



2013

Annual Report Family Services of the North Shore

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**Strengthening our community through
counselling, support and education.**
.....

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 growth
- We foster collaboration and connection

www.familyservices.bc.ca

 **Family
Services
North
Shore**
Caring for our Community



2013

Message from the President and Executive Director

We are very proud of all we have accomplished over the last year at Family Services of the North Shore and know that none of it would be possible without our generous donors, corporate partners, passionate volunteers, and exceptional staff. Working together we have been able to provide counselling, support, and education services to over 7000 people in our community. A client in our counselling program said it well,

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

Over this last year we have continued to provide innovative, quality services while laying a new foundation that will ensure we are meeting the evolving needs of our diverse community. We welcomed Julia Staub-French into her new role as Executive Director on July 1, 2012. Julia previously held the position of Clinical Director and brings her deep understanding of the issues facing our community to her leadership of the Agency. Our Board of Directors is in the final stages of approving our new 2013-16 strategic plan which sets the Agency on a path towards greater financial sustainability, community engagement, innovative programming, and public policy influence. We are now using our website and social media sites (facebook, twitter, linkedin) to bring awareness to our programs and education to our stakeholders.

We have just completed our third accreditation through the Council on Accreditation (COA) with our reviewers telling us that “the strength of your services are a benefit to the community and you are poised to do great things.”

We could not agree more.

We continue to be in awe of the incredible work being done by over 300 volunteers on behalf of our Agency and community. This year we welcomed 10 new talented and committed volunteers to our Agency as part of our Youth Leadership Advisory Board (see next page). We also learned that after 32 years of partnership with Lion’s Gate Hospital providing volunteer coordination services for the Palliative and Supportive Care program that Vancouver Coastal Health had decided to consolidate the program within their existing services. While this has been an “ending”, we agree with many of our long standing volunteers that we should see it as an opportunity for expansion of the volunteer program into the community.

Thank you again for all your support and involvement with Family Services of the North Shore. We are so fortunate to work within a community that is concerned for the most vulnerable, confident that change is possible, and committed to supporting programs that truly make a difference in so many lives.



Julia Staub-French
Executive Director



Bohdan Bodnar
Board President



for over 60 years we have assisted

 **7400+**
families & individuals

2012/2013

Agency & Foundation Board

~ constituted under the BC Society Act.

Bohdan Bodnar

President, Agency Board
Director, Foundation Board

Sue Chow

President, Foundation Board
Past President, Agency Board

Susan Green

Director, Agency
& Foundation Board

Nancy Harrison

Treasurer, Agency & Foundation Board

Coryn Hemsley

Director, Foundation Board

Darlene Kennedy

Director, Agency Board

Kim Larsen-Mellor

Director, Agency Board

Graham McIsaac

Director, Agency Board

Cynthia Orr

Director, Agency Board

Alison Parry

Director, Agency Board

Bruce Sanderson

Director, Agency Board

Ross Stringer

Director, Agency Board



We are learning

playing & growing



I hope family centre

Enhancing support and connection for new parents

Paint sticky hands, friendships forged over play dough and a chorus of song sets the atmosphere for learning, playing and growing together in our I hope family centre programs. We know that a strong sense of attachment and a connection to family and the community sets the foundation for lifelong resilience and enhanced emotional and intellectual development. Families come together with us at I hope to explore the world with their children and to have conversations with adults and leave with relationships built on shared experiences of family.

- 9948 visits, representing 730 adults and 1,095 children in the Learning Together Through Play (LTTP) drop in programs
- 275 families participated in the Parent Child Mother Goose programs offered at West Vancouver Memorial Library, I hope family centre (both locations), and North Vancouver Infant Development Program.
- 390 women came with their children for support, education and referral to our Breastfeeding and Postpartum Support group.

“ The [I hope] staff have changed the way I parent, the way I connect with and understand my child and this will impact us for our whole lives. ”

9948
family visits



Jessie's Legacy

Our Provincial eating disorders prevention program

We have had an eventful and productive year in the Jessie's Legacy program, getting our prevention information out to an even wider audience throughout BC. We have been busy with telephone prevention counselling and referrals. We have significantly increased our social media presence maintaining a thriving Jessie's Legacy Facebook page as well as the PEDAW (Provincial Eating Disorders Awareness) Love Our Bodies, Love Ourselves (LOBLO) Facebook, Twitter and Blog. We held a Flashmob contest; distributed over 10,000 LOBLO wristbands and delivered over 26 Speaker's Bureau presentations to 480 students on the North Shore and 483 students in the Lower Mainland as well as hosted five events for parents and professionals. Jessie's Legacy and PEDAW staff were involved in seven

radio shows, two TV spots, 14 newspaper articles, and we also wrote magazine articles and blog posts. We trained facilitators in five more BC communities with our Family FUNDamentals early childhood development program for parents and their children under six. Over 100 BC families have now participated in this program promoting a positive relationship with food and activity.

Love Our Bodies, Love Ourselves + Jessie's Legacy

1661
facebook likes

“ In a society that is so often silent and judgmental of eating disorders, depression and other mental conditions, I will dedicate much of my future to spreading the word. There is help, there is hope and there will always be people that care and understand. I cannot thank you enough. ”



Family Services North Shore

supporting our community



Christmas Bureau

Helping struggling North Shore families during the holidays

Our Christmas Bureau program on the North Shore supports low-income families and individuals over the holiday season through our Sponsor a Family program. Last year 755 hampers were distributed to over 1900 people living on the North Shore. Our goal is to help everyone enjoy a hearty meal on Christmas day and to ensure every child receives a toy on Christmas morning. Over a seven-week period 135 volunteers donated 1075 hours of their time to make this all possible.

775 hampers

“ My words cannot express the full emotional experience and wondrous joy you brought to my family this Christmas. I was completely overwhelmed by your kindness! ”

“ To the very kind and generous family who brought beaming smiles to my daughters’ faces on Christmas morning and tears of joy to their Mummy - thank you. ”



Palliative and Supportive Care Volunteers

32 years of caring support

The heartfelt commitment of our 115 Palliative and Supportive Care Volunteers resulted in 10,900 hours of dedicated service in 2012 to terminally ill patients and their families.

Clients at the North Shore Hospice and on the Palliative Care Unit of Lions Gate Hospital were offered mealtime support and companionship, as well as comfort and stress relief through gentle massage and energy work from our volunteers. On a weekly basis, our volunteers also visited palliative care clients in their homes, and offered opportunities for respite, companionship, walks and visits to the library. As well, they welcomed, supported and comforted clients in the chemotherapy clinic and in weekly relaxation groups, and were also instrumental in supporting the bereaved.

While Vancouver Coastal Health ended their contract with us after 32 years of dedicated support, we are currently working with our volunteers to identify new opportunities within our community.

10,900  hours of service

115 volunteers



Will the locks hold?
Will I be able to care for the children on my own?
Will I ever feel safe again?

Stopping the Violence Program Helping women in need

Our counsellors in the Stopping the Violence program delivered 2,327 hours of counselling services to 132 women in the past year. These women have learned how to manage their anxiety, make positive changes in their lives, and keep their kids safe.

While violence against women and children may appear “invisible” within our community, we continue to see a significant demand for these counselling services and are working

to reduce our current waitlist of over 60 women.

The following are comments from women in the program.

“I have more self esteem.”

“Learning about setting boundaries; developing emotion regulation; learning about the effect abuse has on me; identifying red flags for abuse in potential relationships.”

.....
“ I am more powerful making decisions and happier than before. ”
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Individual, Couple and Family Counselling Affordable counselling for people in our community

Our Individual, Couple and Family Counselling program offers services for a fee on a sliding scale, made possible due to our generous community. Over the past year, our team of six staff and three contractors saw 405 clients from diverse cultural backgrounds and orientations who were seeking help for depression, anxiety, post-traumatic stress, relationship issues, grief, and other problems interfering with their sense of well-being or ability to realize their goals.

We also provide Employee Assistance counselling for clients referred to FSNS by Vancouver and Toronto Family Services Employee Assistance. These referrals are clients who work or live in our community and prefer to be seen on the North Shore. Over the past year, we received 136 referrals from this source.

405 clients

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“ My therapist understands my problems and helps me gain much insight as to what they are and how I can deal with them ”
.....



caring for everyone

Family Preservation Counselling

Helping families in crisis

Our Family Preservation program offers in-home support to parents who are struggling to parent their children effectively in the midst of a variety of challenges, such as poverty, domestic violence, mental health issues, substance misuse, or abuse/neglect. Our skilled counsellors provided over 2000 hours of support for 80 families this past year, helping to build resilience and strength while potentially reducing the number of children who might end up in foster care. This program also provided an eight-week Couples Therapy Group to help improve communication, reduce conflict, and expand resources. As their own relationship improves and becomes stronger, parents have greater capacity to parent their children more effectively.

Clients are surveyed at intervals throughout the year for feedback about our services. These are a few of their comments:

“These services are invaluable to the community as a whole. This is one of the only places that provides affordable therapy for people in our community.”

“My therapist understands my problems and helps me gain much insight as to what they are and how I can deal with them. Keep up the good work the Agency provides to the community.”

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

2000  hours of support

Diversity and Inclusion

Our long term commitment to our clients, staff, volunteers and community

We are very proud of the work we have been doing over the last year to ensure that we are creating an inclusive environment within our organization that supports and reflects our diverse community on the North Shore. These new initiatives are built on a solid foundation of equal opportunity policies, hiring practices, and agency wide diversity training and have enabled us to achieve significant results;

- We can now provide a broad range of services in Farsi, Mandarin, Cantonese, Korean, Spanish and French.
- 24 staff has participated in an intensive 8 week study group aimed at deepening each staff members awareness of power, privilege, oppression, heterosexism, and marginalization.

- 8 members of our staff (including our Executive Director) participate on our Diversity and Inclusion Committee to provide education and support to all staff.
- We are engaged in a full review of our marketing materials, client forms and website content.
- We are a member of the North Shore Welcoming Action Committee.
- We are partnering with North Shore Multicultural Society to provide support groups for newcomers to Canada.

 8 staff members
Diversity & Inclusion
Committee





Youth Leadership Advisory Board Volunteers Our new outreach program to connect with more youth

The Youth Leadership Advisory Board (Youth LAB) launched in September 2012 by recruiting 10 exceptional youth from across the North Shore to work with our staff and find creative ways to reach at risk youth who are struggling with mental health issues (anxiety, depression, sexual abuse, eating disorders and bullying). They created a very powerful video presentation (Check it out

on our YouTube channel), spoke with over 180 youth in our community, and used social media to create awareness about the issues. They also worked with staff to create a communications strategy that reduces stigma and encourages youth to get the help they need. Thank you Jane, Laura, Renee, Chloe, Savannah, Samantha, Aga, Matthew, David and Hazel.

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We are so proud of the work done over the last year by our exceptional youth leaders!

We are grateful to Cisco Foundation and Northshore Auto Mall for their financial support.
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Child and Youth Counselling and Prevention Program Expanding to meet the needs of our community

In the past year, our Child and Youth Counsellors provided over 2000 hours of counseling services to 140 children and youth who were struggling with anxiety, depression, bullying, disordered eating, and sexual abuse. We began the year with 20 children on our waitlist and due to the generosity of so many in our community, no child or parent has to wait to receive our counselling services. We also partnered with Safeteen International to deliver school based workshops to educate children and youth about sexual abuse, sexual assault,

and/or bullying. Our youth oriented website www.need2talk.ca provides an additional strategy to reduce barriers for youth to receive services.

“ I like to come to counselling to talk about issues that are bugging me and explore these issues with someone who has an objective viewpoint ... not like with one of my friends. ”

140 children & youth

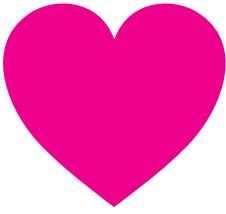


 Family Services North Shore
Caring for our Community

more stuff

If you are over 14 years old and need counselling. What if you are seriously stressed and can't ignore those thoughts?

Some of our counsellors offer support groups. Tell your parents you need help together. Don't let us



THANK YOU to all our committee chairs, volunteers, donors and corporate sponsors for your generous support of our Agency and it's signature and community events.

Our fundraising results were strong this past year, thanks to the generosity of our loyal and supportive donors. We held three fundraising events: the Winter Family Ball, in support of our Child and Youth Counselling and Prevention Programs; Christmas on the Shore, in support of the Christmas Bureau; and an inaugural event in support of Sue Bauman, our retiring Executive Director, which raised funds for our Stopping the Violence Program. Through these events we raised over \$490,000 in net revenue, or close to 40% of our fundraised revenue. Our other major sources of fundraising came from our fall direct mail campaign in support of the Christmas Bureau, United Way donor designations, and many major gifts, including legacy gifts, throughout the year.

We have had a successful year and look forward to rolling out our new formal donor recognition program

Last September, we added a new position to the team, with the hiring of a Director of Development, and we have taken this opportunity to develop a three-year plan for fundraising within the organization. As part of this process, we reached out to our individual and corporate donors, service clubs, Board Members and community partners to understand how they would like to see their donations allocated within our organization and how they would like to be recognized for their donations. The result is a new formal donor recognition program which we are now in the process of implementing. Donors who give over \$500 per year to Family Services of the North Shore will become a Circle of Hearts member, with benefits escalating at five defined giving levels, ranging from Bronze to Heart and Soul donors. More details on this program, and its benefits, will be introduced in the coming months, so be sure to stay tuned.



Council on Accreditation Standards Accredited until June 2017

We successfully completed our third accreditation cycle having met and exceeded the performance and quality improvement standards of COA. Our peer reviewers remarked that our Performance and Quality Improvement Committee is "knowledgeable, committed and very respectful of the work."

Performance and quality never ends. We are always looking at new ways to improve the services we offer to clients and ensure that our services are welcoming and accessible for all.

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

2013/2014 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 1, 2013
The Fairmont Vancouver Hotel



Christmas Bureau

4th Annual Toy Drive
Saturday, December 7th
Northshore Auto Mall

2013/14 Annual General Meeting

Tuesday, June 10, 2014

Financials & Donor Recognition

