



Annual Report

Family Services of the North Shore

Our Mission: Strengthening our community through counselling, support and education

.....
We believe that everyone in our community has the right to receive affordable, high quality and effective help when they need it most. Last year over 7400 children, youth, individuals and families received support from our dedicated and caring staff during new or difficult times in their lives. We were here for them at the beginning and end of life, during normal transitions or traumatic situations, and all of their life experiences in between.

We are so proud to share the positive impact that our programs and services have had within our community this year.



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Message from the President and Executive Director

This has once again been a very successful year for Family Services of the North Shore.

We reached over 7400 individuals, children, youth, couples and families through our innovative, effective programs that are addressing the root causes of problems in our community. We could not have this level of positive impact without the long term support of our generous donors, corporate partners, passionate volunteers and exceptional staff. We are truly grateful to work within a community that cares for each other and gives back so much. Thank you!

This year our Board of Directors approved a new 2013 - 2016 Strategic Plan that sets out five important goals for the Agency to further enhance our strengths in the following areas:

- Be an Inspired and Effective Team
- Have an Efficient Organization
- Ensure Financial Sustainability
- Deliver Focused Programs that Demonstrate Impact
- Have Increased Influence

Key outcomes that will be accomplished to reach these goals include ensuring strong leadership throughout the Agency and sustained government funding, developing streamlined processes, delivering high quality programs, and extending our reach through community engagement, public policy influence and collaboration with other organizations.

One important and unique aspect of Family Services of the North Shore is our ability to fundraise so we can “chart our own course” and tailor our programs and services to the specific needs of our North Shore community. This year we are formalizing our Show Us Your Heart Donor Recognition Program which is designed to not only assist donors in making decisions regarding the level of their annual commitment to Family Services of the North Shore but also to assure donors that their donation will be recognized appropriately.

As a result of donor, volunteer and community support, we are proud to announce the launch of our new Companionship Community Care program. This program, which launched on May 1st, provides volunteer companionship to those who have a life limiting illness and those who are bereaved or disabled and was designed with over 30 community stakeholders.

Our Youth Leadership Advisory Board volunteers have once again inspired us with their “Stars and Sticky Notes Campaign” that delivers positive messages to their peers at school in thoughtful ways. We have learned so much from these 12 smart, engaging and hopeful youth.



play
grow
learn



Our long term commitment to diversity and inclusion efforts within our workplace, for the benefit of clients, staff, and volunteers, continues to deepen as we understand the barriers that exist in our society and within ourselves.

We want to let you all know that we will be moving our offices during the next year due to the redevelopment of the building we currently occupy at 255 West 1st Street in the Lower Lonsdale area. We are looking at this as an opportunity to design a new space that is as comfortable and accessible for all our clients as our current premises. We look forward to a new physical redesign of our office space that supports the work we are doing in 2014 and beyond. The move will require additional financial investment and we will keep you updated on that front.

We are also encouraging our stakeholders to “stay in touch” so we can communicate with each other throughout the year. Our social media sites, website, and e-newsletters are environmentally friendly ways to let us know what you are thinking. We look forward to hearing from you!

Thank you again for all your support and your partnership in caring for our community.

Our Vision

A connected community where people care for one another

Our Values

We lead with our hearts

We embrace diversity and inclusivity

We act with respect and integrity

We promote learning and growing

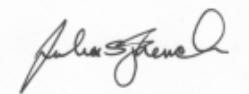
We foster collaboration and connection

for over 60 years we have assisted

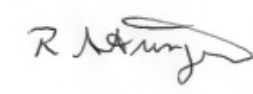
 **7400+**
families & individuals
annually



Julia Staub-French
Executive Director



Ross Stringer
Board President



2013/2014

Agency & Foundation Board

~ constituted under the BC Society Act.

Ross Stringer

President, Agency Board
Director, Foundation Board

Sue Chow

President, Foundation Board
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Alison Parry

Treasurer, Agency & Foundation Board

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Director, Agency & Foundation Board

Nancy Harrison

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Director, Foundation Board

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Director, Agency Board

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Director, Agency Board

Cynthia Orr

Director, Agency Board

Bruce Sanderson

Director, Agency Board

Helping Parents Create Healthy and Resilient Families

Becoming a new parent can be exhilarating, exhausting, and sometimes overwhelming. Ensuring that new moms and dads are not isolated and have the support they need to create nurturing environments for their children is a primary goal of our Award Winning *I hope family centre* with locations on Lower Lonsdale and at Maplewood Farm. Our warm and experienced staff provides a wide range of support that includes:

- 1109 children ages 0-6 joining their parents and caregivers on 4732 visits to our **Learning Together Through Play** program and discovering the joy of dramatic play, art, song, and connection with others. Play is children's work and crucial to their later academic success.
- 153 new mothers taking part in our **Breastfeeding and Postpartum Support Group**.
- 210 parents using the language of song, stories, and rhymes to bond with their new babies at our **Parent-Child Mother Goose Programs**.
- 150 families becoming better equipped to set their children up for a lifetime of healthy eating through attendance at our **Family FUNDamentals** program for parents, caregivers and children 2-4 years of age. This program is part of our **Jessie's Legacy Eating Disorders Prevention Program**.

♥ 4732 visits to our **Learning Together Through Play** program

Ensuring that children are not left to deal with abusive, traumatizing, and neglectful experiences alone continued to be a top priority for us over the past year. The impact of witnessing intimate partner violence, experiencing sexual abuse, and other types of child abuse is significant, creating what can be a lifetime of negative effects passed on to future generations. Our services to support children interrupt this pattern and include:

- **Creating Safe, Healthy, Resilient Children and Families Free from Violence Project:** A new and innovative project developed this year that reduces the lifetime impact of intimate partner violence on children by reducing trauma symptoms, increasing resiliency, and addressing basic needs such as housing and employment.
- **Child and Youth Counselling, including Sexual Abuse Specialization:** Our expert counsellors taught 153 children during 2000 counselling sessions to keep themselves safe, understand that they're worthy of love and care, and to know that abuse is never their fault. They reported less anxiety, depression, suicidal thoughts and better self esteem, body image, peer relationships, and school performance. We are very grateful for the sustained funding provided by TELUS to help us reduce the waitlist in this program.
- **Family Preservation and Support Programs:** The Ministry of Children and Family Development contracts with us to provide in home support for children and youth identified to be "at risk" and who could end up in foster care. Over 35 families per month attended over 2000 counselling sessions last year.

“ I have struggled all my life, and because this program is affordable, I am improving with therapy and I am very grateful! ”

“ As a mom, I get to meet other mothers in my community. Since I have no family close by, the I hope family centre is priceless. ”



“ My daughter has a safe and judgement free place to go. She is sleeping better, expressing herself and learning how to let me in. ”



The Northshore Auto Mall hosted our Fourth Annual Toy Drive and brought the community together to fill two half-tonne trucks with toys which were taken back to the Christmas Bureau Toy Shop.

The **Family Services of the North Shore Christmas Bureau** provides a way for individuals, families, organizations, and workplaces to give back to those in our community who "have less" so that they can celebrate the holidays with dignity and joy. The Christmas Bureau has been a symbol of our North Shore community's commitment to care for one another for more than thirty years, and this year, it was again an inspiring and emotional experience for all involved.

The impact was significant:

- 1860 individuals and families received 677 hampers filled with beautifully wrapped toys, gifts, sports equipment, clothing, supermarket gift cards, and other thoughtfully selected items.
- 17% more families than last year were respectfully served by over 177 dedicated volunteers.
- 755 parents chose over 6552 toys and books to be wrapped and placed under the tree or in stockings for their kids.

“ Choosing toys for my son and seeing his face light up on Christmas morning... these were gifts that I will never forget. ”

A big thank you goes to the Northshore Auto Mall who hosted our **Fourth Annual Toy Drive** and brought the community together to drink hot chocolate, build Lego snowflakes, and fill two half-tonne trucks with toys which were taken back to the Christmas Bureau Toy Shop.



6552 toys for kids
177 dedicated volunteers





We are so proud of the 12 incredible, smart and dedicated YouthLAB volunteers who worked with us this year to address mental health issues and create effective outreach strategies for youth.

Supporting Individuals, Couples and Families During Challenging Times

Home should be a sanctuary for women and children but for many in our community who are victims of intimate partner violence it is a place of fear, anxiety and pain. As a result of our “It Stops Here Campaign” and the generosity of our individual donors and funding from our Municipal and Provincial Governments, the waitlist for counselling has decreased from 60 to 25 women. We still have more to do, but we are proud of our results:

- 218 women received over 2300 hours of trauma informed counselling services in our **Stopping the Violence Program** and report less Post Traumatic Stress Disorder (PTSD) symptoms, increased self-esteem, and greater ability to keep themselves and their kids safe.
- Women with incomes less than \$24,999 are participating in our **Creating Safe, Healthy, Resilient Children and Families Free from Violence Project** and are receiving additional in-home support, childcare during counselling sessions, transportation, and other assistance.

“ I am quite sure I would not be here had it not been for this counselling – life was just too painful and had been painful for too long. It saved my life. ”

♥ 2300 hours of trauma informed counselling in our **Stopping the Violence** program

Engaging Youth, Parents and our Community in our Prevention Efforts

This year we continued to expand and deepen our prevention efforts within our Clinical and Provincial Programs. Common sense and research data tells us that directing a percentage of our resources for prevention programs saves our community financially and residents personally for generations to come. Our staff and volunteers work together to influence in the following ways:

- **Jessie’s Legacy Eating Disorders Prevention Program:** A Provincial program that engages youth, families, educators and professionals in the prevention of eating disorders. An important success this year was the annual Provincial Eating Disorders Awareness Campaign (PEDAW). On February 7, 2014 BC residents were encouraged to wear purple in support of this campaign, and a key highlight was that BC Place and TELUS World of Science were lit up purple to show their support of the campaign. Social media and online resources drive our prevention efforts through **Love Our Bodies, Love Ourselves**, a movement created to bring public awareness to preventing eating disorders and disordered eating. **Love Our Bodies, Love Ourselves** has over 2000 Facebook page likes and over 5000 people across the Province are wearing our distinctive purple wristbands.
- **Youth Leadership Advisory Board (YouthLAB):** We are so proud of the 12 incredible, smart and dedicated youth who worked with us this year to address mental health issues and create effective outreach strategies for youth. YouthLAB will finish its second year in June and we look forward to starting our third year in September. Check out our YouTube channel to see the video they are using for school presentations and join our Facebook page to check out their “Sticky Notes and Stars Campaign.” Their messages are powerful!



youth
LAB

Creating a safe and confidential space where individuals, couples and families can talk about their worries, fears, and struggles is where the work in our **Individual, Couple and Family Counselling Program** begins. This is a self referred program where an equal mix of clients pay full fee (\$110) and others are able to apply for a fee reduction (minimum fee is \$15), calculated by a sliding scale based on an individual’s gross income. All clients receive expert mental health counselling services aimed at helping them achieve their goals:

- Over 727 adults attended counselling sessions to work on their anxiety, depression, relationships, separation, divorce, parenting challenges, work stress and other concerns.
- 75% of clients reported that at the end of counselling they were healthier and had a more positive outlook on life.

Immigrating to a new country and community where everything is different can be incredibly stressful and difficult, and can create additional barriers to deal with “normal” life stressors such as parenting, relationships, and work transitions. Over the past year, we have continued to ensure that our core services are available in Farsi, Mandarin, Cantonese, Korean and Spanish and have expanded our group offerings as follows:

- **Parenting Teens Groups** were held for both Korean- and Farsi-speaking parents who wished to learn more about their child’s development and to improve their parenting skills. Both groups have facilitated a network of support for participants.
- A **Couples Communication Group** supported Farsi-speaking participants who wanted to improve their communication and understand the impact that immigration is having on their relationship.
- A **Post Partum Depression Group** was held for Farsi-speaking new mothers who needed support with depression, anxiety, and feelings of isolation.



“ I am so grateful for your service. Counselling has helped make my journey in life much more positive. ”





We are very grateful for the generous grant from Paul Sugar Palliative Support Foundation to launch our new Companioning Community Care Program.

Providing Families with Companionship

We have been engaged in a planning and creating process with a team of 30 experienced volunteers and the result is the launch of our new **Companioning Community Care Program**. This program offers on-site and in-home programs for adults directly affected by life limiting illness, bereavement or disability. The program has been developed to increase a sense of well-being, reduce isolation, improve the quality of life, and connect with others who are experiencing similar challenges.

The volunteer services offered include:

- Weekly relaxation sessions and healing modalities
- Weekly in-home visits including outings, accompaniment to appointments or capturing life stories
- Bereavement walking groups to create connections and support light exercise
- Bereavement support group (8 weeks)
- Telephone companionship calls
- Social and educational opportunities

We are very grateful for the generous grants from Paul Sugar Palliative Support Foundation and Vancouver Foundation which have allowed us to start this important, new community program.



“ Volunteering is an opportunity to give back to my community in a way that, hopefully, makes someone’s life just a little bit easier, if only for a few moments. ”

Community Engagement

At Family Services of the North Shore, we know that the strength of our community is the people in it and we want to draw upon this strength to help us extend awareness and outreach of our services deeper among those who need us most. With this in mind, our Community Engagement Board Committee has identified three goals for this coming year:

- Grow the overall awareness level of the Agency’s breadth of programs and services.
- Encourage greater interest and involvement in the Agency.
- Create engaged, local supporters of Family Services of the North Shore.

This past year we have been very active engaging our North Shore community. In addition to our highly successful annual Toy Drive at the Northshore Auto Mall, Provincial Eating Disorders Awareness (PEDAW) initiatives and our annual signature events (the Winter Family Ball and Christmas on the Shore), we have presented at City Council meetings and to youth at many schools across the North Shore. We have also participated in United Way corporate fairs, tours and volunteer days, the Scotiabank Charity Challenge, a fundraiser with the North Vancouver Wolf Pack, a Family Day event at the Capilano Suspension Bridge and we have been involved in many, many more community collaboration activities and events.

Volunteers play a key role in these Community Engagement initiatives. Our 350+ volunteers help us to extend our reach through their work at our I hope family centre, the Christmas Bureau, our new Companioning Community Care Program, Signature Events, YouthLAB and on our Board of Directors. We are truly grateful for their support.

We are also interacting with many community partners, donors and volunteers in our community through social media. Whether it is on Facebook, Twitter or YouTube, our posts are engaging our followers and keeping them informed.



facebook.com/FamilyServicesoftheNorthShore

This page highlights all the community engagement activities we are involved in and the many ways to get involved with our Agency.



twitter.com/FSNorthShore

Our Twitter feeds give real time updates on what we are up to as well as what some of our community partners are doing.



youtube.com/FamilyServicesNS

Our YouTube channel is a great place for us to visually tell the success stories of our programs.



facebook.com/loveourbodiesloveourselves

This page highlights the prevention work we are doing through Jessie’s Legacy and PEDAW, with a focus on positive self-esteem messages.



twitter.com/loveourbodiesloveourselves

This Twitter feed gives updates on the work being done in eating disorders prevention.



facebook.com/Ihopefamilycentre

This new page allows us to efficiently communicate with families attending our I hope family centre programs.

Family Services of the North Shore exists to serve its communities, including the City of North Vancouver, District of North Vancouver, District of West Vancouver, Village of Lions Bay and Bowen Island. Through these engagement activities, and with your help, we can truly envision a connected community where people care for one another.

350+

THANK YOU

to all our 350+ volunteers for your generous support of our Agency and its community events.



The Christmas Bureau has been a symbol of our North Shore community’s commitment to care for one another for more than thirty years, and this year, it was again an inspiring and emotional experience for all involved.



Show Us Your Heart Donor Recognition Program

Looking back over the last year, we are reminded again of the support and trust donors have in our Agency. The generosity of individuals, companies and foundations has been truly heartwarming.

Acknowledging donations appropriately has always been of utmost importance to us. To further enhance recognition of and gratitude for philanthropic contributions made each year, we have recently formalized our Show Us Your Heart Donor Recognition Program.

This program has been designed to not only assist donors in making decisions regarding the level of their annual commitment to Family Services of the North Shore but also to assure donors that their donation will be recognized appropriately. (If donors wish to remain anonymous and/or may wish not to receive the recognition associated with their giving level, we will respect those wishes.)

Our donors help to provide valuable funding for our provincial, community and clinical programs, and will receive the following recognition:



CIRCLE OF FRIENDS

Circle of Friends donors give up to \$499 each year.

Circle of Friends donors will be recognized with a:

\$1 - \$99: Thank you letter and charitable tax receipt (if applicable)

\$100 - \$499: Thank you letter, charitable tax receipt, and a personal phone call from a Fund Development Team Member



CIRCLE OF HEARTS

Circle of Hearts donors give \$500 or greater each year.

BRONZE \$500 - \$999

SILVER \$1,000 - \$4,999

GOLD \$5,000 - \$9,999

PLATINUM \$10,000 - \$24,999

HEART AND SOUL \$25,000 or greater

Circle of Hearts donors will be recognized as follows:

- Thank you letter and charitable tax receipt (*Bronze - Heart & Soul*)
- Acknowledgement in and receipt of Annual Report (*Bronze - Heart & Soul*)
- Invitation to Annual General Meeting (*Bronze - Heart & Soul*)
- Agency progress updates throughout the year (*Bronze - Heart & Soul*)
- Personal phone call from Executive Director (*Silver - Heart & Soul*)
- Invitation to a recognition event with Agency update from Executive Director (*Silver - Heart & Soul*)
- Exclusive meeting and Agency tour with Executive Director (*Gold - Heart & Soul*)
- Guest of the Executive Director at the Agency's signature event, Winter Family Ball (*Platinum - Heart & Soul*)
- Photo opportunity for media recognition (*Heart & Soul*)



CIRCLE OF HOPE

Circle of Hope donors provide estate and legacy gifts, including bequests, insurance policies, stocks, annuities, property and charitable remainder trusts to our Agency.

Circle of Hope donors will be recognized with a(n):

- Thank you letter and charitable tax receipt
- Personal phone call from the Executive Director
- Acknowledgement in and receipt of the Annual Report
- Invitation to Annual General Meeting
- Agency progress updates throughout the year
- Annual Circle of Hope recognition event with Agency update from Executive Director



CIRCLE OF SUPPORTERS

Supporters are donors who support us through gifts in kind such as sponsoring a family for the Christmas Bureau, donating to our annual Toy Drive or providing auction items for our signature events, the Winter Family Ball and Christmas on the Shore.

Circle of Supporters' recognition include:

- Thank you card or letter and charitable tax receipt (if applicable)
- Acknowledgement in and receipt of Annual Report (\$500+)
- Invitation to Annual General Meeting (\$500+)

Your gift helps us to ensure that we can care for our community.

Have questions?

Our ability to offer critical services to our community is due to the tremendous support of our donors, volunteers and supporters.

Please contact the Fund Development Administrator at 604.988.5281 with any questions.



Thank you to all our donors



“ We love Family Services of the North Shore because they CARE. Thousands have benefitted from their services, and their great work has made the North Shore a healthy and vibrant place for all of us to live and work. ”



**CIRCLE OF HEARTS
BRONZE \$500-\$999**

Human Alghabi
Tamara and Anthony Alvaro
Jill and Derek Amery
Anonymous Donor
Jane and Ian Austin
Patricia and Douglas Bentley
Shirin and Oliver Bock
Zohra and Kenny Bonnis
Karen and Steven Brennan
British Pacific Properties Ltd.
Capilano Suspension Bridge and Park
Barbara Barry and Raymond Castelli
Charlwood Family
Susan and Rod Chow
Chutter Underwriting Services Ltd.
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Wendy and Cameron Currie
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Urban Impact Recycling Ltd.
Shelagh Van Kempen
Kees Vanderwerff
Vidalin Family Foundation
R. Wallace
Robert Wilds
Alison and Dave Wilson

**CIRCLE OF HEARTS
SILVER \$1000-\$4999**

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A&W Food Services of Canada Inc.
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Sara Bailey
Cynthia and Paul Balfour
Estate of Jean Baird Bamford
Sue and Bob Bauman
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Lianne and Andrew Britnell
Linda and Graham Brown
Karen and Steven Bruk
Andrea Hamilton and Neil Chrystal
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Susan and Peter Green
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North Shore Optimist Club
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Leah and John O’Neill
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Julia and Sheryl Staub-French
Sweet Beginnings
Julie and Nick Steiner
Roderick Swenson
West Vancouver Fire Fighters
Charitable Society
Maureen and Fred Wright
Lisa and Bill Wrixon

**CIRCLE OF HEARTS
GOLD \$5000-\$9999**

Doris and Bohdan Bodnar
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Fluor Canada Ltd.
Edith Llamzon and Robert Hartvikson
KPMG Foundation
Lynda and Reay Mackay
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Pacific Newspaper Group Inc.
Rola and Andrew Priatel
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The River Foundation
Shelagh and Lance Tracey
Young Foundation

**CIRCLE OF HEARTS
PLATINUM \$10,000-\$24,999**

Diana Budden and Neil Alexander
Dick Irwin Family
Jeff McCord
Kim McCord
Laurie and James Speakman
Ida and Thomas Tait
Uniserve Communications Corporation

**CIRCLE OF HEARTS
HEART & SOUL \$25,000
OR GREATER**

Anonymous Private Foundation
Northshore Auto Mall Ltd.
Paul Sugar Palliative Support Foundation,
held at Vancouver Foundation
TELUS
TELUS Community Affairs
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CIRCLE OF HOPE

Doris and Bohdan Bodnar
Estate of Jean Baird Bamford
Alison Parry

CIRCLE OF SUPPORTERS

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Ambleside Dermedics
Nasim Anderson
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Adele and William Barnett
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KC Dyer
Deborah and Allan Edgeworth
Edmundston All-Stars
Electronic Arts Canada Inc.
The Fairmont Hotel Vancouver
Barbara and Charles Filewych
Force Four Productions Ltd.
FSNS Board of Directors

Thank you to all our donors

FSNS Leadership Team
Kelly and Jeffrey Fuller
Lara and Clay Fuller
Stan Fuller
Stewart Fuller
Fusion Project Management Ltd.
Granville Island Hat Shop
Susan and Peter Green
Goh Ballet Academy
The Gourmet Warehouse
Imogen Hadfield
Patti Hirst
Hollyburn Country Club
Joanne and Joe Houssian
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Silver Wheaton Corp.
Spectra Energy Inc.
TELUS
Toby’s Pub and Grill
Wallmark Homes Ltd.
Wesbild Holdings Ltd.

COMMUNITY PARTNERS

City of North Vancouver
District of North Vancouver
District of West Vancouver
Province of British Columbia
Public Health Agency of Canada (CAPC)
United Way of the Lower Mainland

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These lists reflect the different contribution levels of \$500 or more made between April 1, 2013 and March 31, 2014. We trust that we have listed all donors appropriately, but we sincerely apologize for any errors or omissions. Should we have misspelled or missed anyone, please contact the Fund Development Administrator at 604.988.5281.



Message from the Board Treasurer

The financial support received from our donors, funders and partners during 2013-14 has allowed us to continue to provide a breadth of high quality programs in our community. Financial highlights for the year are as follows:

- ♥ We received continued support from the Provincial and Federal Governments, the United Way, and the North Shore Municipalities.
- ♥ Total revenue from Government Contracts was \$144,253 lower than the previous year. Our major contracts remained at similar levels to last year. The variance is a result of non-renewal of the Vancouver Coastal Health contract at the end of last year; the full year's impact of the transfer of host agency duties for our contract with the Public Health Agency of Canada (CAPC - Community Action Program for Children); and year to year fluctuations in project funding for Jessie's Legacy programs.
- ♥ We fundraised \$1.4 million through generous donations from many individuals and corporations as well as successful Winter Family Ball and Christmas on the Shore events. We fell short at meeting our overall target of \$1.5 million, but because of the extraordinary fundraising from the previous year, we were able to draw on those funds to continue to support our programs this year.
- ♥ Total expenses for the Agency were \$91,983 lower than the previous year, with one half of the variance a result of lower transfer payments to other agencies, relating to the transfer of host agency duties for the CAPC contract. Premises expenses were also lower than the previous year, as a result of the Permissive Property Tax Exemption graciously granted to us by the City of North Vancouver for the 2014 taxation year, as well as lower operating expenses relating to the office complex at 255 West 1st. We continue to be prudent with our spending, evident by reductions in Program and Office expenses compared to last year.
- ♥ The market value of our investments (particularly our Family Services of the North Shore Foundation Investment Fund held at the Vancouver Foundation) finished the year on a very strong note, with unrealized gains reported for March 31, 2014.

We have concluded the year with essentially balanced books and a reasonable investment base. During 2014-15 there will be a modest draw on our investments to fund the tenant improvements required for the new office space. Our fundraising target for 2014-15 is \$1.6MM - a level needed to continue to offer programs and services that will have a positive impact within our community. We are confident that with your support we will succeed in our vision of a connected community where people care for one another.

Alison Parry
Board Treasurer

Financials *For the 12 months ending March 31st*

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2014	2013
Government Contracts	1,798,590	1,942,843
Fundraising, Donations and Grants	797,975	920,705
Client Fees	149,342	138,947
Investment and Other Income	50,543	41,086
TOTAL REVENUES	2,796,450	3,043,581
EXPENSES:		
Salaries and Benefits	2,212,118	2,212,669
Transfers to Other Agencies	468,696	513,881
Premises	197,541	219,680
Office and Sundry	121,086	128,939
Program	115,439	125,552
Promotion and Communication	63,885	72,368
Consulting Fees	35,893	32,997
Amortization	24,055	24,992
Staff Development	13,243	13,002
Diversity Implementation	4,756	4,615
TOTAL EXPENSES	3,256,712	3,348,695
OPERATING DEFICIT	(460,262)	(305,114)
Transfer from FSNS Foundation	461,000	306,000
Unrealized Gain on Investments	137	49
EXCESS OF REVENUES OVER EXPENSES	875	935

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2014	2013
Special Events and Campaigns	434,136	532,906
Donations	199,212	142,837
Investment Income	32,737	28,173
TOTAL REVENUES	666,085	703,916
EXPENSES:		
Salaries and Benefits	121,800	98,052
Special Event and Campaign Costs	95,930	97,649
Office and Sundry	7,098	7,842
TOTAL EXPENSES	224,828	203,543
FUNDS AVAILABLE FOR FSNS	441,257	500,373
Transfer to FSNS	(461,000)	(306,000)
Unrealized Gain on Investments	77,811	18,482
EXCESS OF REVENUES OVER EXPENSES	58,068	212,855

*Audit performed by Rolfe, Benson LLP Chartered Accountants, Vancouver, BC
Complete Audited Statements Available on Request*

2014/2015 Events



Christmas on the Shore

An intimate evening at
The Beach House Restaurant
in support of the Christmas
Bureau. Date to be announced.



Winter Family Ball

Our signature gala fundraising
event to raise money for innovative,
affordable, quality programs and
services for children and youth.

Sunday, December 7, 2014
The Fairmont Vancouver Hotel.



Christmas Bureau

5th Annual Toy Drive
Northshore Auto Mall
Date to be announced.



2013/14 Annual General Meeting

Tuesday, June 10, 2014.



Stay in Touch!

Have you moved recently? Help us save postage and paper costs by ensuring we have your most recent contact information. Update your personal information on our website www.familyservices.bc.ca to learn more about our programs, services and upcoming events and how you can get involved.

Family Services of the North Shore acknowledges the contribution of the Government of Canada, the Province of British Columbia, the City of North Vancouver, District of North Vancouver, and the District of West Vancouver.



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www.familyservices.bc.ca | www.need2talk.ca

Charitable Registration #'s: FSNS Foundation 864745575RR0001 * FSNS 119061240RR0001