

2010 /2011 IN REVIEW

I hope family centre

North Shore families learning together

I hope family centre (lhfc) is a multi-service family resource program working to ensure that all North Shore families and their children under the age of six have access to innovative prevention programs that provide a continuum of services from pregnancy through birth, to Kindergarten entry. Founded upon the recognition that all families need resources and sources of support regardless of their economic or social circumstances, **lhfc** reaches out to those who have difficulty accessing community services by allowing them to find the resources that they need – right in their own neighbourhood.

Community Support Makes for a Banner Year

This was a banner year for **I hope family centre**. Nearly 450 individual families visited the two locations, West 1st and Maplewood. Although maximum capacity necessitated the “full” sign on several occasions our staff, with the help of many dedicated volunteers, was able to accommodate most families arriving at the centre each day.

The District of North Vancouver who owns the Maplewood **I hope family centre** building, put on a new roof for us. During the United Way Day of Caring, volunteers from American Express and Imperial Oil landscaped and painted the Maplewood group room.

We had our first ever Staff Retreat on March 4, 2011. Twenty-two of the nearly 30 individuals who make **I hope family centre** hum, took part in team building and strategic planning activities.

We share **I hope family centre**'s facilities with other community partners. Once again we hosted the multi-agency picnic on June 2, 2010 at Maplewood, and the Vancouver Coastal Health Speech Pathologists ran groups in our West 1st centre.

I hope family centre is also a hub for many programs on site and in the community. The Parent-Child Mother Goose Program took place at 4 sites around the community and accommodated over 300 families. Parent Education sessions benefitted 348 parents and the Breastfeeding and Postpartum Support group had 154 families participate throughout the year.

Thank you for your continuing support and we look forward to 2011-12 and the new programming it is sure to bring.

Mimi Hudson, Director of Community Programs



2010 / 2011 QUICK FACTS

- 3,735 Adult/caregiver visits.
- 5,105 Child visits.
- 8,840 total visits.

Ihfc Volunteers

We had over 25 volunteers working at the centre this year. In addition to initiatives like the United Way Day of Caring, we have a regular group of dedicated volunteers who attend once per week and students contributing volunteer hours on a short term basis.

In January, a Master's student from the Adler School of Professional Psychology began a new project to recruit, train and recognize volunteers at the **I hope family centre**. The project will be implemented in the fall of 2011, when we will welcome a new group of volunteers as well as those returning.

We are grateful for funding from: United Way, Public Health Agency of Canada (CAPC), Young Foundation and Family Resource Programs of BC.



A NEW HEALTHY LIFESTYLES FOCUS for the TAKAYA FAMILY RESOURCE PROGRAM

The Takaya Family Resource Program (FRP) helps to remove barriers for Aboriginal families accessing **I hope family centre's** services. Highlights of the program this year:

- Receiving an "Advancing Urban Agriculture" Grant allowing Takaya FRP families to cultivate two community garden plots at Maplewood Farm;
- A monthly Community Kitchen with a nutritionist from Vancouver Coastal Health;
- Nutrition - participants are working towards healthy weights and learning about healthy diets. Hot lunches model healthy eating options;
- Exercise - participants formed a walking/running group in preparation for the Sun Run.

ENGLISH-FARSI PROGRAMMING

I hope family centre once again offered programming to the many new Iranian immigrants in our community. Low levels of income, cultural and linguistic dislocation and social isolation are daily challenges that impact their ability to access information and resources about parenting, child development, and healthy family relationships. As a result, **I hope family centre** offers the following:

- English-Farsi translation and cultural adaptation services during Learning Together Through Play, our core drop-in program;
- English-Farsi Parent Education at **I hope family centre** and other community locations;
- English-Farsi onsite counselling on Wednesday evenings.

WHAT DO FAMILIES SAY ABOUT **I hope family centre**?

- "A great place to bring my young children – lots of learning opportunities and support."
- "The warmth, caring, understanding and compassion from the staff is almost overwhelming. They are so supportive and welcoming week after week, it's amazing!"
- "A safe and welcoming place to bring my child. Lovely staff wonderful facilities – always clean."
- "Open and fun environment. Great for teaching children to play together and share."
- "Great staff and resources, great variety in activities and a peaceful, playful atmosphere."

Family Services of the North Shore is an accredited not-for-profit community-based agency that offers education, support and counselling services. We also lead the provincial work in eating disorders prevention. Family Services of the North Shore has been caring for the community for over 60 years. Our high-profile, proactive presence throughout the province connects the community through a variety of programs that create an environment for all families and individuals to thrive.



We recognize the continuing contribution of the City of North Vancouver, District of North Vancouver, District of West Vancouver, and the financial assistance of the Province of British Columbia.

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