



Changing lives together

2019 Annual Report
FAMILY SERVICES OF THE NORTH SHORE

NOTE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Today's world increasingly amplifies messages of division and exclusion. At Family Services of the North Shore, we are dedicated to promoting inclusion, understanding, and cooperation. We have a clear ethos and ethic we are determined to exhibit in everything we do. These ideas inform our conscience, our convictions, and our commitments. In all things, we will be:

Openhearted and daring
Honouring the value of all people
Committed to excellence
Believing in the best future for everyone
Mindful of our biases

This is how we have shown up in our community over the last year. These principles create the foundation for our success and plant the seeds of our growth. Our 2018-2022 Strategic Plan set an ambitious goal to assist up to 20,000 families and individuals in five years. This year, we expanded our reach from 9,091 to 10,423 people and we are more fully and equitably serving people where and when they need us.

Our Strategic Plan is a transparent roadmap that illustrates how we can work together to serve the community we all love. Here are the highlights of our shared journey throughout the past year.


We have expanded our comprehensive support for parents of children ages 0-3 by opening our new Thrive Family Centre in West Vancouver. We also entered into a contract with the Ministry of Children and Family Development to be the lead North Shore contractor for early years services, which includes our partners, Bowen Island Family Place and North Shore Multicultural Society. We tripled the number of free weekend Pancakes and Play sessions offered to help North Shore dads play, learn, and connect with their

children and other dads or male caregivers. Overall, we are now reaching 32% of North Shore parents and getting closer to our five-year goal of reaching 50% by 2022.

We have worked closely with our volunteers to create a new, agency-wide program that will help us to establish new and meaningful volunteer opportunities. This year, we attracted nearly 50 new volunteers, which advances our goal to engage 750-1,000 volunteers by 2022. Our 360 volunteers are partners in caring – a unified force that has collectively given 8,915 hours of their time to change lives in our community. We are inspired each and every day by their commitment, expertise, and generosity.

We are working intentionally and in direct response to the needs of our North Shore children, youth, adults, seniors, and families. We continue to work closely with our government partners, and both individual and corporate donors, to support families in our community through the Christmas Bureau, our counselling programs, Jessie's Legacy Eating Disorders Awareness and Prevention program, and Companioning Community Care program. We hosted several sold-out community events, including a film screening of *The Illusionists* at the Centennial Theatre, our PROUD2BE conference at UBC, and our Allies in Aging event at the Pinnacle Hotel. Our Youth Leadership Advisory Board (YouthLAB) delivered mental health awareness education to over 600 North Shore youth.

Our fundraising events raise money to support critical Agency programs, while fostering caring connections among volunteers and across the community. Many of our volunteers' children also participate; some are as young as five years old.



We couldn't even dream about such ambitious targets, let alone chart a course to achieve them, without your sustained commitment.

Even at this early age, they begin to learn that every single person in our community can engage in small acts of empathy that change the world we live in.

We appreciate everyone who works so hard to create our Winter Family Ball, Christmas on the Shore, and Beer by the Pier fundraising events – thank you!

We continue to feel optimistic about our future and push at the edge of our comfort zone; this is the only way we will achieve the ambitious goals we have set for the agency. We now begin our Year 2 initiatives, which include:

- Expanding and developing new ways to support victims of gender-based violence, trauma, and abuse
- Strengthening and expanding partnerships that support our strategic initiatives

We couldn't even dream about such ambitious targets, let alone chart a course to achieve them, without your sustained commitment. The need in our community has never been stronger, and on behalf of our Board of Directors and staff, we thank you for your continued support.

We are changing lives together.

Neil Alexander
Board President



Julia Staub-French
Executive Director



Who we are

Family Services of the North Shore is a non-profit, community-based agency. For over 60 years, we have provided counselling, support, education, and volunteer engagement for families and individuals. Our services are available to all residents of the North Shore regardless of race, gender, religion, culture, socio-economic status, sexual orientation, gender identity, or physical ability. We serve the City of North Vancouver, the District of North Vancouver, the District of West Vancouver, the Village of Lions Bay, and the Bowen Island Municipality. When we are asked to serve communities beyond these borders, we are happy to expand our reach.

OUR MISSION

We are committed to making a deep and lasting impact in our community. Through counselling, support, education, and volunteer engagement, we will:

- Facilitate strong, caring connections between people in our community
- Listen and respond to the needs of the most vulnerable people in our community
- Develop new and innovative ways to approach mental health services

OUR VISION

A healthy community where everyone can live full and meaningful lives.



10,423
individuals
served



11,362

hours of counselling
provided in 2018/19

8,915

volunteer hours
in 2018/19

2,879

children aged
0-6 years
served



2018 / 2019

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Thrive

Family Programs

growing together

Thrive Family Programs

We believe healthy families make communities thrive. This core principle not only guides our work, it inspired us to develop a new name and visual identity for **I hope family centre**.

Thrive Family Programs reflect our commitment to supporting parents through the joys and challenges that each new day can bring. The word “thrive” provides both reassurance and encouragement; reminding parents that even if they’re struggling, we are here to help – and there can be brighter days ahead.

We also know that thriving is not an endpoint or a single destination. It’s an ongoing journey of growth. The colourful leaves in the new brand reflect the process of growing together. We are dedicated to meeting local families where they are and providing the resources they need to thrive.

Thrive Family Centres:

- Maplewood Farm
- Lonsdale Quay Market
- West Vancouver Community Centre

Thrive programming also takes place in several community spaces, including the North Vancouver City Library and West Vancouver Memorial Library. While the name has changed, our experienced staff will continue to offer the same programs and the safe, welcoming environment our community has embraced.

Thrive Family Centre West Vancouver

In September 2018, we opened a new Thrive Family Centre at the West Vancouver Community Centre. This much-needed location has already served over 1,100 participants (568 adults and 545 children) during 4,382 visits, representing 35% of all Thrive Family Centre drop-in visits.

In West Vancouver, we are serving more newcomer parents and grandparents who speak English as a second language by providing experienced family resource facilitators and volunteers who speak Farsi, Mandarin, and Cantonese as well as partnering with the North Shore Multicultural Society to provide settlement worker visits.

13%

of North Shore children under age five are living in low-income families.

“ *I am SO thankful for all that you do! Maplewood feels like a home away from home. A place where I feel supported, safe, and encouraged to become better at being a parent.* ”





2,879

children aged 0-6 years
and their caregivers visited
Thrive 26,000 times

“ *Parents, children and staff make this program fantastic. The many play centres are bountiful, engaging, and explorative. Staff are excellent for their caring demeanour and engaging dialogue with parents, either for conversation or an open ear to listen.* ”



About Thrive

Balancing work, family, and the high cost of living on the North Shore is challenging for everyone. As the pace of daily life increases, the effects are often seen in children, who continue to have higher reported levels of anxiety, aggression, attention difficulties, and other issues. Parents of young children may also feel isolated, while new immigrants often experience isolation due to cultural, financial, and language barriers. In 2018, 2,447 North Shore parents and 2,879 children aged 0-6 years visited Thrive 26,000 times. Thanks to our generous donor community, all North Shore parents can attend Thrive programming at no cost – regardless of their social or financial circumstances.

Thrive Family Drop-In

Parents, grandparents, and caregivers of children from 0-6 years enjoy child-led play, crafts, songs, and stories – all designed to nurture positive connections and promote healthy child development. Parents also receive information, resources, and support from trained, professional staff.

Thrive Parent Child Mother Goose

Parents and their young children share rhymes, stories, and songs to foster parent-child connections and positive early experiences with language and communication.

Thrive Breastfeeding Postpartum Support

North Shore mothers and parents find empowering social connections, information, counselling, and support, facilitated by a board-certified lactation consultant and an on-site counsellor.

Thrive Pancakes and Play

In 2018, nearly triple the number of free weekend sessions were offered to help North Shore dads play, learn, and connect with their children and other dads or male caregivers. There were over 450 visits to this growing program.

“ *Amazing program and caring staff. Staff always make an effort to speak to each parent and child, and have made us feel so welcome and included. I’m so grateful to have this free program, especially for lower income families like ours.* ”

Specialized support for victims of violence, trauma, and abuse

When left untreated, gender-based violence, trauma, and abuse will have significant and multi-generational effects in people's lives. We are working to provide effective and long-lasting support for these most vulnerable members of our community.

Increasing safety for local women and children

Women and children are safer because of our work. In 2018, our **Stopping the Violence** program provided 2,918 hours of trauma-informed counselling to women in our community, aged 19 and over, who have survived relationship abuse, sexual assault and/or physical, emotional, or sexual abuse.

The majority of men in our community are creating healthy families. Some are not – and they need our help. We receive special government funding to help men stop using violence in their relationships. Nearly 40 men completed our **Caring Dads** and the **Rebuilding Relationships** groups, which are offered in both English and Farsi. Women and children in our community are safer because of this work.

“ *This program has provided me a safe, caring, non-judgmental space to explore my feelings and my past. I learned to connect with my body and ground myself. This program has been life-changing for me and my kids. I am so grateful to have access to this program and my therapist. I cannot emphasize enough how this program has helped me.* ”

Helping families when they need it most

In 2018, our staff provided in-home support for North Shore parents affected by violence, poverty, and mental health issues. Their children are less vulnerable because of our Family Support services – and 87% of families experienced a significant improvement in the goals they set for themselves.

Specialized support for children and youth


One in 3 girls and 1 in 6 boys have experienced sexual abuse. Agency counsellors, in partnership with children and their trusted adults, work to relieve their distress, build resiliency, create safety plans, and nurture hope. In 2018/2019, our experienced counsellors provided 1,931 hours of counselling to our youngest clients and their families.



39%

of Canadian adult women report that they have had at least one experience of sexual assault since age 16.

Some families on the North Shore are in crisis and need immediate support. We work closely with the Ministry of Children and Family Development social work teams to reduce risk to children in our community. Our staff are experts on substance misuse, violence, neglect, abuse, and significant mental health issues within families.



“ My child is now able to express herself. Her symptoms of post-traumatic stress disorder and insomnia have decreased.

Mental health support for people of all ages

25%

of Canadians will have an anxiety disorder in their lifetime.

We all struggle sometimes – and we all need support to navigate life’s challenges. Many people in our community are also affected by mental health issues that create difficulties in their lives and families. Our caring clinical team applies their experience, training, and specialized skills to support people across a wide spectrum of issues, including trauma, abuse, relationships, grief and loss, transitions, work stress, depression, stress and anxiety, and much more.

In 2018, our experienced, Masters-level counsellors provided 11,362 hours of counselling to clients of all ages.

We remove barriers for families who need counselling support:

- Reduced or no-fee counselling for low-income families
- Free transportation to and from our office for youth
- Free drinks and snacks for children and youth during their counselling sessions
- Expanded office hours to accommodate school and work schedules (weeknights until 8pm and Saturdays 9-4).

Anxiety, stress, divorce, separation, bullying, coming out, and other issues affect people of all ages. We help everyone in the family – and every definition of the word “family.”

PROUD2BE

Our commitment to support the most vulnerable youth in our community inspires us to ensure that LGBTQ2S+ youth and families have the mental health resources they need. The PROUD2BE program offers:

Drop-in groups for youth – a safe, professionally-facilitated space for youth who have identified as queer, transgender, two-spirited, and/or questioning.

Drop-in group for parents – the only service of its kind for North Shore and Lower Mainland parents of gender-diverse youth.

Annual conference – in 2018, parents, youth, and service providers from across B.C. participated in the fifth-annual PROUD2BE Gender Identity and Sexual Orientation Conference hosted at UBC, in partnership with West Vancouver Youth Services. Free tickets were available for youth.



Love Our Bodies, Love Ourselves

Eating disorders have the highest mortality rate of any mental illness. We know that supporting children and youth begins early, and we can have the greatest impact by preventing eating disorders – right from the start.

Jessie's Legacy provides education, resources, and inspiration to prevent eating disorders and address disordered eating. Concerned friends and parents can find helpful information on the Jessie's Legacy website to support a child or teen struggling with their body image. Educators will also find trusted, evidence-based resources, materials, and mental health information.

Most youth connect to Jessie's Legacy through the **Love Our Bodies, Love Ourselves** movement, which is active on social media. These platforms engage hundreds of teens and young adults from across the province.

Join the movement

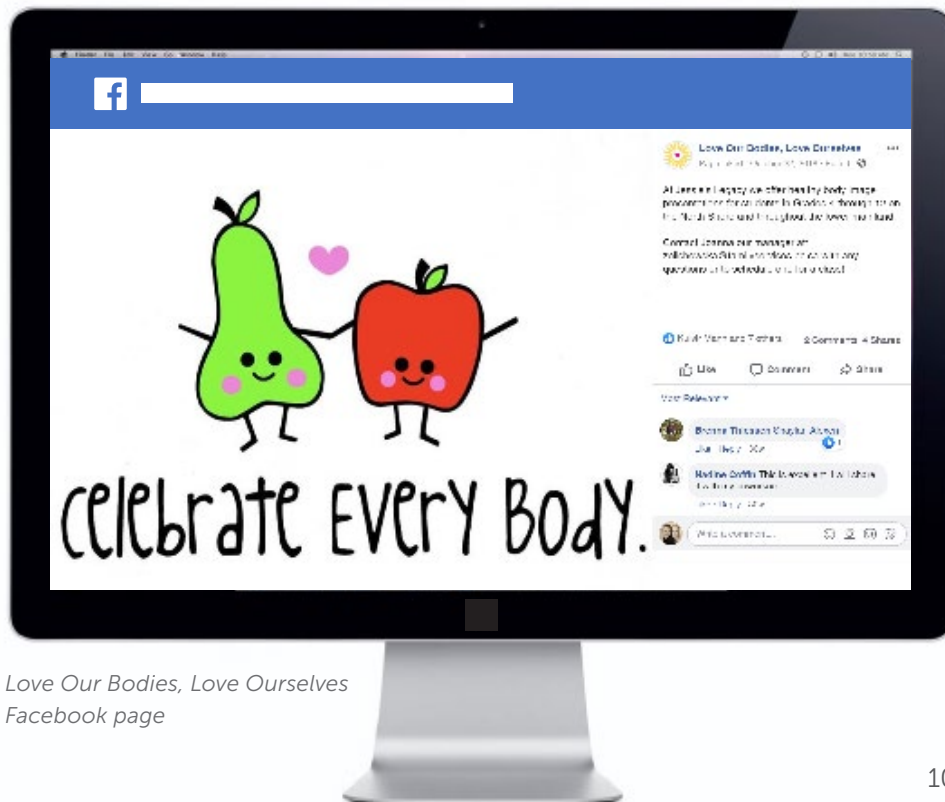
To highlight Provincial Eating Disorders Awareness Week (PEDAW), Jessie's Legacy presented a free, sold-out screening of *The Illusionists* to over 400 people. This documentary exposes how multi-billion-dollar industries saturate our lives with images of unattainable beauty, fueling insecurity and body hatred. After the film, a discussion and Q&A session with Italian filmmaker Elena Rossini and leading experts explored how to raise resilient teens, support a healthy body image, and create thoughtful media consumers.



Our Family Services and Jessie's Legacy team at our exclusive screening of The Illusionists with filmmaker, Elena Rossini and MLA Bowinn Ma. Photo by Carrie Marshall.

40%

of nine-year-old girls have dieted to lose weight – even when they were at a normal weight.



*Love Our Bodies, Love Ourselves
Facebook page*

Establishing new and meaningful volunteer opportunities

We love our volunteers

Volunteers have a direct and lasting impact on the community we all love – and we are deeply grateful for their commitment. The Agency would be unable to fulfill its mission without the efforts of these caring volunteers who show up every day to support people from birth to the end of life.

As we work to establish new and meaningful volunteer opportunities, we were able to attract nearly 50 more volunteers and an additional 1,200 hours of volunteer time.

Volunteer appreciation event

Every year, hundreds of generous community members donate their time, skills, and expertise to make the North Shore a more caring, connected place to live. To recognize the impact they have on the most vulnerable people in our community, we recently held our first agency-wide Volunteer Appreciation event. It was a chance for these committed volunteers to connect with each other and share their diverse experiences, while learning more about our Strategic Plan initiatives and other agency volunteer programs. Thank you to everyone who attended – and who serves our community, each and every day.

94%

of Agency volunteers said they were extremely likely and very likely to continue volunteering.

- Source: Family Services of the North Shore 2018 Volunteer Survey



“Volunteering keeps me connected. I get to meet a lot of people from different backgrounds, and Family Services plays a valuable role in the community.”

8,915

volunteer hours
in 2018/2019

Volunteers at our first agency-wide Volunteer Appreciation event.

Allies in Aging

Allies in Aging is a collective impact initiative that aims to reduce social isolation among Lower Mainland seniors aged 75+. Four projects and over 26 partner agencies address this goal through leadership, transportation, training, and advocacy.

Volunteers represent the heart of this program, from drivers who give their time to ensure seniors can get around their communities, to peer outreach ambassadors and project leaders. Nearly 385 volunteers and service providers were trained during 11 workshops held across the Lower Mainland for our volunteer impact portion of the project.

In 2018, we also launched the Allies in Aging website (alliesinaging.ca), which includes information, fact sheets, volunteer training modules, research, and resources related to tackling isolation among seniors.

Companioning Community Care

In 2018, our caring volunteers served 31% more clients with on-site and in-home support for caregivers and adults living with life-limiting or chronic illness, and for those grieving the death of someone close to them. Services include weekly supportive home visits and walking companionship, an eight-week grief support group, restorative yoga, and a relaxation circle to promote wellbeing and stress relief through guided meditation, gentle touch, and energy modalities.

“ Thanks for providing a safe and comfortable space to allow sorrow to escape and allow healing.
- CCC client



2018 Youth Leadership Advisory Board. Photo by Carrie Marshall.

Youth Leadership Advisory Board

In 2018, our Youth Leadership Advisory Board (YouthLAB) members reached over 600 of their high school peers through presentations and campaigns focused on depression, anxiety, LGBTQ2S+ issues, disordered eating, bullying, and relationship violence.

These young leaders participate in a one-year training program that educates them about critical mental health issues. In response, they develop outreach strategies and function as mental health ambassadors for at-risk youth, with the goal of reducing stigma and lowering the barriers youth may experience when asking for help.

Their lived experiences have already added a unique and insightful dimension to YouthLAB's mission to decrease stigma, so that all youth feel able to reach out for mental health services.

“ To me, mental health doesn't mean living the perfect life. It means that even though I may have a hole in my heart, I can still fly.

- YouthLAB member, grade 12

360

volunteers working with the agency



Creating a more equitable community

A healthy community is fully inclusive. It's a place where everyone feels a sense of belonging, acceptance, and value. However, not everyone in our North Shore community has the same resources and opportunities. There are reasons why people are struggling, and we are committed to serve those who are isolated, suffering, or unable to reach their full potential.

GIVE

hope



FOR THE HOLIDAYS

Christmas Bureau

The need for help on the North Shore continues to grow, especially during the holiday season. The Christmas Bureau is a foundational program that provides toys and holiday gift baskets to some of the most vulnerable members of our community.

In 2018, the Christmas Bureau supported nearly 1,800 people living in our North Shore community. We had essential support from 187 volunteers and 457 corporate and family sponsors who work hard to honour the wish lists of the families they support.

Thank you for your generous support

join us

ENSURING A HEALTHY
COMMUNITY IS THE
BEST INVESTMENT
WE CAN ALL HOPE
TO MAKE.

1,800

people living in our North Shore community were supported in 2018 by the Christmas Bureau.

“ *This is our first year with the Christmas Bureau and our first Christmas alone. It's amazing to remember how we spent last Christmas at a shelter and now we can spend it in our new home with your gifts. You've given us love and support, but most importantly, hope for the future.* ”

We would like to recognize the following individuals, corporations, foundations, associations, and community groups whose cumulative contributions have reached \$500 or more. We are profoundly grateful for your support. We also wish to thank those donors who have chosen to remain anonymous.

It has been an exciting year at Family Services of the North Shore. We have put our five-year Strategic Plan into action, which has deepened our focus and provided great opportunities for growth. Thanks to our generous donors, we have raised critical funds that enable us to listen and respond to the needs of our North Shore community through counselling, support, education, and volunteer engagement.

Whether it's the single mom who escaped a violent home, the teen who chose not to take his own life after being cruelly outed at school, or the new Canadian family that received boots and warm coats from the Christmas Bureau, please know that because of your gifts, big or small, our community is stronger and more resilient. You are making the North Shore a healthier place for us all to live, play, and work – and your investment in the Agency will continue to make a difference, both now and for generations to come.

We thank you for your unwavering support and ask that you continue to demonstrate your generous, philanthropic spirit as we change lives together.

Thank you TO OUR DONORS

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 Kathleen Whyte
 Patricia Williamson
 The Winebox Tasting Co.
 Simon Yannopoulos
 1.618 VFX
 32 Books

CORPORATE SPONSORS

Anderson Air Ltd.
 Aspire Math Academy Ltd.
 BlueShore Financial
 Capilano Suspension Bridge Park
 City Wide Mortgages
 Darwin Properties Ltd.
 Djavad Mowafaghian Foundation
 DLO Move Support Services Ltd.
 Headwater
 Lakes, Whyte LLP
 Leith Wheeler Investment Counsel Ltd.
 Macquarie Group Ltd.
 Mr. Lube North Vancouver
 Northshore Auto Mall Ltd.
 The Old Spaghetti Factory Canada Ltd.
 Onni Property Management Services Ltd.
 Park Shore BMW
 PC Urban Properties Corp.
 RBC Phillips, Hager & North Investment Counsel Inc.
 Toby's Pub & Grill
 Wheaton Precious Metals Corp.

COMMUNITY PARTNERS

City of North Vancouver
 District of North Vancouver
 District of West Vancouver
 Government of Canada
 Ministry of Children and Family Development
 Ministry of Public Safety & Solicitor General
 Province of British Columbia
 Provincial Health Services Authority
 Public Health Agency of Canada
 United Way of the Lower Mainland

THIRD PARTY EVENTS

Christmas Bureau Coffee Party, West Vancouver
 Innovative Fitness West Vancouver
 Christmas on the Shore



Our corporate partner DLO Move Support Services helps annually at our Northshore Auto Mall Toy Drive event.

These lists reflect the different contribution levels of \$500 or more made between April 1, 2018 and March 31, 2019. 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 our Coordinator of Development Services at 604.988.5281.

Message from the board treasurer

I am very pleased to report that Family Services of the North Shore (Agency), and Family Services of the North Shore Foundation (Foundation) continued to maintain very strong financial positions again this year.

We are very thankful for all of the financial support we received from our donors, funders, and partners. We are grateful for continued support from the Government of Canada, the Province of British Columbia, the City of North Vancouver, the District of North Vancouver, the District of West Vancouver, and the United Way of the Lower Mainland. We successfully fundraised \$1.9 million through generous donations and grants from many individuals, corporations, and foundations, as well as through our signature events – Winter Family Ball, Christmas on the Shore, Beer by the Pier, and our new event, Thrive Block Party.

Total revenues for the Agency were slightly higher than the previous year, primarily reflecting Economic Stability Mandate increases from the Province of British Columbia, as well as additional grants received this year to support our clinical programs. Total overall expenses for the Agency were \$97,260 under the budget. The fundraising and investment activities of the Foundation were able to generate enough revenue for the needs of the Agency. Instead of the budget projection of \$947,660 to fund the Agency in 2018-2019, only \$850,400 was required from the Foundation.

Our investments, primarily the Family Services of the North Shore Foundation Investment Fund (held at the Vancouver Foundation and Blue Shore Financial), had a market value of \$4.1 million as at March 31, 2019. These investments will be drawn upon over the years to support our Strategic Plan initiatives and enhance our programs and services. At this time, these investments generate immediate and ongoing distribution payments to support our program expenses. This \$4.1 million will provide us with a secure financial base going forward into our next fiscal year and the ability to expand our programs, reduce the waitlists for individuals seeking help, and support our Strategic Plan initiatives.

Thank you for your continued contributions. Your generous support enables us to make a deep and lasting impact in the community we all love.

Alison Parry
Board Treasurer

2018 - 2019 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2019	2018
Government Contracts	2,282,701	2,249,596
Fundraising, Donations and Grants	863,343	832,842
Client Fees	117,600	138,231
Investment and Other Income	101,828	95,340
TOTAL REVENUES	3,365,472	3,316,009
EXPENSES:		
Salaries and Benefits	2,692,448	2,389,041
Transfers to Other Agencies	576,892	626,674
Premises	231,948	222,563
Program	209,656	160,682
Office and Sundry	189,527	142,466
Promotion and Communication	115,890	76,699
Computer Expenses	79,659	-
Amortization	66,360	64,072
Consulting Fees	36,438	57,027
Staff Development	17,006	15,340
TOTAL EXPENSES	4,215,824	3,754,564
OPERATING DEFICIT	(850,352)	(438,555)
Operating Transfer from FSNS Foundation	850,400	438,800
Gain/(Loss) on Investments	72	(6)
EXCESS OF REVENUES OVER EXPENSES	120	239

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2019	2018
Donations	490,382	2,827,119
Special Events and Campaigns	619,658	654,035
Investment Income	119,066	40,902
TOTAL REVENUES	1,229,106	3,522,056
EXPENSES:		
Special Event and Campaign Costs	199,186	188,727
Salaries and Benefits	185,820	164,580
Office and Sundry	18,512	20,122
TOTAL EXPENSES	403,518	373,429
FUNDS AVAILABLE FOR FSNS	825,588	3,148,627
Operating Transfer to FSNS	(850,400)	(438,800)
Gain/(Loss) on Investments	58,878	(2,212)
EXCESS OF REVENUES OVER EXPENSES	34,066	2,707,615

Audit performed by Rolfe, Benson LLP Chartered Professional Accountants, Vancouver, BC. Complete audited statements available on request.

Events that make a difference

Fundraising events do more than raise money to run our programs and services; they facilitate strong and caring connections across the community. Organized by Family Services of the North Shore and led by dedicated volunteer committees, these events support critical agency work and enhance our ability to listen and respond to the needs of the most vulnerable people we serve.

Our goal is to create fun, lively, and inclusive experiences that deepen the empathy we feel for all of our North Shore neighbours. Events such as the Art of Caring show children that they can have a positive impact in our community, and our world at large. More festive events, like Beer by the Pier, invite guests to sip, snack, mingle, and raise money to support local individuals and families who need our help. Christmas on the Shore, an intimate evening at The Beach House restaurant brings the community together to support the Christmas Bureau. Finally, the Winter Family Ball, which celebrated its 33rd year in 2018, is a special opportunity for the entire family to enjoy a magical evening together, while inspiring philanthropy across generations.

We welcome you to join us for these special events throughout the year.



*Christmas on the Shore committee.
Photo by Carrie Marshall.*



*Beer by the Pier committee.
Photo by Carrie Marshall.*

42%

more money was raised by the Beer by the Pier event than the previous year

Lively, fun and inclusive experiences



The Beach House general manager and the Fuller family at Christmas on the Shore. Photo by North Shore News.



Winter Family Ball Co-chairs and their children. Photo by Carrie Marshall.



Beer by the Pier guests. Photo by Carrie Marshall.



Art of Caring with guest speaker, Shea Emry.

2018/19 Community highlights



Volunteers at the Allies in Aging Conference.



Pride Festival event with MLA Jane Thornthwaite.



*Jessie's Legacy event during Provincial Eating Disorders Awareness Week, with Elena Rossini, filmmaker of *The Illusionists*. Photo by Carrie Marshall.*



Domestic Violence Prevention & Intervention Roundtable with Minister Mike Farnworth, Parliamentary Secretary Mitzi Dean and MLA, Bowinn Ma.



Allies in Aging Conference with Mayor Linda Buchanan.



Christmas Bureau volunteers with Mayor Mike Little and Councillors Megan Curren and Betty Forbes.

2018/19 Performance & Quality Improvement Report

Family Services of the North Shore is accredited with the Council on Accreditation (COA) – a North American Standard. Through accreditation, COA measures our agency against best practice standards for social service organizations and confirms that we meet or exceed those standards.

We are always striving to improve the services we offer to our community and we are pleased to report the following:

We opened our new Thrive Family Centre at the West Vancouver Community Centre, ensuring parents and caregivers can access exceptional support close to home. We also added staff who are now providing parent support services in Farsi.

We added additional staff to our Child and Youth Counselling program to eliminate the wait time for families accessing these services.

We continue to learn and grow in our commitment to reconciliation, equity, and inclusion – devoting time and resources to staff development and improved program delivery to ensure we are meeting the needs of our entire North Shore community.

We reconfigured our office workspaces to accommodate our expanding workforce without increasing our rental costs.

We have engaged our valued volunteers in focus groups, surveys, and individual conversations as we re-design and expand our agency-wide volunteer initiatives.

Our Performance and Quality Improvement Initiatives are ongoing and evolving to ensure we are meeting the needs of our clients and our community.

We are proud of our accreditation, but we are always striving to better support the North Shore community.



Family Services staff supporting Pink Shirt Day

Volunteer with us

We're always eager to find volunteers for our wide range of programs and services – and *everyone is welcome*.

Support us

Is there an initiative you would like to support financially? We'd love to speak with you: connect@familyservices.bc.ca

Connect with us

Would you like a tour of our organization? We'd be happy to show you what we do.

Contact us: connect@familyservices.bc.ca
or **604.988.5281**

Have you moved? Help us save postage and paper costs by ensuring we have your most recent contact information. Update your personal information on our website at www.familyservices.bc.ca Learn more about our programs, services, 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.





Family
Services
NORTH SHORE
Changing lives together