



Annual Report
2021-2022





MISSION

Westcoast Family Centres Society strengthens relationships between children and families and between families and their communities.

VISION

Demonstrating leadership in strength-based family support services within communities.

OUR COMMITMENT

1) Children & Youth

We are guided by the best interests of the child, identifying their needs and helping them reach their potential.

2) Families

We treat all members of the family with dignity, respect, and compassion.

3) Community

We believe a resilient community is developed through the relationships with families and community partners.

LAND ACKNOWLEDGEMENT

Westcoast Family Centres is privileged to offer person-centered services on the shared, asserted, and unceded territories of the Kwikwetlem First Nation, Katzie First Nation, Kwantlen First Nation, and the Coast Salish People including the territories of the Musqueam, Squamish, and Tsleil-Waututh Nations.

Message from our CEO & Board President

The last few years have proven to be challenging for many of us, and we're proud of the Westcoast Family Centres (WFC) team for everything we've been able to accomplish.

We extend a sincere thank you to the front-line and administrative professionals, leadership team, and board of directors for continuing to go above and beyond to strengthen the families with whom we work.

We'd also like to acknowledge the thousands of parents, children, and youth we've had the pleasure to work with this past year – all of whom have overcome a great deal this year.



WFC Staff are very open to collaborating to share their knowledge with other community agencies.

- WFC Partner

On behalf of all of us at WFC, it continues to be a privilege to participate in this meaningful work of strengthening families and communities.

In 2021, we were pleased to announce the completion of the collaborative hub, "The Link", which was first conceptualized in 2013. The Link is a "one-stop-shop" location for families of all backgrounds and adversities to access the support services they need to raise a child and progress as a family.

Along with WFC's Vancouver office, The Link is also home to our partners, the Ministry of Children and Family Development and the Pacific Community Resource Society (PCRS). By centralizing these locations, our collective aim is to simplify processes and make our services more accessible to those who need them.

The vibrant campus hosts a variety of spaces used for play therapy, family counselling, and parent coaching as well as a large learning kitchen and plenty of community collaboration space. With the much-appreciated support of Elders, cultural workers, and Indigenous artists, the Raven Room was also established at The Link – providing a space to honour Indigenous culture and wellbeing.

Calming, colourful, and full of people dedicated to extending their respect and support, the Link has already made an impact on those we serve.

Since we established our strategic priorities for 2021-23, we have made great progress toward the commitments we made in the following areas:

Leadership and Partnerships: We have continued to grow our WFC leadership team and invest in our future leaders by prioritizing a strong workplace culture with accessible staff resources. In addition, we've continued to strengthen our relationships with our partners in the sector to ensure we can collectively provide the most efficient and effective service possible.

Diversity and Inclusivity: As both an employer and service provider, we remain committed to providing ongoing diversity, equity, and inclusivity training as well as establishing an organization-wide movement towards decolonization.

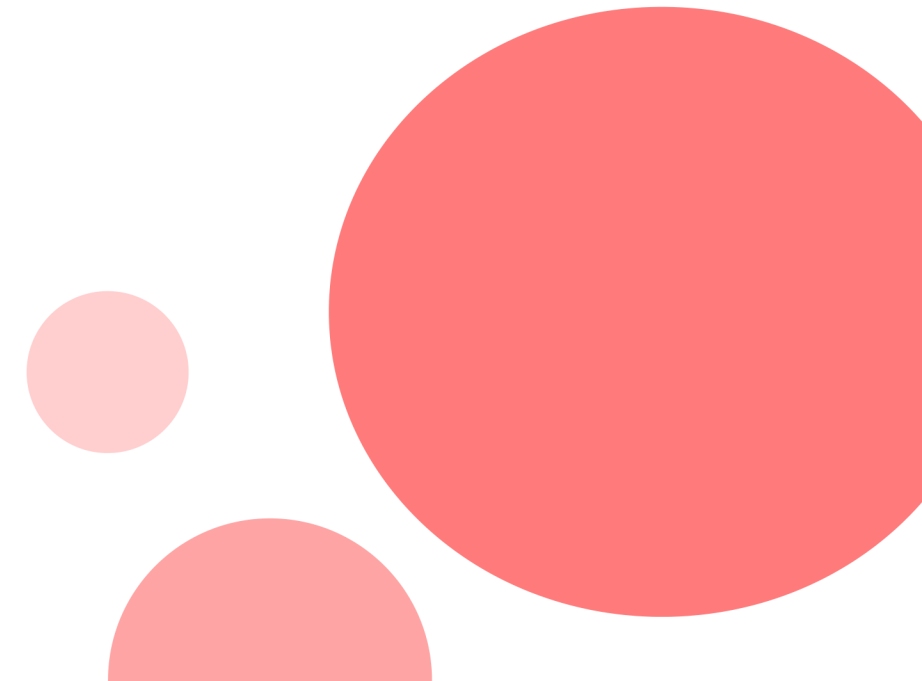
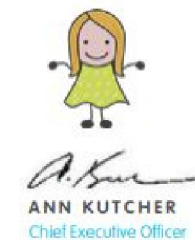
Financial Sustainability: We continue to be strong stewards of our funds to ensure long-term financial stability and strong financial organizational systems.

Strategic Growth: Recognizing that we continue to operate in times of uncertainty for many people, we have continuously responded to the emerging needs of our communities. Our agility has allowed us to grow our programming to ensure we're supporting as many people as possible.

Quality and Care: Having earned national re-accreditation through the Council on Accreditation (COA), we continue to strive for the highest quality care possible by focusing on staff training and education, regularly evaluating our programs, and promoting respect and kindness as core principles of our service.

There is so much to look forward to in the year ahead. We thank you for your ongoing support of Westcoast Family Centres.

Sincerely,



The Problem

1 in 5 children in BC is reported to be living in poverty* and each year, thousands of local families experience challenges that put them at risk of being separated.

How We Help

Since 1984, Westcoast Family Centres Society (WFC) has provided strength-based and people-centered support services to at-risk youth and families – all to keep families healthy, happy, and together.

We offer these programs and services:

- Family preservation and reunification
- Supervised access and visitation
- Co-parenting support
- Clinical counseling, Parent Child Interaction Therapy, Play Therapy
- Early Years Services
- Healthy Babies: Pregnancy Outreach Program
- Child and Youth with Special Needs Program
- Transportation for Children and Youth in Care Program
- Safety and Wellness in Conflictual Relationship Program
- Parent education workshops, support groups, and resources

Our Locations

THE LINK
2780 E Broadway
Vancouver BC V5M 1Y8
604.254.5457

TRI-CITIES
2062 Manning Avenue
Port Coquitlam BC V3B 1L6
604.944.2500

NORTH SHORE
203-1111 Lonsdale Ave
North Vancouver BC V7M 2H4
604.985.2202

RIDGE MEADOWS
22323 119th Avenue
Maple Ridge BC V2X 2Z2
604.466.7328

Our Team

Executive Leadership Team

- Ann Kutcher: Chief Executive Officer
- Kathy Cheng: Director of Finance
- Tanya Valois: Director of Programs & Services
- Wayne Wong: Director of Clinical Service
- Mark Berezan: Manager of IT Services
- Daljit Sanders: Manager of People & Culture
- Kala Ortwein: Manager of Communications & Development

Board of Directors

- Ludovic Siouffi: Board President
- Shannon Svingen-Jones: Vice-President
- Mikaela Taylor: Treasurer
- Major Brar: Secretary
- James Bahen: Director
- John Clark: Director
- Fran Maclean: Director
- Mike Rampf: Director
- Trish Wallace: Director

Staff Recognition 2022

Five Years:

- Alanah Whitman
- Issy Polych
- Maryam Taheri-Tehrani
- Massie Dehghanfar
- Shannan Singh
- Stephanie Le

Ten Years:

- Gabriela Guitierrez
- Kathy Meribian

Twenty Years:

- Michelle Picard

We wish you a wonderful retirement!

- Diane Montgomery
- Fran Maclean (Board of Directors)



Thank you to Westcoast Family Centre and the funds that support their programs that help parents raise healthy and happy kids.

- WFC Client



*Source: 2021 BC Child Poverty Report Cards

Family Support Services

WFC provides goal-oriented home and community services to prevent out-of-home placement and reduce the risk of maltreatment. These services include reconnecting children in out-of-home care with their families.

We are most known for our Family Preservation & Reunification Programs and Family Development Programs that offer service to families at risk. Most often, these clients are referred by the Ministry of Children and Family Development (MCFD). Families may be facing substance use issues, mental health challenges, trauma, home insecurity, challenges surrounding gender identity, and/or violence, neglect, and abuse.

Our staff works collaboratively with each family to provide support and help establish goals and activities to assist in reducing risks and strengthening families.

 **3,048**
families supported

 **27,551**
service hours invested

 **80%**
of participants saw some parenting improvements because of WFC services



Supervised Access

WFC offers support to high-conflict families, providing parental guidance and support, and ensuring the reduced risk of emotional and physical harm toward children and youth. We offer a supervised visitation program (also known as supervised parenting time), which is a dedicated service for parents/caregivers undergoing a custodial concern.

Objectives of Supervised Access:

- Facilitate a healthy adult-child interaction in complex family situations
- Provide a safe and neutral environment
- Report factual observations for mediation and/or court proceedings
- Help establish parenting goals
- Build stronger connections between parent(s) and their child/children

This service allows a child to visit with their parent and other members of their family in accordance with the Family Law Act (FLA). A Supervised Parenting Time Worker acts as a neutral party to facilitate, supervise, and support these visits. They also make sure the child can get from where he or she is staying to the visit location. We help ease the tension of access and visitation arrangements in a safe, neutral, and child-focused setting

 **162**
families

 **54**
average # of hours spent with each family



Parent Education & Groups

With great thanks to our funders, donors, and community partners, we're able to provide a variety of interactive and evidence-based programs and workshops.

All parent education groups are focused on:

- strengthening the relationship parents have with their children
- building parents' confidence to strengthen their family
- deepening their connections to the community

The COVID-19 pandemic impacted the way WFC offers services. Yet, transitioning online increased the number of parents we were able to help, and it allowed us to offer an **additional 210 hours** of programming – all at no cost to the participants.

Each workshop is run by our highly trained and experienced WFC staff who have taken the time to acquire the appropriate training, research, and materials. If parents cannot attend a group or workshop, we also offer our Healthy Families Resource Page which provides suggestions and articles to help families through their parenting journey.

 **20**
workshops

 **36**
groups

 **1,400**
participants



Early Years & Pregnancy Outreach

Healthy Babies

Funded by the Public Health Agency of Canada, this program aims to support pregnant moms and moms with babies under six months who are facing barriers such as limited financial resources, isolation, and mental health challenges. This year we offered more than **125 sessions to 68 moms**.

Early Years Services

Operated out of our Tri-Cities location, Early Years Services provide a range of child-centered, community-based services for children 0-6 years old and their families. This program is free and accommodates families' diverse cultural and linguistic needs while working to reduce potential barriers like disability, childcare, time, and location.



Child and Youth Services

Pre-Teen Outreach Program: This program supports children ages 10-12 who are engaged in problematic behaviour such as criminal activities, substance abuse, and other forms of high-risk behaviour.

Transportation for Child & Youth in Care: The Child in Care (CIC) transportation program delivers safe transportation for children, aged 0-14, who demonstrate a range of behaviors and needs.

Child and Youth with Special Needs: Life Skills Development Program: Our goal is to improve on life and social skills for children with special needs, as well as connect children and youth with community support and resources.

 **52**
children and youth participants

 **13,934**
Early Years family members



The Link - A Family Support Centre

After many years of thoughtful collaboration, design, and construction, the 'Vancouver Hub Project' – now officially called The Link – opened in March 2021.

Located in the central and transit-accessible Renfrew-Collingwood area, The Link was designed to be a safe, inclusive, and welcoming space for families needing support and navigation. The primary focus is to provide family support in a space where families can access resources and assistance with parent education, childcare, housing, and employment. The Link also operates as a community hub where non-profits, students, and community partners can connect, share ideas, learn, and collaborate.

In an effort to increase collaboration, reduce cost, and improve the efficacy of support services, the 36,000-square-foot building is the home of three family-centered organizations:

- Westcoast Family Centres (Vancouver office)
- The Ministry of Child and Family Development
- Pacific Community Resources Society

Together, our organizations have created a vibrant and community-oriented campus, providing a "one-stop-shop" location for families of all backgrounds and adversities to access the support they need to help raise their child/children and progress their families.

The Link was made possible because of the unwavering support and funding from the local community and our community partners. We look forward to continually developing our new home to provide more inclusivity and diversity for all.

Performance and Quality Improvement

WFC is proud to have achieved national accreditation through the Council on Accreditation (COA). COA evaluated all WFC programs, services, management, and administration.

The standards that drive accreditation are to ensure that services are well coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. We are proud to have surpassed this high bar.



90%
community believes
WFC provides quality
support and resources



96%
participants felt
supported to develop
healthy family routines

WFC actively participates in meetings with community partners and the government to evaluate evolving service trends and client needs. Whenever possible and appropriate, we seek to accommodate client needs by offering additional or refined services.

Our peer-led Performance and Quality Improvement (PQI) committee meet quarterly to assess, evaluate, and improve policies and practices to ensure they are:

- ✓ Effective
- ✓ Meeting industry standards
- ✓ In alignment with our agency's mission, vision, and guiding principles

This past year, WFC successfully passed the reaccreditation audit and continues to uphold the best practices in the sector.



Our Ongoing Commitment to Equity, Diversity & Inclusivity

WFC continues to celebrate diversity among all staff, clients, and all community members, and we will continue to do so as we grow, learn, and connect as an organization. Our goal? We aim to create a culture of belonging that is felt by everyone.

In 2021, the WFC team dedicated time to expanding our knowledge on reconciliation and the shared, asserted, and unceded lands we live and work on.

“

"After nearly 40 years at WCF, I've not been as inspired as I am today. Our ED&I work brings me so much hope because our entire team is committed to doing what it takes to self-reflect, learn, and be more welcoming."

- Ann Kutcher, WFC CEO

As part of this initiative, our Diversity & Inclusivity Newsletter began in 2021 in order to draw attention to and celebrate one another's cultures and holidays. In the same vein, WFC created a Culture Appreciation Day for staff – a full day off work to enjoy any cultural celebration or activity of their choosing.

As we embark our continued learning, we'll continue to prioritize equity, diversity, and inclusivity both as a workplace and as part of our service to the diverse communities with whom we have the honour to work.

Welcoming the Raven Room

With the support of Elders, cultural workers, and Indigenous artists, we were proud to present the Raven Room as part of our Vancouver ("The Link") office. WFC is thrilled to have a dedicated space designed to honour Indigenous culture and well-being.

During his first smudge at the link, Curtis Ahenakew wrote a message for anyone using the room and presented a feather to our Programs Manager – a sign of passing on the feather and practicing reconciliation.

Additionally, in collaboration with Elders and cultural workers, we opened the Indigenous Medicine Garden and Indigenous Board at The Link. This initiative focuses on sharing information about Indigenous ceremonies and events, band office contacts, indigenous plants and uses, and so much more. This resource is invaluable to both WFC staff and clients.

We extend our deepest gratitude for all those who brought the Raven Room to The Link. This welcoming space would not have been possible without the following people.

A warm thank you to:

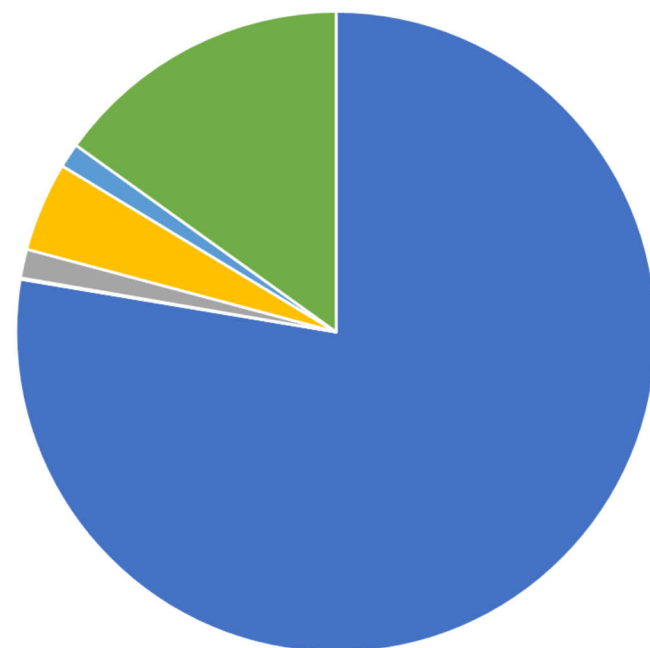
Elder Marie McNeil
K.C. Hall

Curtis Adenakew
John Prat

Thank you very much for your gifts and ongoing support. We are so appreciative of you!

Financials

- Facility Expenses, 15.10%
- Program Admin Support, 1.23%
- Program Support, 4.51%
- Transportation, 1.46%
- Client Support Costs, 0.07%
- Salary and Benefits, 77.63%



Our Funders

Our programs and services would not be possible without the generous support of our committed funder and donors. Every day, your generous support strengthens families and communities – thank you.

- Ministry of Child and Family Development
- Public Health Agency of Canada
- BC Community Gaming Grants
- Community Foundations of Canada
- West Vancouver Foundation
- Canada’s Women’s Foundation
- Vancouver Coastal Health
- Fraser Health
- The Province
- Magnet Student Funding



Ministry of Children and Family Development



Community Development Committee



WFC is honoured to host a dedicated group of volunteers who promote the organization, engage the community, and ensure that our fundraising campaigns are completed successfully. Since the committee’s inception in Summer 2021, WFC has greatly expanded its presence in the local community.

Our valued committee members are:

- Ludovic Siouffi: Chair
- Nafeesa Valli-Hasham
- Renita Lam
- George Tsogas
- Matena Kravariotis

Holiday Hampers

For many WFC families, the holiday season can be a particularly difficult and stressful time. Together, with the support of our dedicated community of donors and partners, we have been able to provide Holiday Hampers to vulnerable families in the Lower Mainland for the past seven years. Hampers are full of essential items for parents and their children, such as clothing, household items, personal care items, toys, and much more.

In 2021, donors exceeded our expectations! **70 donors** took time out of their day to purchase and create **150 customized Hampers for families in need**. Thank you!

Will you help us build stronger communities?

Donations of any size will help us provide one-on-one, emergency & holiday support to even more families in need.

Donate at westcoastfamily.org/donate or scan here





We'd love to connect with you!



604.254.5457



westcoastfamily.org



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@WestcoastFamilyCentres



@WestcoastFamCtr



Westcoast Family Centres Society

Westcoast Family Centres Society
Charitable Registration Number: 131454555RR0001