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Dear Members and Public,

I am so pleased and feel so honored to be entering my second year as Board President for Many Rivers Counselling and Support Services. I am delighted by the changes that have occurred since taking this seat in 2012.

As you may be aware, Mr. Brent Ramsay took over the helm of Many Rivers as its Executive Director within the last two years. Under his guidance and expert, caring attention to detail, so much has happened to bring not just change to promote wellness in the work place; but also to provide this much needed service to the ever growing population of Whitehorse and the surrounding communities.

The counsellors and all staff at Many Rivers form a very cohesive and positive force in what has been a service in demand since its creation in 1969. With our growing population and the stressors of modern life, our services are more in demand than ever. Many Rivers is keeping up with the demands that changes make, and indeed is able to meet these demands in a compassionate, respectful, and caring manner.

I have seen the waiting list to see a counsellor cut in half over the last two years, and this has been due to the combined thoughts and efforts of both staff and management.

In the last year we are also offering two new services on top of the other numerous services that Many Rivers is able to provide. There has been the creation of our new drop in clinic that runs every Wednesday from 10:00 a.m. to 4:00 p.m. which will allow us to meet a growing demand. We also have become the home base of the Yukon Distress and Support Line, the only service of this kind to be offered in the Yukon.

With that I also have to offer heartfelt thanks to the many volunteers who work tirelessly and thoughtfully on our phone lines. Without you, the distress line would not have got off the ground.

Our vision of healthy individuals and families in supportive communities, and our values of compassion, integrity, respect, inclusiveness, diversity, empowerment, professional innovation and excellence are first and foremost in any endeavor that we embrace.

Many thanks to the Yukon Government for their continued support and faith in our services, and many thanks to those who have made private donations and believe us to be an asset to the people of the Yukon.

On behalf of myself and the Board of Directors, I wish you well this year and in every other year to come.

Sincerely,

Marina Bailey
Congratulations to all the stakeholders, staff and management, Board of Directors, funders, volunteers, summer and practicum students, as well as community members for a truly successful year! Our community based organization serves the public with offices in Watson Lake, Dawson City, Whitehorse and Haines Junction.

The continuing vision of Many Rivers is Healthy Individuals and Families Living in Supportive Communities. Our clients and communities are the raison d’etre for our organization. Through the combined efforts of our skilled and dedicated staff, strong support team and management, and committed Board of Directors, the waiting list to receive counselling services was reduced to three weeks, an excellent achievement. National Family Week in October was once again a major success, reaching Yukon communities with over thirty-five activities. Our Outreach Van was very busy this year providing services and reconfiguring client engagement processes. As well, we began final preparations for two programs new to Many Rivers to begin in April 2015: the Drop-In Clinic, and the Yukon Distress & Support Line. The Drop-In Clinic is available each Wednesday for walk-in counselling services. The Yukon Distress & Support Line was transferred in a planned collaboration between the Second Opinion Society and Many Rivers and offers telephone support to people in crisis or looking for support.

Many Rivers works as a team. We are proud to be a “learning organization” and we recognize the importance of education, collaboration and professional development in the Yukon. In this regard we delivered and participated in a number of workshops and seminars this year including the community “Flourishing” initiative, Log Cabin Men’s program in Carcross, seminar series in Teslin, free Critical Incident Stress Management training in Watson Lake, youth programs, couples counselling courses for staff, Post-Partum Depression training, along with many other initiatives, collaborations and programs. Many Rivers also began an ongoing commitment to take on practicum students and interns for the first time this year. We also trained two staff to deliver no-cost ASIST training into the communities.

It was a year of successful system changes with both our Caseworks data collection and finance department achieving efficient and accurate processes. The administration team has done a fantastic job! Plans for a new counselling position in Whitehorse were completed, and the new position begins the start of the upcoming fiscal year.

We thank our primary funder Yukon Government Health and Social Services, Community Health Programs, who make our services possible. We also pass along our thanks to the many donors, other funders, and the various organizations we collaborated with this year.

Again, congratulations to all stakeholders and contributors!

Best Regards,

Brent Ramsay
Manager of Programs
Leah Ryckman, BSW

2014/2015 was a year of development and learning at Many Rivers. As new structures and processes stabilized, community connections began to expand. Many Rivers focussed on client services and professional development. With an emphasis on Many Rivers being a “learning agency”, Brent Ramsay, our Executive Director, encouraged opportunities for us to have practicum students which is an exciting new direction for the Many Rivers team.

In September 2014 we welcomed Jelena Antonic to complete her final practicum of her Masters in Counselling from University of Lethbridge. She was a student throughout the fall and after that took on her own caseload through to the end of March after which time she returned to her substantive position with the government.

Brandon Murdoch joined us in January 2015 to complete her practicum from Yorkville University. Having practicum students is a wonderful way to support the community by not only helping develop future professionals, but opening up more opportunities for clients to see a counsellor even sooner. We are grateful to the counsellors and clinical supervisor, Mary DeVan, for taking on mentorship and supervisory roles for these students. It’s been a gift to the overall agency to have Brandon and Jelena on our team.

In 2014 we also made significant changes to our intake system – with our skilled administration and program staff now taking the lead on conducting intakes, our counsellors can focus on what they do best: meeting client needs. Wait times have drastically reduced and we are working towards a greater emphasis on customer/client service.

2014/2015 was also a year of making great connections with community. Almost all the counsellors made a point of partnering with other agencies or delivering workshops, groups or programs in Whitehorse and in the rural communities. Read more about those exciting activities in the individual counsellor reports. It is so rewarding to work with a team of counsellors who have such diverse strengths and talents, and such commitment to their clients and community.

Our agency hosted another successful National Family Week in October 2014. See pg. 30-31 for all the community individuals and agencies that volunteered, donated, and sponsored events. We could not have done it without you!

Looking ahead to 2015/2016 we will have two more practicum students joining the team. We are excited to launch a new Wednesday Drop-In Clinic in April 2015, and move towards an 8 session delivery model, which offers more flexibility for counsellors to see more clients. Exciting times ahead!

When I speak with colleagues in other locations in Canada they are always shocked; a free counselling service with professional dedicated staff and a minimal wait list. It’s simply unheard of in many parts of the country. As the health community strives towards lessening the stigma of mental illness, and encourages flourishing and wellbeing, my hope is that more and more people will access our services as part of their overall health and wellness. Getting support sooner than later might truly save a relationship, your job, and even your life, or the life of someone you love.

Leah Ryckman
Many Rivers Counselling and Support Services would like to thank BDO for all their work and support in the process and finality of the Audit this year. We would also like to thank Evalina Zamana, Bev Baker and Maureen Caron for their contribution to our finance department this year—we appreciate their services.

The Audit done by BDO was nothing but positive for our fiscal year April 1, 2014 to March 31, 2015. A few changes were made this year starting with our payroll system, which is now done in-house through Sage; Jennifer began in her new position October 2014 as Manager of Finance and Administration. It has been a great experience, and she is pleased with the effectiveness of the new systems and processes at Many Rivers.

We are thankful to Yukon Government as our primary funder, who enable us to provide our services to communities in the Yukon Territory. Many thanks as well for all the charitable donations provided throughout the year. Lastly, Jennifer gives her thanks to the many volunteers who offer their time in support of Many Rivers’ vision of “healthy individuals and families living in supportive communities.”

Gunalchish,
Jennifer Jackson

Administrative Assistant
Michelle Vainio

In January 2014, Michelle moved from Faro to Whitehorse; since this time, she has been a proud member of the Many Rivers team. Michelle very much enjoys working in the administrative field, and has over 15 years experience doing so.

Immediately upon arriving to the Yukon in 1988, she felt at home. She quickly became heavily involved with volunteer organizations at the local and territorial level, as well as occasionally representing on a national level. Many Rivers is a healthy environment that encourages team building, and has been a natural fit for her.

As a life-long learner, Michelle continually updates her education by taking courses – currently working on number 18 at Yukon College. She also takes time to participate in workshops and other training initiatives.

Michelle has seen many constructive changes in her first year at Many Rivers. For the past six months, she has played an integral part in developing the new intake process and looks forward to more positive changes in the coming year.
Many Rivers Counselling and Support Services is a private, non-profit, charitable organization that offers compassionate support to individuals, families, and communities across Yukon, and has done so since 1969. We have offices in Whitehorse, Watson Lake, Haines Junction, and Dawson City. We also have staff that travel to surrounding communities, providing services to Beaver Creek, Burwash Landing, Carcross, Carmacks, Destruction Bay, Mayo, Pelly Crossing, and Teslin. Many Rivers has served communities for over four decades. We are proud of the services we have maintained, as well as the expansion of our scope of programs and services throughout the years.

**Our Vision**

Many Rivers helps individuals connect to their inner strengths and community supports. By doing so, we empower individuals to overcome the challenges they face. The following values, guiding principles, and end statements provide a framework in which our agency has and will continue to grow and adapt to better serve our clients and community.

**Our Values**
- Compassion
- Excellence
- Empowerment
- Inclusiveness
- Innovation
- Integrity Respect

**Our Guiding Principles**

Many Rivers Counselling and Support Services:
- Responds to the needs of individuals, families, and communities;
- Fosters teamwork, partnerships and collaboration;
- Respects and fosters diversity of cultures and traditions;
- Celebrates and builds upon individual’s strengths
- Offers high quality professional services; applying best practices and harm reduction principles;
- Commits to maintaining the confidentiality of the individuals we serve; and
- Honours the contributions of our employee’s, volunteers, and board of directors.
End Statements

End 1: Vision
The Vision of Many Rivers Counselling and Support Services is “Healthy Individuals and Families living in Supportive Communities”. In pursuing this vision, Many Rivers exists so that there will be:

- Healthy, positive, resilient individuals
- Healthy, positive, resilient family relationships
- Supportive communities

End 2: Healthy, Positive, Resilient Individuals
Many Rivers Counselling and Support Services promotes the development of healthy, positive and resilient individuals. This includes development of self-esteem, self-awareness, and self-empowerment. To this end, Many Rivers will:

- Promote the development of interpersonal skills and support networks;
- Model and thereby promote the experience and sharing of empathy;
- Guide individuals to accept personal responsibility; and
- Assist individuals to manage their day-to-day life and to cope with traumatic or distressing life events and other life changes.

End 3: Healthy, Positive, Resilient Family Relationships
Many Rivers Counselling and Support Services work to strengthen healthy, positive and resilient family relationships. Family is any combination of people caring for each other who define themselves as family. To this end, Many Rivers will:

- Enable each member to be committed to healthy family relationships, including spousal, parent/child, sibling, and all other family relationships;
- Strengthen problem solving skills, with each member using effective strategies to deal with stress and having a win-win approach to conflict;
- Strengthen family communication, with each member being able to communicate their perspective and needs in a way that is respectful of other members and to express anger safely and with compassion;
- Nurture respect for the opinions and feeling of each member;
- Encourage each member to respond to other members’ needs in a caring manner;
- Promote age-appropriate empowerment and autonomy for each member within the family;
- Encourage families to spend meaningful and enjoyable time together;
- Assist family members cope with traumatic or distressing life events and other life changes.
End 4: Supportive Communities
Many Rivers Counselling and Support Services advocates for empowered and supportive communities by promoting and initiating collective action. We collaborate to establish policies and implement programs that contribute to the characteristics of communities which contribute to supportive communities.

These characteristics include:

- Support groups relevant to the needs of people in communities;
- Enhance family-oriented human resources in communities;
- Providing resources to improve work-place health;
- Fairness and justice with inclusion for all and freedom from isolation, discrimination and marginalization;
- Peace and safety with protection from harmful treatment including harassment, oppression and violence;
- Healthy work, education, recreation and home environments with services to promote well-being and harm reduction;
- Access for all to information, programs, and resources that enable the promotion of self-awareness, self-care, and personal and family growth;
- Parenting supports and family connections between families to promote the nurturing and stabilizing role of family, that fosters belonging; and
- Opportunities for full and varied social contribution of members to their communities.
Our Services and Programs

**Counselling**
-Specialized Counsellors
- Monday to Friday 9:00 am – 5:00 pm

**Outreach Van**
-Monday to Wednesday 4:00 pm – 9:00 pm; Thursday to Saturday 6:00 pm -11:00 pm

**Counselling drop-in**
- Wednesday 10:00 am - 4:00 pm

**Yukon Distress and Support Line**
- Seven days a week 7:00 pm - 3:00 am

**Youth Outreach Program**

We invite you to learn more about these services, and celebrate the staff supporters and volunteers who make them possible, in this annual report.
We wish to acknowledge and appreciate the professional staff at Many Rivers. Their commitment, compassion and caring are gifts to the people and communities we serve. Our deep appreciation goes to the following individuals for their years to dedicated service:

**STAFF**

**Over 10 years**

Phill Dupuis
Jim Cahill

**5-10 years**

Lindsay Brown
Leatha Anderson

**3-5 years**

Andrej DeWolf
Kimberly Rogers
Michael Knutson
Zoe Armstrong

**0-3 years**

Brent Ramsay
Jennifer Jackson
Mike Birkett
Erin Legault
Angela Jobin
Leah Ryckman
Mary DeVan
Debra Greig
Sharon Wade
Michelle Vainio
Megan Grudeski
Marian McDonald
Jelena Antonic
Dot Neuls
Clinical Supervisor
Mary DeVan

During the past year Mary provided 199 scheduled clinical supervision sessions, and responded to several non-scheduled calls from counsellors to discuss ethical issues and timely client concerns. She also facilitated monthly counselling team meetings, provided training on trauma and attachment and working with couples, and co-facilitated a workshop in Dawson City with Lindsay Brown on anxiety. In the past year Many Rivers began to accept interns enrolled in a Masters program. Mary provided direct supervision to one student, and supported counsellors who took on a practicum supervisory role.

Her focus during the past year has been to foster a community of practice environment within the counselling team and to encourage counsellors to partner with co-workers, and with colleagues from other agencies in the delivery of service. Our clinical team meetings often included case presentations where team members share their knowledge, treatment approaches, and strategies for the benefit of clients. The team has a rich diversity of perspectives that fosters ongoing learning. Counsellors also share information from professional development training they have taken.

The wait list and community demand for service in Whitehorse was a dominant focus of this past year. Many Rivers started to look at ways to reduce the time that a prospective client would need to wait for service. This resulted in a new system of intake, an eight-session model of service, and the development of a single session drop in clinic as an addition to the continuum of services at Many Rivers. The intent of the changes is to be responsive to community need.

Mary’s goal in the upcoming year is to continue to support the counsellors individually in their unique approaches to counselling, and to build on the community of practice model. The team at Many Rivers provides a high quality of service in Whitehorse, Dawson City, Watson Lake, Haines Junction, and in the communities. Mary feels fortunate to work with such a dedicated and skilled team.

Respectfully,

Mary DeVan
# Financial Report

## Many Rivers Counselling and Support Services Society

**Statement of Operations and Net Assets**

For the year ended March 31  

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contribution agreement - Yukon Government (Note 6)</td>
<td>$1,910,000</td>
<td>$2,115,203</td>
</tr>
<tr>
<td>Liard Basin Task Force</td>
<td>95,000</td>
<td>95,001</td>
</tr>
<tr>
<td>Funding - other (Note 7)</td>
<td>13,671</td>
<td>70,894</td>
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<td>Third party contracts and employee assistance program</td>
<td>12,401</td>
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<tr>
<td>Interest and other</td>
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</tr>
<tr>
<td>Donations</td>
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<td>7,357</td>
</tr>
<tr>
<td>Society</td>
<td>5,578</td>
<td>5,808</td>
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<tr>
<td>Donations in kind</td>
<td>4,862</td>
<td>4,892</td>
</tr>
<tr>
<td>Public counselling fees</td>
<td>-</td>
<td>2,335</td>
</tr>
<tr>
<td>Rent</td>
<td>6,650</td>
<td>2,100</td>
</tr>
<tr>
<td>Workshops</td>
<td>4,800</td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>2,062,827</td>
<td>2,321,825</td>
</tr>
</tbody>
</table>

| **Expenses**         |        |        |
| Advertising          | 4,583  | 5,529  |
| Amortization         | 7,782  | 26,269 |
| Bank charges         | 2,444  | 2,656  |
| Insurance            | 12,634 | 7,437  |
| Office equipment and supplies | 71,138 | 72,255 |
| Professional development | 60,451 | 42,591 |
| Professional fees    | 16,955 | 53,435 |
| Program materials and evaluation | 7,983  | 83,524 |
| Recruitment          | 126    | 65,702 |
| Rent and utilities   | 189,129| 169,923|
| Repairs and maintenance | 11,840 | 14,605 |
| Program delivery     | 236,044| 219,451|
| Telephone            | 35,084 | 32,964 |
| Travel               | 92,263 | 131,622|
| Vehicle              | 11,693 | 20,691 |
| Wages and benefits   |        |        |
| **Total Expenses**   | 1,269,194 | 1,368,487 |

<table>
<thead>
<tr>
<th><strong>Excess of revenue over expenses</strong></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>For the year</td>
<td>$33,484</td>
<td>4,684</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Net assets, beginning of year</strong></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>311,517</td>
<td>306,833</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Net assets, end of year</strong></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$345,001</td>
<td>$311,517</td>
</tr>
</tbody>
</table>
Kim Rogers, BSW  
Generalist Counsellor  

Kim consistently worked 30 hours per week counselling public and EAP clients of various ages and presenting issues this year and was able to assist over 85 new clients. Kim also completed most of the intake duties at the Whitehorse office during the first two quarters.

Last April 2014 she began to participate on a First Nations Collaboration Committee at the agency, to assist with the planning of initiatives to work and partner effectively with the First Nation clients that we serve. Late April also saw the successful completion of Many Rivers’ new Collective Agreement, of which Kim was a member of the Bargaining Committee.

In May 2014 Kim began training with a music therapist located in Vancouver, to acquire music therapy techniques that she has now added to her current approaches with clients. Kim has expanded her repertoire of art and music therapy techniques significantly over the past year, and is employing these more consistently in her work with clients.

At the AGM in June 2014, Kim was one of the speakers on staff asked to give a brief talk on the theme “The Year that Was”. Kim expressed her perspective on the many positive changes she has seen in the past year and ways in which these changes have affected her both professionally and personally. In September 2014 Many Rivers had its annual Staff Retreat. Kim participated in training and team-building activities, including an informative training session on Working with Couples that Clinical Supervisor Mary Devan led for the counselling team.

In December 2014 Kim participated in a 2-day in-house training led by clinical supervisor Mary DeVan, on Counselling for Couples. The training combined both the Gottman Technique, and Sue Johnson’s Emotionally Focused Therapy Technique. Kim found the training very relevant to her work and has been able to integrate the knowledge successfully into her treatment strategies with couples. Community collaborative projects were very much highlighted for Kim this year, and she has enjoyed this new aspect of her work immensely.

She provided counselling and group support for the Women of Wisdom Group program at Skookum Jim Friendship Centre. The 12 week program was completed on March 17th 2015, however she has been invited to provide support for two additional upcoming events (a Women’s Sweat Ceremony, and a Women’s Film Night event) both scheduled for April 2015.

Kim has also partnered with a local Music Therapist Serena McKone to plan a creative expression support group that is open to clients who are challenged by chronic pain and have limited support in the Whitehorse area. The group now has adequate registrations and is scheduled to begin April 16, 2015. Yukon College invited Kim to deliver two Mental Wellness presentations to a Targeted Initiatives for Older Workers class at Yukon College this year. Both presentations were well-received and Kim hopes to partner again with the college for future presentations of this type. And finally, Kim continued her work this year as a member of the Yukon Critical Incident Response Committee.
Mike Birkett, B.A., M.Sc.
Generalist Counsellor and Itinerant Counsellor (Carcross)
Whitehorse

This year Mike saw many changes within the agency and was happy to welcome the new staff to the team. Throughout the year Mike worked in Carcross, on the Outreach Van as an outreach counsellor, and on the Whitehorse team. Currently, Mike’s active caseload in Whitehorse is over thirty active files, with six couples, one family, and ten active files in Carcross.

Key issues Mike focused on this year are: healing after infidelity and rebuilding trust within a relationship, managing issues related to addictions within a relationship, emotional self-regulation and navigating self-regulation within a relationship, exploring values and communicating needs within sex and intimacy, and symptom management that relates to historical complex trauma.

Mike contributed to four different groups throughout the year in both Carcross and Whitehorse. In May of 2014 Mike partnered with the Youth Counsellor at Many Rivers to provide a Boys Support Group that opened conversations about healthy relationships, followed by a follow-up group at the end of the school year. In May of 2014, in partnership with the Second Opinion Society, Mike facilitated two “Seeking Safety” sessions that explored the means of coping with addiction and trauma. The first session was held at the Whitehorse Corrections Centre and the second was held in the supportive housing model at the Barracks.

In Carcross, Mike was asked by CTFN to provide counselling support for the Log Cabin Project, a grass roots program initiated by men in the community. The aim was to build cabins on the culture camp for elders and future support programs on the land. Nine members from CTFN, ages 16 to 60, were trained as log cabin builders. They met with the counsellors twice a week, with a focus on coping skills, life skills training, and creating a supportive environments within the crew and camp in order to address issues within the community. For a more detailed description of the program, a video was made documenting the ten week program and is accessible on YouTube (keyword Log Cabin Project Carcross). Mike was also happy to hear that CTFN received additional funding for additional support programs at the culture camp that focusses on reconnecting with traditional practices for men and has been asked to participate in the programs.

Mike’s professional development this year consisted primarily on completing his clinical hours with the AAMFT. Mike needs to complete an additional 500 hrs of clinical work, and complete 100 hrs with an approved supervisor with the AAMFT. Mike also participated in two workshops focussing on therapeutic interventions for couples and a workshop for providing single-session consultations for the upcoming drop-in clinic at Many Rivers.
Zoë Armstrong, BA, DKATI, BCATR, RCAT
Generalist Counsellor, Art Therapist and Itinerant Counsellor (Carmacks)
Whitehorse

Zoë has been a generalist counsellor at Many Rivers for almost four years. During this last year, Zoë’s caseload has been very diverse, working with children, adolescents and adults processing through trauma, grief and loss. In therapy Zoë uses a humanistic, phenomenological art therapy approach. Clients may choose to work in any medium, from oil pastels and paint to clay. In addition to providing individual client sessions, Zoë participated in co-facilitating critical incident debriefs in Whitehorse and the communities.

Zoë continues to enjoy her time as an itinerant counsellor in Carmacks. She has enjoyed the range of clients that she works with and feels that it is a very needed and useful resource for the people in that community. Zoë participated in National Family Week, presented a talk on Art Therapy at the Second Opinion Society and attended the Whitehorse Connects event. Zoë has increased her collaboration with Carmacks Little Salmon, Children’s Development Centre, Hospice and the local school to provide a well-rounded and through approach for her clients.

During this last year, Zoë has participated in variety of training that has been beneficial to her professional development and the quality of service she is able to provide to her clients. In Michigan, Zoë attended a workshop titled “The Dark Side of Motherhood” which focused on perinatal mood and anxiety disorders, attended the National Art Therapy Conference in Nelson, BC and completed International Critical Incident Stress Foundation training in Watson Lake that was facilitated by Brent Ramsay.

In March Zoë applied to complete her PhD in Art Therapy at Mount Mary University, she was accepted and begins her studies July 2015.

Zoë is passionate about her work and grateful for the opportunity to work with such an amazing team! She is looking forward to another busy, fantastic year.
Sharon Wade, MA (Counselling Psychology), PhD (Health Sciences)
Generalist Counsellor and Itinerant Counsellor (Teslin)
Whitehorse

It has been an exciting and productive year for Sharon. Her first year anniversary at Many Rivers was February 24, 2015. In addition to her role as generalist counsellor and itinerant counsellor in the community of Teslin, she has facilitated harm reduction workshops and Seeking Safety group counselling programs, supervised a new intern, and sat on the committee for the Drop-In counselling program’s inception. Sharon looks forward to her role as Drop-In counsellor moving into the first quarter of 2015 and thereafter.

This year has also been a busy time for Sharon in the area of professional development. She is grateful for the opportunities she has had this year that have added to her knowledge and skills as a counsellor. These opportunities included: attending a training program for Post-Partum Mood Disorders in Michigan, and participating in DBT, Positive Psychology, and Trauma workshops in Whitehorse. In addition to the aforementioned workshops, Sharon also completed several self-study counselling courses, including two clinical supervision courses, an online course in Interpersonal Social Rhythm Therapy, and a course on Depression.

Lastly, Sharon would like to add that the College of Registered Psychotherapists of Ontario is in the process of reaching a proclamation to approve her application and grant her membership as a Registered Psychotherapist (RP). She is excited to continue to learn and develop her skills as a therapist and to take part in new projects and endeavors at Many Rivers in the upcoming year.
Itinerant counselling services have been provided to the communities of Haines Junction, Destruction Bay, Burwash Landing, and Beaver Creek by Many Rivers since January 2000. Currently Haines Junction receives three days of counselling services per week while Destruction Bay, Burwash Landing, and Beaver Creek receive two days of combined service weekly. Demand for service is heaviest in Haines Junction with referrals originating from a variety of sources including the Health Center, Champagne-Aishihik First Nation, St. Elias Community School, Regional Mental Health Services, and Social Services. Self-referrals, however, account for the majority of referrals as previous clients return to counselling or new clients hear of the service through word-of-mouth. There is a consistent demand for service in Beaver Creek where White River First Nation and the Health Center are very supportive of Many Rivers. In Burwash Landing, referrals have increased from the Kluane First Nation’s Wellness Program and demand for service is growing. Although access to health and social resources is a constant challenge for the communities along the North Highway, the consistency, dependability, and flexibility of Many River’s service over so many years has allowed each community to integrate the itinerant service as a valued resource in their health and social planning.

The clinical services are most often focused on individual therapy with clients who face the challenge of recovering from complex trauma originating from multiple forms of abuse and neglect during childhood and adolescence. The therapy is typically long-term and involves three distinct stages: stabilization, processing trauma content, and re-integration. However, within the broader context of providing counselling services to individuals, couples, families, and groups the most common presenting problems include: workplace stress, conflict management, depression, anxiety, separation, divorce, parenting education and support, family of origin issues, grief and mourning, anger management, addictions and after-care, relationship violence, and de-briefing and support for critical incidents. Support to frontline health and social service providers is another significant service as is our collaborative involvement with local agencies in the identification and development of service provision strategies and plans to address community needs.

Over the past year Phill has worked with the Health and Social Departments of both Champagne-Aishihik First Nation (CAFN) and Kluane First Nation (KFN) to expand and develop counselling and support services to their respective communities. KFN has hired two additional counsellors who have focused on developing services for women and youth; while CAFN has contracted the services of a female therapist with a specialization in somatic healing approaches to trauma. The option of attending counselling services with female therapists has been very well received in both communities.

In September the counsellor sustained an injury that required surgery and a six month medical leave. In his absence, Michael Knutson provided counselling and support services to the communities along the North Highway. The counsellor would like to acknowledge and express his appreciation for the excellent service Michael provided and for the ongoing youth work Michael has been able to offer to the community of Haines Junction and CAFN.
Lindsay Brown, BA  
Generalist Counsellor and Itinerant Counsellor  
Dawson City (Pelly Crossing and Mayo)

The Tr’ondek Hwetch’in, Na-Cho Nyak Dun, and Selkirk First Nations are all serviced through the Many Rivers office based in Dawson. Bi-weekly service to the communities of Mayo and Pelly are accessed through the office that receives the majority of its workload through the permanent, annual, and transient populations of Dawson City.

Individuals, couples, and children and youth counselling are the mainstay of the Dawson office. The 2014-15 fiscal year was a heavier workload than many previous years, and although individual counselling remains the largest category of service, couples counselling was the greatest area of growth. The vast majority of all requests for service are completed by Many Rivers, however, with our client’s consent there are many occasions where cases are jointly managed with other entities such as, Mental Health Services (MHS), Child Assessment Treatment Services (CATS), First Nations programs, Health/medical Services and others.

The new Many Rivers office has been operational in Dawson City for over a year now. The new location on 3rd Ave, directly above “Klondike Outreach Employment Services”, has proven to have been a positive move. Some very minor logistical changes have proven to be effective, and most importantly the opinion of clients has continued to reflect the initial comments of feeling more confidential and a more comforting homey environment to talk in.

Lindsay is very pleased with the supervision and administrative support offered, especially considering the logistical challenges of working somewhat remotely from the main office in Whitehorse. Like other counsellors at Many Rivers, Lindsay has access to and makes use of both peer support from Many Rivers counsellors and clinical supervision and support from Mary DeVan, Clinical Supervisor. While counselling colleagues and the Clinical Supervisor deal with clinical issues, the Administrative team, both in Whitehorse and Watson Lake, are depended on for any number of issues, from paper clips to remote computer repair and literally anything in between to keep the office running smoothly. A big thank you to all.

The Dawson office continues to collaborate and work with other entities and organizations. This year included 6-8 weeks shadowing the “Changeways” program for depression with Mental Health Services, a local public workshop on Anxiety with Mary DeVan and Mental Health Services, and co-facilitating a two day workshop on Addiction with Alcohol & Drug Services, local Doctors, and Community Nursing. With clients consent, the list of organizations worked with grows to include, but not limited to, Adult Probation, psychiatrists, First Nations departments, Child and Family Services, schools, and extended care facilities, as well as in Dawson.

The rewards and challenges of shaping Many Rivers’ services to meet the demands of the people, cultures and entities throughout the North Klondike Region remains a challenge Lindsay enjoys immensely. The variety of issues, different cultures, locations, annually changing populations, local entities, and the support base of Many Rivers, ensures the services of the Dawson office remain successful in the communities it serves.
Andrej DeWolf, BA  
Youth Counsellor  
Watson Lake

Andrej DeWolf has been the Many Rivers Youth Counsellor in Watson Lake since August of 2009. He provides services at the elementary school, the high school and at the Many Rivers office in downtown Watson Lake. The youth counselling program in Watson Lake provides counselling for children and youth up to the age of twenty-four. During the course of this year Andrej’s clients have sought counselling for a wide variety of issues. Client referrals this year have come from parents, caregivers and youth who have sought counselling on their own initiative.

This fiscal year began as one of the busiest Andrej has experienced since he began working for Many Rivers over five years ago. Most of Andrej’s time was dedicated to one on one counselling. In May, Many Rivers received a request from the Watson Lake high school’s principal to provide workshops on suicide awareness and prevention due to a concern about a potentially high number of youth with suicidal ideation. Whitehorse youth counsellors Erin Legault, Michael Knutson and summer student Angela Jobin traveled to Watson Lake to facilitate these workshops with Andrej. Andrej and Michael presented three sessions of the workshop to the boys at the school while Erin and Angela did the same for the girls. Finally, as a larger group, the Many Rivers’ team gave a presentation on the same topic, but aimed towards parents and adults of the community. The workshops and presentation seemed to be well received and appreciated by the community. In the fall Andrej delivered a similar presentation at a memorial potlatch for a local youth in Watson Lake.

Andrej has had several training opportunities over the last year. In the summer Andrej received training in Critical Incident Stress Management. This training was facilitated by Many Rivers’ Executive Director Brent Ramsay. In November, Andrej attended the Northern Mental Health First Aid training facilitated by Yukon Mental Health Services. This training focused on mental health issues with a specific focus on the north; including mental health disorders that are common in the north, as well as historical and political factors that contribute to mental health issues in the north. In October Patrick Thompson and Scott Carlson from Les EssentiElles arrived in Watson Lake to provide a training session based on their project: “Engaging Yukon Men and Boys in Ending Violence Against Women and Girls.” The two day training session provided Andrej with the tools and a template to develop a presentation on the same topic for the youth of Watson Lake.

In December the Liard First Nation hosted their second annual youth conference which took place at the high school. Andrej was a support worker for most of the conference and he presented his workshop on ending violence against women and girls. The workshop was presented to the male students attending the conference. Over 30 students attended. The presentation focused on examining and redefining ideas about masculinity, promoting positive views of masculinity, understanding consent, healthy relationships and taking action to stop a culture that allows violence against women to occur. Organizers of Watson Lake’s White Ribbon campaign were invited as guest speakers to talk about their campaign. The presentation seems to have been well received by the students.
Michael Knutson, BTh, MSCP
Youth Outreach Counsellor
Whitehorse

Michael has worked at Many Rivers for 5 years. He has worked predominantly with youth between the ages of 12 and 24 using Person Centred, Cognitive Behaviour Therapy, Motivational Interviewing, and Existential Counselling techniques to help youth work through trauma, anxiety, depression, and addictions, to engage in healthy relationships, discover positive coping techniques, and set healthy positive goals for the future. Michael began the first quarter working five days a week with one shift on the Outreach Van, participating in a lot of community outreach, but primarily in an in-office counselling setting where he provided individual/family counselling.

Michael took four and a half months off on parental leave, missing the second quarter completely and part of the third. Michael returned to work mid-November, working part time three days a week, two days in Whitehorse and one day in Haines Junction (along with monthly trips to Beaver Creek in the fourth quarter). Because of limited availability in Whitehorse Michael cut back on community outreach and Outreach Van shifts to focus on more in-office counselling, seeing an average of four clients per day. Furthermore, upon Michael’s return from parental leave he began seeing adult clients along with youth which has been another great learning experience and opportunity that has broadened his counselling skills.

In terms of workshops, at the beginning of the year Michael and Andrej DeWolf provided a suicide prevention workshop to Watson Lake High School boys. Michael, along with Erin Legault and Angela Jobin, provided an evening community presentation to High School staff, RCMP, Mental Health professionals and other community professionals. All presentations and workshops went over very well and it was great to see such participation and collective concern for youth in Watson Lake. At the end of the year, Michael and Corry Rusnak from Alcohol and Drug Services teamed up along with Champagne and Aishihik First Nations to provide a group of 12 First Nations youth in Haines Junction with education workshops on a variety of topics from drug/alcohol to mental health. Michael and Corry plan on continuing to engage in monthly workshops with Champagne and Aishihik youth throughout the summer. What a fantastic way to get to engage with youth who are searching for ways to reach their full potential.

In terms of professional development, Michael attended a positive psychology workshop along with members of Many Rivers’ staff and Yukon Mental Health workers from Whitehorse and the communities. Michael also participated in a two day couples counselling training led by Mary DeVan where counsellors from Many Rivers and some government organisations gathered to learn about John/Julie Gottman, and Sue Johnson’s Therapy Techniques. Both of these workshops were a huge professional benefit and provided a great opportunity to meet and get to know some local community counsellors. Furthermore, Michael updated his First Aid/CPR training at the Yukon College and also participated in a three day ‘Trauma Training’ workshop at the Yukon College. This training focused on residential school history in the Yukon.

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providing some tips regarding how to work with residential school survivors, warning signs of vicarious trauma, as well as the importance of self-care for workers in that field. This training also helped Michael gain deeper perspective regarding his experience working in the communities of Haines Junction and Beaver Creek.

The highlight of the year for Michael was traveling to the communities of Haines Junction and Beaver Creek. It was interesting, challenging, and a huge learning experience as he gained more insight into Champagne and Aishihik and White River First Nations cultures. Michael thoroughly enjoys working with people from diverse cultures and backgrounds and hopes to continue providing workshops to diverse communities throughout the next year. Peace!
**Erin Legault, M.Ed.**
Youth Outreach Counsellor
Whitehorse

With a new intake process, a retirement, the addition of new programs, and what seemed like more intensive and challenging experiences facing clients, the past year at Many Rivers has resulted in a lot of change. Erin’s youth clients walked through the door with a multitude and variety of experiences and concerns. The majority of Erin’s clients were seeking help and support with regards to: court and legal issues, domestic violence, self-harm, suicidal ideation, relationship issues, addictions, and life transitions. Erin has experienced a change in her caseload, seeing more male clients than before, as well as an emergence of youth or young adult couples exploring the idea of couple counselling.

Continuing on from previous years is Erin’s work with the Outreach Van and Teen Parent Centre, however, some new connections with Skookum Jim Friendship Centre were created. Although she is unable to connect with clients as often as before on the Outreach Van, Erin appreciates the ever changing type of environment and people that the van connects her to. Connections at the Teen Parent Centre also continued this past year, which is one of Erin’s favourite places to connect as it feels like a family or community that she is appreciative to be a part of. Erin co-facilitates a weekly parent support group with Jana McDonald of CATS, where a variety of themes and topics are discussed; all while fostering a support network amongst the students at the centre, and connecting clients to outside supports for when summer begins or they leave the centre.

As previously mentioned, this year brought a new connection at Skookum Jim Friendship Centre. Beginning in September, Erin began attending the after school youth tutoring program, which functioned as a youth counselling drop in style, ability at the centre. Erin has loved connecting with a new agency and has enjoyed developing relationships with both the staff and the youth who attend.

Erin took part in providing support, counselling, and grief circles to multiple groups in Whitehorse and Pelly Crossing.

Erin, with some of her colleagues, also provided workshops and training at Watson Lake Secondary School about suicide intervention and how to help a suicidal friend. All grades were included in the workshop groups, which included discussions, education, articles, and suicide myths. All individuals were given an opportunity to meet for one on one individual counselling to debrief or talk with a counsellor afterwards. A parent/community presentation was also put on by Many Rivers one evening which saw the community come together in an attempt to work together to best support the youth in the community.

In the world of training and professional development, the end of November had Erin eagerly flying to Toronto to participate in three days of ‘Friends’ Training. Erin is now a certified facilitator, able to offer the ‘Fun Friends’, ‘Friends for Life’ and ‘My Friends’ programs. The programs are designed to help children and youth from four to sixteen years of age build social, emotional and resiliency skills. Erin is very excited to offer the program and hopes to deliver it to some classes coming up in the 2015-2016 school year!
At the end of March, Erin and her colleague Meg Grudeski (Outreach Van Coordinator) traveled to Burlington Ontario for an intensive five day training program. The training was a ‘train the trainers’ program for the ASIST Program (Applied Suicide Intervention Skills Training). The training is what one could consider suicide first aid training. It focuses on helping people become comfortable talking about suicide and asking someone about suicidal thoughts. The workshop teaches individuals how to help keep someone ‘safe for now’ while a longer term plan can be worked out for the person. This training has provided Erin and Meg the opportunity and provide this incredibly useful two day workshop to agencies and individuals across the north (and anywhere really)!

In closing news, February time was a sad but celebratory time at Many Rivers as we took time to say goodbye and happy retirement to Mr. Jim Cahill, our trusted and true receptionist. We celebrated in style with gifts, food, memories, laughs and lots of tears. The family room at Many Rivers was even officially renamed ‘The Jim Cahill Family Room’ in recognition of all the amazing work and service Jim has done. We will greatly miss his amazingness around the office.

Lastly, to end on some positive news, after a four month process, Erin was finally able to add the letters, ‘C.C.C.’ after her name. Erin received notice that she was officially accepted and recognized as a Certified Canadian Counsellor with the Canadian Counselling & Psychotherapy Association!

Here’s to an even brighter 2015-2016 year ahead!
Jim first became involved with the agency when he completed a month long practicum there in May 2002 as a requirement of the Yukon College Office Administration Course. He started working at the agency on a permanent basis in November of the same year when he was hired as administrative assistant, specifically to staff the reception desk at the Whitehorse office. Twelve years later, and a bit, Jim retired. His last day of work was on Friday, January 23, 2015.

Jim saw his role as one of helping people who helped people. He took great satisfaction in knowing that, in some small way, he was assisting the counsellors carry out work that was helpful to the clients involved and their loved ones.

What Jim valued the most about his time with the agency was the good fortune to work with and for so many wonderful people – board members, staff, and clients alike. The agency, like all places of work, had its share of ups, downs, challenges and successes. There was, however, one constant he could depend on: a sense of camaraderie that encompassed goodwill, patience, kindness, and understanding. Jim says more than anything, that this made his stay at Many Rivers worthwhile and rewarding.

Jim is a humble man. He is missed by all who were fortunate enough to have worked with or been greeted by him at Many Rivers. We wish him all the best in his retirement.
**Outreach Van Coordinator**

Megan Grudeski

Megan joined the van team as coordinator in August 2014, transitioning into the role with assistance from interim coordinator, Dot Neuls. Meg has set out to provide leadership and stability to the van team and aims to maximize the van’s impact in the community by tapping into the skill sets of each van team staff member. The coordinator is responsible for facilitating the operation of the Outreach Van, including: staff scheduling for operation 6 nights a week, data analysis, report writing, supply and equipment ordering, coordinating partnerships, chairing management and team meetings, organizing volunteer activities, reviewing incident reports, supporting staff as needed, liaising with community members and organizations, media relations, and all other duties to effective operation – all within the context of strict confidentiality.

Meg is currently a candidate in the Masters of Arts – Counselling Psychology program at Yorkville University, intended to complete in 2016.

Meg and her colleague Erin Legault (Youth Outreach Program Counsellor) traveled to Burlington Ontario for an intensive five day program of Applied Suicide Intervention Skills Training (ASIST) “training for trainers”. This means Meg and Erin are now able to facilitate the 2-day ASIST workshop. ASIST is specialized suicide first aid and support. It focuses on the paramount need to talk about suicide directly and openly. The workshop emphasizes the need to keep person at risk “safe for now”; while also aiming at longer term planning for safety and support for the person at risk. Meg and Erin hope to deliver workshops to caregivers throughout the Yukon starting in the summer of 2015.

Meg has also attended training in Dialectical Behavioural Therapy, Leadership, Emotional Intelligence, and completed training to volunteer on the Yukon Distress & Support Line.
The Outreach Van is a mobile harm reduction equipment provider, exchange site and education service, travelling the streets of Whitehorse six nights per week. The van’s purpose is to improve the quality of life in any immediate moment and to provide clients with timely opportunities should they choose to make changes in their lifestyle. To achieve this aim, staff continues to develop trusting relationships with the clients they serve and provide a variety of health, safety and social needs. The van has been operating for over 12 years, reaching out and providing a variety of services to a sector of our community whom there is no appropriate programming and/or unable to choose to access existing services. The van is delivered by Many Rivers but operates in a professional partnership with Blood Ties Four Directions, Kwanlin Dun First Nation Health Centre and Fetal Alcohol Syndrome Society Yukon.

Media Connections

- Meg has been active in the media, aiming to raise awareness and increase advocacy about the van and its services. Throughout the year Meg has participated in a number of media engagements:

- Meg, alongside Patricia Bacon (Executive Director of Blood Ties Four Directions), and Kim Winnicky (Whitehorse Connects) completed an interview with CBC’s A New Day to discuss the winter Whitehorse Connects event and the annual Sock Drive campaign hosted by CBC Radio. Nearly 1500 pairs of wool socks were donated thanks to CBC and the community’s efforts.

- Meg conducted TV and radio interviews with Phillippe Morin of Northbeats. Van services, hours of operations and creative ways to support people (and their pets) throughout the winter months were discussed.

- Meg completed an interview with Ashley Joannou from Yukon News regarding homelessness, pets, van services and changes for the upcoming summer.

- Meg conducted an interview with Chris McNutt from Northwestel Community Television regarding Mental Health Services and how the van assists clients with mental health challenges. The interview aired on Community TV Channel 9 during the “Yukon State of Mind” segment.
Community Connections

- The van coordinator is very active in the community, joining in collaborative discussion and event efforts, hosting presentations and actively participating in committees:
- Presented at the Social Justice Conference to high school students and educators.
- Coordinated with Dr. Chris Harrold of All Paws Veterinary Clinic to provide check-ups and inoculations to dogs and cats of van clients during 2 van shifts.
- Participated in a roundtable discussion on Aboriginal Women’s Rights, and subsequent webinar sessions, hosted by the Canadian Human Rights Commission.
- Worked with Yukon Anti-Poverty Coalition, and many other community agencies, during Poverty and Homelessness Action Week.
- Facilitated a discussion with Second Opinion Society (S.O.S.) members regarding van services, changes to service delivery, and implications for vulnerable persons in the community.
- Invited to attend and present during F.H. Collin’s 30-hour famine and Vanier Catholic’s Health Fair.
- Holds a seat on the Community Policing Committee.

Generous Donations & Volunteers

The van continues to benefit from the generosity of the Whitehorse and area community. The van has been the privileged recipient of donations of clothing, food, time, supplies, effort and much more. Each day volunteers and staff put their heart and soul into serving marginalized people in Whitehorse. We would like to thank all of the people and businesses who contribute to the Outreach Van - without the community, we would not be able to continue to support to our clients.

If we missed your name off the list, or we missed someone you know – please let us know!

We would like to express our gratitude to our partners over the last year who continue to support our Outreach Van program.

Fetal Alcohol Syndrome Society of Yukon     Blood Ties Four Directions Center     Kwanlin Dun First Nation
**Outreach Van Statistics**

Combined Total: April 01, 2014 - March 31, 2015

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42% of N/O returned directly @ van
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- BDO Canada LLP – Kim McMynn
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- Sweet Pea Playschool
- Teegatha’Oh Zheh
- Vanier Secondary School Social Justice Club
- Whitehorse Correctional Centre – Men’s Baking Group
- World Youth Delegates: Canada-Indonesia
- YTG – Economic Development
- Yukon Heritage Resource Board
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for your generous support during

A Special THANK YOU to:
Fraserway RV, Coast Mountain Sports and
White Pass & Yukon Route
for sponsoring our prize draw for families who participated in events!

1st Prize Winner
Fraserway Free Family Weekend RV Rental
Terry Galipeau of Mayo

2nd Prize Winners
5 Day XCountry Ski Rental & A Lesson for a Family of 4
Jennifer Kozmen of Whitehorse
Whitepass Summit Excursion for a Family of 4
Eileen Peter of Mayo

“We apologize in advance for any errors or omissions.”
A special thank you to all the folks who drop items off anonymously, or who have made contributions to other Outreach Van campaigns. We might not know your name, but please know we thank you from the bottom of our hearts!

Hats, mitts, new socks, and unopened hygiene supplies are always welcome.
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* Partners for Children
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TEAMWORK MAKES THE DREAMWORK

Itinerant Counselling also provided in Teslin, Carcross, Carmacks, Beaver Creek, Destruction Bay, Pelly Crossing and Mayo

Please visit our website: www.manyrivers.yk.ca

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