per-cent increase in single employables. Present trends indicate a need for additional social work and clerical staff in Fort Nelson and Fort St. John in the next fiscal year.

The Fort Nelson office was officially opened July 1, 1970, with W. E. McKay moving his headquarters from Fort St. John to Fort Nelson in order to better serve the vast Alaska Highway area. The delivery of services was further improved with the addition of a half-time clerical person on December 1, 1970.

Isolation, severe climatic conditions, and the exceptionally high costs of goods and services made administration of the social assistance programme within limits of our policies during the period of great influxes of employables most difficult, particularly in the Fort Nelson area. Fort Nelson is 250 miles from the nearest centre to the south, and during the very cold winter months of this year there was a severe housing shortage which added to the stresses on already dislocated families who had trekked north in search of employment.

In sharp contrast to the increases in services to employables north of the Peace River in 1970/71, the economic situation in the Dawson Creek area appears to have become relatively stable. An indication of this is a 30-per-cent decrease in employables over the year. A major factor here was the opening in May 1970 of the Unemployment Assistance Office, with Mrs. V. E. Goodrich being appointed as Senior Social Worker in charge of two case aides. In January 1971 Elmer Devore was appointed Regional Director of the Provincial Alliance of Businessmen in Dawson Creek, providing a full complement of services in the Unemployment Assistance Office and the region generally. The objectives of this new office are

several. Services provided in this office are physically and in terms of programme fully integrated with the services provided by PAB. The office serves as the intake and referral centre for all social assistance services in the entire South Peace area. This new programme has proved to be most effective, with improved initial assessment of need and efficient referral to employment. Staff are better able to appraise clients' resources and help them seek alternatives to social assistance wherever possible. Certainly, the reduction in numbers of employables in the South Peace can be at least partially explained by the success of this integrated programme.

This year some new procedures were implemented in the region in an effort to prevent and detect fraudulent Social Allowance claims. Close liaison has been maintained with the Welfare Committees of Municipal Councils in both Dawson Creek and Fort St. John. These committees co-operated fully with us in contacting all employers within the respective municipalities to obtain lists of employees on the payrolls to be compared with names of Social Assistance recipients. Such procedures usually turn up some fraudulent cases; however, the incidence of fraud in our Social Allowance case loads has remained close to 1 per cent of our total social assistance case load.

A significant development occurred in July when Dawson Creek office staff moved into the new district office premises located centrally in the city. These are excellent offices with adequate space to meet present demands, and a generally pleasant décor. This has provided a great boost to staff morale and has improved service delivery.



As well, an office was opened in Chetwynd. At this time, this office is used part time only by a social worker and a case aide travelling regularly from headquarters in Dawson Creek. However, the case load in Chetwynd is such that a full-time office with resident social worker and case aide must be opened in the near future. Chetwynd will likely boom in a short time with projected development of large coal prospects discovered in the surrounding area.

Regional boundaries changed, too, with the transfer of two remote communities to Region 7 in June 1970. These were Telegraph Creek, just below the Grand Canyon of the Stikine River, and Eddontenajon, a community south of the Stikine River on the Stewart-Cassiar Road. With eventual completion of the Stewart-Cassiar Road, this wilderness tract would likely be serviced from Stewart, and perhaps eventually by road from Hazelton or Terrace.

There have been other programme-related events over the year. The excellent Extension of Opportunities Programme was expanded considerably. Notably, clients are now augmenting clerical staff in both the Dawson Creek and Fort St. John offices. In Chetwynd, an Extension of Opportunities person does all reception work for this part-time office. In addition, a number of Social Allowance recipients are being trained as teacher aides and pre-school assistants under this programme. There has been a significant number of clients going to full-time employment directly from participation in the Extension of Opportunities Programme.

Some changes occurred in our regional child welfare programme. In July 1970 a subsidized receiving home for adolescents was opened on a farm just north of Fort St. John. This home has been operating to full capacity since its opening, and is providing a much-needed resource for the region. In October, new houseparents moved into the Group Home in Dawson Creek. This couple will be operating the

Group Home on a full-time basis. The family group-home programme for boys, which is also staffed with full-time houseparents, continued successful operation in the Fort St. John Rotary Group Home.



Surprisingly, over the fiscal year there was no net gain in number of children in care in the region. That this occurred during a period of high unemployment and a staff shortage is a tribute to staff skills and successful implementation of preventive programmes.

The Peace River Block is now the only area in British Columbia without regional mental health services. In February 1970, North and South Peace Inter-departmental Committees and concerned members of the medical profession and hospital board members met to determine the need for regional mental health services, and to plan an approach to a means of obtaining services. That same month, representatives from the British Columbia Psychiatric Association heard briefs from the committees in Fort St. John and Dawson Creek, with the result that an interim arrangement for servicing the area was made. Two different psychiatrists were to come to each of the two communities two days per month on alternating months. During the year that this arrangement has been in effect, the visiting psychiatrists have provided a most valuable assessment and educational service to many individuals and agencies in the communities concerned. Unfortunately, the arrangement has not continued past the first year.

A direct result of this activity in the mental health field was the formation of Canadian Mental Health Association branches in both Dawson Creek and Fort St. John in October 1970. George Kenwood, Executive Director of the Canadian Mental Health Association, spent considerable time in the Peace country to assist in branch formation, goal-setting, and membership recruitment. The major and immediate goal of these two new branches of Canadian Mental Health Association is to work toward establishment of the much-needed mental health centre to serve the Peace River-Liard District.

The Fort St. John Association for the Mentally Retarded opened the "Northside School" in June. This school for the retarded will provide specialized instruction for up to 25 children.



The newly formed Youth Resources Board has been active over the year in direct service to youth, as well as in examining the need for such community-based programmes as day care, boarding-homes, financial assistance to students, and Big Brothers.

Services to senior citizens in Region 8 received attention, with the visit of Mrs. Isabel Dawson, Minister Without Portfolio, in September. Plans were proposed by the local Rotary Club for conversion of a former office building in Dawson Creek into a boarding-home for elderly couples or single individuals. This northernmost re-

gion of the Province has long been without boarding- or nursing-home facilities for senior citizens. Completion of this project will be an important step in development of such resources.

The Moberly Lake Youth Camp, under the auspices of the Roman Catholic Church, again operated a summer camp, with many children of Social Allowance recipients participating. An extension of this successful programme is planned for next year. More sessions for children of Social Allowance families will be scheduled, as well as an interesting "family retreat" programme, a two-week camping session for families in receipt of Social Allowance.

Another interesting project in the beginning stages in the region is a housing-improvement programme in Chetwynd. This is a joint venture between the local Metis Association and the Chetwynd Village Council, with involvement of Central Mortgage and Housing Corporation, Canada Manpower, the Department of Rehabilitation and Social Improvement, and local Adult Education personnel. The objectives of the project are twofold. The first goal is over-all improvement of housing for local Metis residents. Second, and perhaps of more social importance, is the planned participation of the Metis people themselves in building their own homes and in improving their own standard of living. Another anticipated benefit would be eventual employment in the building and construction industry for many

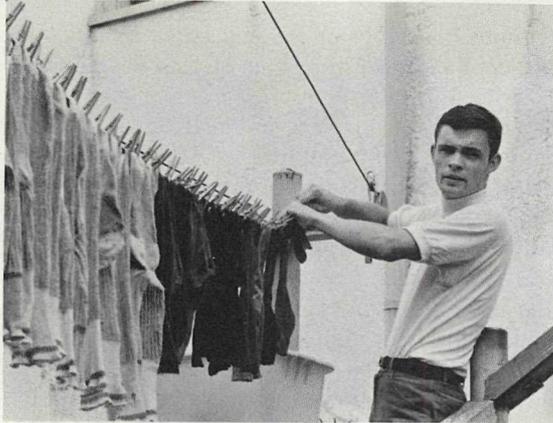


participants as a result of skills learned during the project. In the picture a clearing crew is starting work on preparing the area where new homes will eventually be built.

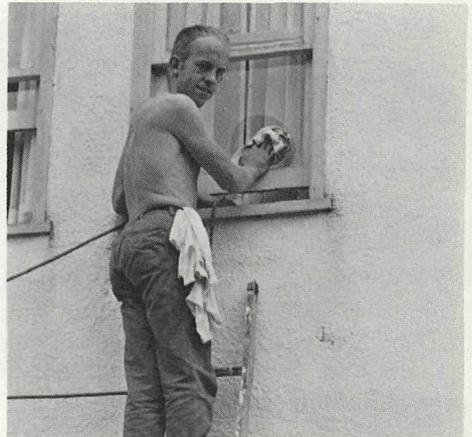
This has been an exciting year, with promise of new developments in Departmental programmes as well as community resources. Rapid social change leads

to rapid change in our policies, procedures, and programmes, with attendant difficulties for staff in adapting to and simply keeping abreast of changes. All staff in Region 8 have met the demands of change with dedication and loyalty. Our communities are to be commended, too, for their interest in our programmes and cooperation in resource development.





They are encouraged to participate in daily activities such as the laundry.



Washing windows . . .



. . . and gardening.

PART IV—LEGISLATION**ACTS ADMINISTERED BY THE DEPARTMENT OF
REHABILITATION AND SOCIAL IMPROVEMENT****DEPARTMENT OF REHABILITATION AND SOCIAL WELFARE ACT
(R.S.B.C. 1960, Chap. 111)**

This Act establishes the Department of Rehabilitation and Social Improvement as having jurisdiction of all matters relating to social and public welfare and social assistance.

**SOCIAL ASSISTANCE ACT
(R.S.B.C. 1960, Chap. 360, as Amended)**

The purpose of this Act and its regulations is to provide financial assistance and other services that are essential for a reasonably normal and healthy existence to individuals and families who are unable to maintain themselves by their own efforts.

**PROTECTION OF CHILDREN ACT
(R.S.B.C. 1960, Chap. 303, as Amended)**

The purpose of this Act is to provide protection and care for children who are neglected, abused, abandoned, or without proper supervision or guardianship.

**CHILDREN OF UNMARRIED PARENTS ACT
(R.S.B.C. 1960, Chap. 52, as Amended)**

This Act is to ensure that the interests of the mother and her child born out of wedlock are protected.

**ADOPTION ACT
(R.S.B.C. 1960, Chap. 4, as Amended)**

The purpose of this Act is to provide the same rights and privileges for adopted children as those of children born to both parents in a family.

**OLD-AGE ASSISTANCE ACT*
(R.S.B.C. 1960, Chap. 270)**

The purpose of this Act is to provide financial assistance to persons between 65 and 68 years of age who have limited assets or income.

**DISABLED PERSONS' ALLOWANCES ACT
(R.S.B.C. 1960, Chap. 113, as Amended)**

This Act provides financial assistance to persons over 18 years of age who are totally and permanently disabled and who have limited assets or income.

**BLIND PERSONS' ALLOWANCES ACT
(R.S.B.C. 1960, Chap. 29, as Amended)**

This Act provides financial assistance to blind persons over 18 years of age and who have limited assets or income.

* Replaced by Federal Old-age Security and Guaranteed Income Supplement Programmes, effective January 1, 1970; certain cases still active, however.

PROVINCIAL HOME ACT

(1969, Chap. 29)

The purpose of this Act is to provide care for persons who are unable to maintain themselves by their own efforts.

PART V—STATISTICAL REPORTS AND TABLES

A Statistical Report of the Department of Rehabilitation and Social Improvement activities for the fiscal year 1970/71, to compare with activities reported in previous Annual Reports, is available on request from Division of Office Administration and Public Information, Department of Rehabilitation and Social Improvement, Parliament Buildings, Victoria.

TABLE 1—COMPARISON OF NUMBER OF CASES BY CATEGORY OF SERVICE
IN THE PROVINCE AS OF MARCH 31, 1970 AND 1971

Category	Case at March 31—		Minus or Plus Change	Minus or Plus Per Cent Change
	1970	1971		
Family Allowance.....	2,695	2,613	-82	-3.0
Social Allowance—				
Single person.....	26,194	34,660	+8,466	+32.3
Couple.....	2,799	4,135	+1,336	+47.7
Two-parent family.....	7,480	9,978	+2,498	+33.4
One-parent family.....	11,787	13,815	+2,028	+17.2
Child with relative.....	1,265	1,413	+148	+11.7
Totals, Social Allowance.....	49,525	64,001	+14,476	+29.2
Blind Persons' Allowance.....	610	587	-23	-3.8
Disabled Persons' Allowance.....	3,178	3,255	+77	+2.4
Old Age Security.....	23,870	22,540	-1,330	-5.6
Adoption home pending.....	718	962	+244	+34.0
Adoption home approved.....	222	324	+102	+45.9
Child in adoption home.....	1,020	972	-48	-4.7
Foster home pending.....	821	798	-23	-2.8
Foster home approved.....	3,076	3,133	+57	+1.9
Child-in-care.....	6,783	6,612	-171	-2.5
Unmarried parent.....	951	797	-154	-16.2
Welfare institution.....	897	989	+92	+10.3
Health and institutional service.....	114	211	+97	+85.1
Totals.....	94,480	107,794	+13,314	+14.1

TABLE 2—NUMBER OF CASES RECEIVING SERVICE IN THE PROVINCE BY CATEGORY OF SERVICE DURING THE YEAR 1970/71

Category	Cases Open First of Year	Cases Opened During Year	Cases Closed During Year	Cases Open End of Year	Cases Served During Year
Family Service.....	2,695	3,019	3,104	2,613	5,714
Social Allowance—					
Single person.....	26,194	86,713	78,251	34,660	112,907
Couple.....	2,799	8,470	7,118	4,135	11,269
Two-parent family.....	7,480	21,195	18,698	9,978	28,675
One-parent family.....	11,787	17,187	15,159	13,815	28,974
Child with relative.....	1,265	1,520	1,371	1,413	2,785
Totals, Social Allowance.....	49,525	135,085	120,597	64,001	184,610
Blind Persons' Allowance.....	610	214	237	587	824
Disabled Persons' Allowance.....	3,178	1,100	1,024	3,255	4,278
Old Age Security Supplementary Social Allowance.....	23,870	8,566	9,906	22,540	32,436
Adoption home pending.....	718	1,836	1,588	962	2,554
Adoption home approved.....	222	1,011	906	324	1,233
Child in adoption home.....	1,020	1,804	1,861	972	2,824
Foster home pending.....	821	1,058	1,076	798	1,879
Foster home approved.....	3,076	1,523	1,466	3,133	4,599
Child-in-care.....	6,783	5,353	5,526	6,612	12,136
Unmarried parent.....	951	1,474	1,624	797	2,425
Welfare institution.....	897	557	467	989	1,454
Health and institutional service.....	114	369	273	211	483
Totals.....	94,480	162,969	149,655	107,794	257,449

Cases served during year is total open first of year plus cases opened during year.

TABLE 3—NUMBER OF CASES BY CATEGORY OF SERVICE AND BY REGIONS, AS OF MARCH 31, 1970 AND 1971

Category	Region 1		Region 2		Region 3		Region 4		Region 5		Region 6		Region 7		Region 8	
	March 1970	March 1971														
Family Service.....	305	284	1,074	1,152	529	498	121	116	194	154	320	288	51	35	101	86
Social Allowances—																
Single.....	3,770	4,960	12,811	18,301	2,029	2,495	1,304	1,469	1,636	1,909	3,058	3,681	1,113	1,157	473	688
Couple.....	372	568	1,062	1,928	329	415	199	226	264	311	345	455	137	141	91	91
Two-parent family.....	1,168	1,562	2,032	3,164	867	1,155	414	464	727	902	1,418	1,901	460	456	394	374
One-parent family.....	1,873	2,403	4,919	5,795	1,106	1,282	594	632	754	813	1,680	1,992	445	471	416	427
Child with relative.....	187	233	267	307	177	183	71	80	116	130	171	166	187	208	89	106
Totals, Social Allowance.....	7,370	9,726	21,091	29,495	4,508	5,530	2,582	2,871	3,497	4,065	6,672	8,195	2,342	2,433	1,463	1,686
Blind Persons' Allowance.....	45	52	245	216	61	56	21	20	35	37	62	59	34	27	8	6
Disabled Persons' Allowance.....	429	483	1,215	1,116	340	357	187	181	72	72	420	467	56	53	36	33
Old Age Security Supplementary Social Allowance.....	3,378	3,564	12,246	9,770	2,296	2,305	1,412	1,480	604	683	2,613	2,645	278	289	218	224
Adoption home pending.....	133	153	174	282	117	154	46	84	64	63	109	151	42	43	33	32
Adoption home approved.....	41	59	38	75	45	45	22	27	27	37	36	68	11	10	2	3
Child in adoption home.....	153	149	340	304	137	144	47	58	95	79	165	145	51	64	32	29
Foster home pending.....	113	112	98	89	194	208	35	57	119	107	142	122	51	47	69	56
Foster home approved.....	601	615	644	640	542	566	252	240	278	317	536	532	131	141	92	82
Child-in-care.....	1,133	1,105	1,391	1,322	1,390	1,336	491	440	588	681	1,150	1,099	409	396	231	233
Unmarried parent.....	81	65	543	468	90	69	25	16	41	36	117	92	13	15	41	36
Welfare institution.....	194	227	332	359	123	135	44	46	38	41	134	149	21	19	11	13
Health and institutional service.....	3	81	108	123	1	1	1	1	3	1	1
Totals.....	13,979	16,675	39,431	45,288	10,480	11,526	5,286	5,637	5,653	6,373	12,476	14,013	3,490	3,575	2,338	2,520

NOTE—Region 2 does not include Division on Aging, which is as follows:

	March 1970	March 1971
Blind Pensions' Allowance.....	99	114
Disabled Persons' Allowance.....	493
Old Age Security Supplementary Social Allowance.....	824	1,580
Totals.....	<u>1,346</u>	<u>2,187</u>

TABLE 4—PROPORTION OF TOTAL GROSS WELFARE EXPENDITURE

	1969/70		1970/71	
	Value	Per Cent	Value	Per Cent
Administration (includes Minister's Office and part of Accounting Division).....	\$1,008,623	1.0	\$1,056,026	0.7
Institutions.....	1,457,154	1.4	1,583,874	1.1
Field Service.....	4,673,629	4.5	4,725,763	3.2
Provincial Alliance of Businessmen.....			175,368	0.1
Maintenance of dependent children (includes New Denver Youth Centre).....	16,918,279	16.2	18,918,764	12.8
Medical services, drugs, etc.....	5,067,540	4.8	6,915,999	4.7
Social Allowances and burial of indigents.....	66,227,569	63.3	102,429,438 ¹	69.4
Allowances for aged and handicapped (Blind and Disabled Persons' Allowance and Supplementary Social Allowance).....	6,747,772	6.5	8,784,052	6.0
Grants in aid of construction of homes and recreation centres for elderly citizens.....	2,438,238	2.3	2,918,684	2.0
Totals.....	\$104,538,804	100.0	\$147,507,968	100.0

¹ Amount includes \$240,222 incorrectly charged to the medical services and burial of indigents charges of \$168,663.