

Westcoast Family Resources Society

ANNUAL REPORT 2009-2010



The Strength of Family



Message from the Executive Director & Board President



Ann Kutcher, Exec. Director

Mission

Westcoast Family Resources Society contributes to the healthy development of children by providing services to strengthen the relationships between children and families and between families and their communities.

Thankfully the H1N1 pandemic never happened, but we prepared our organization nonetheless as did other organizations throughout North America.

Accreditation also came and went with a sigh of relief. As per the usual excellence of WFRS and our high practice standards we were expedited through the process. This achievement is awarded to less than 5% of agencies throughout North America.

We have great reason to feel proud of our work, the people that we work with and of our organization. The verbal report indicates that we are excellent across all facets of the agency. Congratulations everyone!

And congratulations to all of us in the social service for surviving this past year with grace, determination and good practice and the humbleness that only our sector can demonstrate.



Petra St. Pierre, Board President
John Clark, Board Vice President

This past year has been a year of anticipation for all of us working in the social service network. We were faced with the very real possibility of a pandemic, the impact on services during the Olympics and of course all the while maintaining a high standard of practice as we weaved our way through an accreditation site visit from Council on Accreditation (COA).

As we watched our investments fall, unemployment rise, businesses collapse and revenue decline we and the rest of the sector awaited our turn wondering anxiously what the impact would be. The news was delivered in bits and pieces throughout the past seven months, each one presenting us with a new challenge. Impending baseline funding cuts, negotiating of the collective agreement to be renewed April 2010 and the start up of the sectors long awaited Municipal Pension Plan and questions about how it would be funded all came into play.

The process required patience and hope that the funding reductions would

leave our agency services and infrastructure intact at the end of the process. Although the final funding reductions were substantial, we were fortunate to move through this process with funders and partners that demonstrated true collaborative practice.

In the end we were able through creative solutions to minimize the impact on service delivery to our clients by looking at providing services in a different way such as through a modified project parent model, group work and by family counselors providing more of the supervised access component as appropriate.

The Olympics came and went and travel to client homes had never been easier. We anticipated increases in crisis and referrals but business continued as usual. The city was energized and so were we as the city filled with people from the world and the torch passed by our head office.

Board of Directors

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Director

Family Preservation & Support

Clo Gilbert - Team Leader, Vancouver Family Preservation Services (NE)
Paul Sheaves - Team Leader, Vancouver Family Preservation Services (NW)

The past year has again been one of change and challenge.

Each year in this space we write about the challenges and successes of working with families. This year brought more of the same and new issues as well. Elsewhere in the AGM report you will read about the general analysis regarding the numbers of clients we have worked with and other statistics. The numbers of course don't talk about the hundreds of individual stories behind the statistics.

The issues affecting families and children we work with seem to have become more and more complex over time. We often deal with issues of child protection; domestic violence; substance abuse; mental health; lifestyle concerns and problematic parenting styles. We also work with families with children with special needs such as behavior issues, ADHD and autism.

We have also seen an increase in working with families from war torn states in Africa and elsewhere in the world. The new families not only present with child protection concerns but also need support in dealing with the trauma of having witnessed extreme violence, of escaping to Canada via refugee camps and in needing to integrate into a Canadian society which is very different from their own culture.

Yes, it has been a tough economic year and the families we work with have been impacted. Those impacts include fewer opportunities, fewer resources and for some, simply less money as employment is difficult to find and to sustain. We have two Resource Workers who spend hours searching for good housing for clients, both through market rental and BC subsidized housing. The issues we read about every day in the news directly impact our clients as potential change brings anxiety and fear in regards to an unknown future.

While we acknowledge that the work can be seen as being "tough" it's also rewarding. In partnership with other Community agencies including MCFD and FSGV we get to meet amazing people and can play a small part in changing families. We appreciate that it takes a community to help families

and we experience this support from professional staff, counsellors, community advocates, teachers and resource workers as a broad range of supports are offered. The strength in the work is found as the individual clients/families gain some insight and find different ways of parenting while coping with their own concerns. In the work, we learn from these families as they find solutions.

To meet the ongoing demands we have been able to continue staff development through workshops both as individuals and as an agency. We successfully hosted a three day workshop with Dr Dianne Benoit in April on "Atypical caregiver Behavior associated with Disorganized Attachment" and "Modified Interaction Guidance".

We also hosted the second meeting of a Vietnamese Community Group to talk about issues affecting this population and to identify supports.



Vietnamese Inter-Agency Networking and Information Workshop

We continue to work with MCFD on issues of Best Practice, participate in Family Case Conferences and by meeting to supporting families.

There is also a tempered excitement within the Program as we look towards the coming year. New initiatives within the agency regarding Fee for Service, Marketing and Fundraising for new programs are seen as valuable ways to add services to the community.

Executive Officers & Management Team

Ann Kutcher

Executive Director

Kam Gillis

Payroll & H. R. Manager

Paul Sheaves

*Team Leader,
VFPS NW*

Nancy Ross

*Assistant Program Director,
North Shore*

Freeza Anand

Executive Assistant

Aleta Bombase

*Information Technology
Manager*

Theresa Thompson

*Assistant Program Director,
Ridge Meadows*

Tanya Valois

Program Director, Tri-Cities

Julie Renton

*Community Development
Manager*

Clo Gilbert

*Team Leader,
VFPS NE*

Wayne Wong

*Program Director, North Shore
Supervised Visitation,
Clinical Counselling*

Jan Waldbillig

*Asst. Program Director, TC
Special Projects Manager*

Johnny Zheng

Controller

Family Preservation & Support

Wayne Wong - Program Director, N. Shore Clinical Counselling Dept., Supervised Visit Access, Team Leader VFPS

The Teams that I oversee in the Vancouver Family Preservation Program continue to work to capacity in a highly professional and effective manner. Many challenges were faced and overcome, and opportunities were embraced and evolved.

In the **Clinical Counselling Program**, practitioners consistently worked with full caseloads, at an average of 23 cases per month. The issues we address include: abandonment, trauma, impacts of abuse (including physical, sexual, and emotional), addictions (substance and non-substance based), attention deficit and hyperactive disorder, defiance/conduct disorder, relationship disorders, relationship conflicts (between child and parent as well as parents/caregivers), children affected by separation/divorce, and so on.

The services provided: play therapy/art therapy for children, art/expressive therapy for adults, individual counseling for adults, family therapy, filial therapy for parents and children, and couple's therapy. This year we added the provision of Parent Child Interaction Therapy (PCIT) as an intervention strategy to support parents in gaining the insight and integrating skills to connect with their children in an effective way to reestablish attachment needs of the child. This highly researched and evidence-based intervention strategy has been particularly effective in cases with children with attachment challenges/disorders and parents ready to work with the therapist in healing their parent-child attachment issue. This is truly an exciting evolution in the Clinical Counselling Department.

This year as in the past the Clinical Counselling Program continues to be sought after as a place for Graduate Students to conduct their final field practicum placement. We had over twelve formal applications for practicum placements and numerous requests for information about placements. The CC Program accepted two Graduate Students for the Fall 2009-Spring 2010 year from the Adlerian Training Institute in Vancouver and Argosy University in Seattle. Another two students for the Practicum year of Fall 2010-Spring 2011 have been accepted. One Student is from the University of British Columbia's Counselling Psychology Program and the other is again from the Adlerian Training Institute in Vancouver. It is obvious from the continued interests of students inquiring to conduct their final field placements at WFRS that we provide an atmosphere for training and professional development, where there is expertise, quality supervision, and high level of standards for practitioners. This puts WFRS further in the forefront of shaping and influencing the future development of therapeutic services.

In terms of the **Intake Team**, the range of issues continues to be diverse. They include (some within a cultural and language context): domestic violence, mental health issues, post partum and new families being overwhelmed, physical emotional abuse, single father parenting issues, neglected and abused children, inappropriate discipline and parenting issues, and so forth. The Intake Team's co-location in the Intake MCFD's Office continues to be an effective way to work collaboratively and productively in supporting families and increasing their healthy functioning.

Supervised Access Visitation Services continues to be a highly busy and an intense part of the Vancouver Preservation Program in terms of Family Counsellors providing visitations between children and parents. The exciting new venture Supervised Access Visitation Services and the Vancouver Preservation Program has become involved in the MCFD project of **Promoting Connections: Making Supervised Access Visitation Meaningful**. It entails working in a collaborative way with all parties concerned (the MCFD Social workers, Foster Parents, members of the child-in-care family, and parents with a child-in-care social network) to ensure supervised access visits are provided in an effective and coordinated manner, and an integral part of the reunification intervention strategy. Staff involved play a parent-child interaction skills coaching role as well as reporting and documenting. Ultimately, this serves to enhance the prospects of children-in-care reunifying with their parents.

The **North Shore Program** continued with demanding case issues as in the past as well as challenged by the process of going through COA reaccreditation, budget cuts, staffing changes and the ending of our office lease. The NS Family Preservation and Support Services Staff Team remained resilient, maintained a high standard of services to their clients and the MCFD, and continued to be extremely committed to be of service to the children, families, and parents in the community.

As part of the staffing changes for the North Shore Program, we bid farewell to one staff and welcomed another in the role of Family Preservation and Support Counselor who brings with her high experience and skills working with Farsi speaking Clients. The combination of her ethno-specific knowledge, language skills and cultural sensitivity makes her a great fit for the NS Program serving this community.

The service trends continue to be varied and range from abandonment, trauma, impacts of abuse (including physical, sexual, and emotional), addictions (substance and non-substance-based), attention deficit and hyperactive disorder, defiance/conduct disorder, relationship disorders, relationship conflicts (between child and parent as well as parents/caregivers), children affected by separation/divorce, and so on.

From the standpoint of general demographics, there are a whole host of cultural groups represented in the NS Program client cases including: African Nation, Arabic, Chinese, East Indian, Iranian, Italian, Japanese, Korean, Filipino, Russian, and so forth; as well as the NS Aboriginal Nations.

We are fortunate to have two Master's of Arts Graduate Students with the Vancouver Preservation Program. One requirement for these two Graduate Students completing their Practicum Placements with WFRS was to offer and facilitate Information, Education, and Support Groups. In addition to working with the NS Staff who were already running groups, the two students developed a Systematic Training Education Program (STEP) group based on the concepts of Adlerian Psychology. The group was very well attended and contributed greatly to the goal of education and support.

As the 2009/2010 Fiscal Year closed, the NS Program's Office Lease of four years was nearing its end on May 31, 2010. The NS Program had established a substantive presence in the community being in the midst of many schools (both Elementary and Secondary) and the goal was to be able to stay in this community. However, with pending cuts by the MCFD for the upcoming 2010/2011 Fiscal Year and an increase in rent, it was impossible to make any commitments to staying in the Lynn Valley Office. By the middle of April 2010, it was decided that the best option that presented itself was to co-locate with the Elizabeth Fry Society. Since both WFRS and Elizabeth Fry Society provide the same services and were already working together through the Intake Meetings with MCFD, it was a natural fit for both Agencies to join together in the same office space. It has truly been "a whirlwind of activity" for the NS Program. Throughout this move staff have maintained their case work and services have not been disrupted. This is a testament to the resiliency of the staff and the Program.

The NS Program has and always will be highly committed to working collaboratively with our current service providing partners, MCFD NS, Family Services of the North Shore, Hollyburn Family Services, and the Elizabeth Fry Society. We continue to expand this collaborative service network to increase our working relationships with the schools, mental health services, multicultural service agencies, and others. The NS Program is looking forward to another exciting and busy year of program service delivery and development, especially with its co-location with Elizabeth Fry Society!

Family Preservation & Support

Tanya Valois - Program Director, Tri-Cities

This has been an exciting and challenging year. What has been of significant relevance of late is facing funding cuts. The Tri Cities program is facing a 9% cut to our contract. Though this will mean reduction to service delivery, we are working with MCFD in re-designing services that will continue to meet the needs of the families we serve. We continue to provide families with individualized, diverse support services through the Outreach, Family Development Response, Support Facilitation and Access Support programs.

Self referral programs have run more successfully than ever before. We have been full to capacity with wait lists for many of our programs. We have continued to run Mother Goose and You Make the Difference. Our family drop-in (Make the Connection) focuses on the importance of play and has been well received by families accessing the program. We have expanded our Budget Gourmet program into the community through collaborations with Place Maillard-

ville, Pitt River Middle School and a local affordable housing complex.

We are very excited with the completion of our kitchen renovation thanks to a Community Gaming grant. The renovation provides a beautiful, user friendly space for us to facilitate our Budget Gourmet program.

We have facilitated the Strong Kids program, funded by United Way's "School's Out" initiative. Strong Kids has provided groups in local schools to children aged 6-12 years, aimed at strengthening social and emotional development.

Through a partnership with Step by Step Child Development Society, we co-facilitated "Proactive Approaches to Challenging Behaviours". This has been a popular, well attended program.

I had the pleasure this year of working with a Douglas College, Child and Youth Care student interested in doing a research practicum. The end result is a research project evaluating Tri Cit-

East Neighborhood Centre's Impact on the community. The findings are being compiled in a final report and will be presented to the Tri-Cities East Neighborhood Centre Advisory Committee on May 31st, 2010.

I would like to take this opportunity to acknowledge my team, our partners at the Tri-Cities East Neighborhood Centre and our community colleagues for the excellent service being provided in our community.



Mother Goose Program
Tri-Cities East Neighborhood Centre

Family Development Response

Theresa Thompson - Assistant Program Director, Ridge Meadows

This last year has been productive and expansive for the Ridge Meadows Family Development Response Program. For example, we have increased the number of families receiving service. Specifically, we served 117 adult clients this year and 222 children. We continue to grow and reach out to more families as more referrals are made from the Ministry for Children and Family Development.

Our relationship with our contractor has remained collegial and collaborative. We are now at times invited to join the social workers for team meetings and joint trainings. It is an on going pleasure to work so closely with them and identify goals that will help improve each family's functioning.

Relationships with our community partners have also been enhanced through our ongoing contribution to a variety of committees in the community, including the Integrated Case Management Committee, The Community Network Committee, and the Facilitators Community Network Committee. This year we were also part of the hiring committee to employ a new Community Network Facilitator. Through these committees, and through our ongoing attempt to provide clients with as much community support as possible, we have made a myriad of connections with other service providers in Ridge Meadows. Maple Ridge has a progressive, inclusive and co-operative approach for all professionals and service providers and it is a collegial atmosphere to work in. We look forward to another year of working closely with the Ministry of Children and Family Development social workers and team leaders to deliver the best possible service we can to the families in Maple Ridge.

Clients Served

Programs	Children served	Adults served	No. of hours Client Service
Vancouver Family Preservation Program	287	283	21,062
North Shore Family Preservation & Support	134	140	4,178
Tri-Cities Family Outreach & Support	135	88	7,005
Ridge Meadows Family Development Response	222	117	3,222
These programs include services such as One to One Outreach, Therapeutic, and Supervised Access.			
Totals:	778	628	35,467 Hrs.
Group Education Programs include: Parent Training and Education, Mother goose, Make the Connection, Budget Gourmet, You Make the Difference, Strong Kids, Nobody's Perfect, Program for women at Alouette Correction Centre, Proactive Approaches to challenging Behaviours, Parenting for Dads, Stress and Anger Mgmt. for women, Parental Reactivity, Family of Origin, S.T.E.P. (Systemic Training for Effective Parenting)	1295	709	1,702 Hrs.
For more information on our programs, visit our website at www.westcoastfamily.org			

What Clients say about us...

- “(My worker) was wonderful. She made us, as a family grow into a strong, loving home it always should have been. I appreciate what a support she has been to my family.”
- “This has been the most positive and productive family resource I have ever encountered. I feel so fortunate to have had this service and especially my particular therapist available to me and my family. I have gained insight & skills through this program.”
- “Your program is amazing, I only wish it was more accessible to more people. I have a lot of family and friends who could benefit from your services, my worker is awesome.”
- “This was the most helpful process for us as a family and we are thankful it was led by such a caring person.. Though this all came about from a bad situation, we are happy we had the opportunity to meet with (our worker) and develop great skills to cope with stressful situation accordingly. All in all this was a good experience.”
- “(My worker) is a very friendly and knowledgeable person and her approach to helping me is very kind. She seems genuinely concerned about my situation and she is exploring ways to help me with my son and his unique behavior which has her somewhat perplexed too I believe.”
- “(My worker) is very understanding, enlightened and supportive person. Her help goes above and beyond the scope of this questionnaire and I believe that her support has strengthened my ability.”

Statement of Operations - For the year ended March 31st, 2010

Johnny Zheng - Controller

Revenue	2010	2009
MCFD Grants	3,873,663	3,915,261
Donations	184,178	171,418
Interest, rent and other income	124,649	155,340
Amortization of deferred capital contributions	34,309	32,060
	4,216,799	4,274,079
Expenses		
Advertising & Promotion	1,009	197
Amortization	94,382	107,747
Automobile and travel	93,665	114,742
Computer expenses and system conversion	98,196	47,940
Education and Recreation	20,584	41,185
Equipment & Furniture	19,615	28,276
Equipment rentals, Telephone, Communications & Utilities	115,589	105,972
Food and Kitchen	32,854	34,486
Insurance	7,961	9,879
Interest and bank charges	1,336	1,264
Membership fees	6,580	8,243
Office & general	41,756	59,016
Professional fees	18,442	20,799
Program supplies	22,675	23,372
Rent & occupancy	287,305	268,450
Repairs & maintenance	50,481	52,853
Salaries, wages & benefits	3,142,724	3,142,020
Sub-contract services	143,264	123,243
Training, Recruitment & Accreditation	41,035	40,463
	4,239,453	4,230,147
Excess of revenue over expenses from operations	(22,654)	43,932

Blue Fish Chartered Accountants, Auditors

Community Development

Julie Renton, Community Development Manager

The focus of this year's AGM is to thank our donors for all of their contributions over the years. We would like to acknowledge our on-going major funder, MCFD, who funds all of our programs in the Lower Mainland.

Thanks to the support of the community over the past year we have been able to provide hampers and other items to our families at Christmas. Vanoc provided tickets for some of our families to enjoy Olympic events. Our donors are varied and include large businesses, philanthropic organizations and individuals who want to make a difference in the lives of a family. We thank you for your continued support of our agency.

This year our Tri Cities program was able to renovate their kitchen using money received from Gaming Grants. A newly renovated kitchen will enable the Tri Cities program to offer a Community Kitchen as well to provide Budget Gourmet programs.

Westcoast is fortunate to receive continued funding from Canadian Tire's Jump Start program. We are grateful to Jumpstart because Children who are unable to participate in sporting activities due to financial challenges, are able to do so through this program.

In April, our agency hosted its first professional development series presented by Dr. Diane Benoit entitled "Atypical Caregiver

Behaviour associated with disorganized attachment" and "Modified Interaction Guidance" Training. This 3 day workshop was attended by over 150 professionals from all over the Lower Mainland including the Interior, Washington and Oregon. The workshop was an overwhelming success. All participants were excited to share their learning with colleagues as well as practice their new skills with families they work with.

Westcoast Family Services is excited to move forward with our Fundraising and Development Plan. We would like to expand our services into the community on a fee-for service basis. In addition we would like to create another teaching DVD and offer educational groups, cooking programs and mentoring groups in the communities that we service.

On September 19, 2010 we are excited to host a Fundraising event at Hastings Racecourse which is open to all our community members. Along with a donation a "Community day" is granted by Hastings racecourse to non-profit organizations to host an event at their venue. Funds generated through ticket sales and silent auction will go towards development of new programs and services.

We sincerely appreciate the support of our community in all our ventures, as the children and families we serve are enriched by your generosity.

Thank You!

Performance Quality Improvement Report (PQI)

PQI Committee

Westcoast Family Resources continues to embrace the ideals of PQI throughout the organization. The agency strives to meet Council on Accreditation (COA) standards, to offer best practice and to provide a strength based environment to clients and to ourselves through both formal and informal ways.

PQI Committee is the official body for reviewing files, data, surveys and outcomes. In doing so our aim is to identify strengths and weaknesses so that we can improve and sustain our work. The committee takes the information gathered and makes recommendations to the management team. These recommendations are reviewed and where appropriate, plans are made to address the concerns and change follows. The Committee has sought to improve communication regarding the process by including PQI in Team Meetings, by circulating information and by promoting the ideas of PQI at every opportunity.

Through the period of this report the "File Pull" was the primary focus for the committee with regular reviews scheduled. In a "File Pull" random files

were reviewed and general observations noted and reported back to Program Supervisors. Individual workers were given discrete reports/feedback on their files. In most cases this information with Critical Incidents, Grievances and Client/Collateral Surveys was reviewed within the PQI Committee and reported to Management Team. In addition to the overall reviews we also focused on additional work this year in looking at Timeliness of Reports and Goal Agreement from Referral to Service Plan. Future plans include reviews on the nature of referrals and continuing to look at different ways to gather feedback.

Outcome measurements have been identified through past accreditation processes as being a challenge for Westcoast and other social service agencies as well. Westcoast continues to address the issue through our contracts with MCFD and in internal conversations, goals within our strategic plan and in applying the ideals of strength based practice. In developing these goals we have a range of participants from the Board to the Management Team to frontline workers to Collateral Partners and the client families themselves.

To date, our contracts determine basic outputs such as numbers served, hours of direct service, support services supplied, etc. and our practice models influence client outcomes. In Vancouver and on the North Shore, we have developed a

tool, the Family Functioning Indicator, to view client progress from intake to closure. Our Tri - Cities and Maple Ridge programs use the North Carolina Assessment tool as a measure of our work with clients. In both cases, we can show that client outcomes improve following community (including our own programs) intervention. In future reports we can now report on the year to year changes in client outcomes and the data opens itself to more detailed analysis.

The accreditation process in September of 2009 also gave us a rich response from both collateral and client surveys on how they see our work. The positive response, an average of 4.3 out of 5 in overall satisfaction from Community Partners and a 4.2 from clients serves us well in noting that we seem to be doing well. Our goal is to continue this work and to make changes where we need to while sustaining the good work our agency provides to the community.

Service Award Recipients

Congratulations!



Mary Bohnen
5 yrs. of Service
Supervised Visitation, VFPS NE



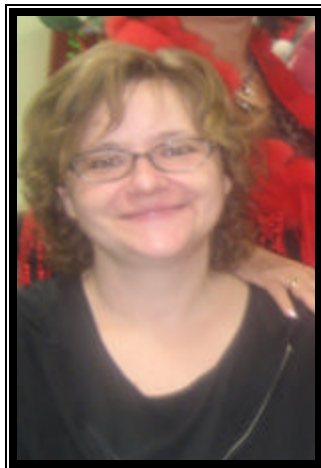
Kate Saunders
10 yrs. of Service
Family Counsellor, VFPS NW



Theresa Thompson
20 yrs. of Service
Asst. Program Director, RM



Navreen Gill
5 yrs. of Service
Family Counsellor, VFPS NE



Jeanette Cauley
5 yrs. of Service
Family Counsellor, VFPS NW



Morena Mejia
5 yrs. of Service
Family Counsellor, VFPS NE



Allison Staton
5 yrs. of Service
Access Support Worker, TC

Thank You's

Westcoast Family Resources Society acknowledges and thanks the following organizations and individuals for their generous donations and support over the years:

Our Partners:

BC Association of Family Resource Programs
Canadian Tire
Empty Stocking Fund
Ministry of Children and Family Development
United Way of the Lower Mainland

Diamond:

Meadow Ridge Optimist Club
PEO Sisterhood
Telus
Travel Underwriters
Vancity

Platinum:

Dawn Montgomery
EcoSet Consulting
Kids-Up-Front
MG films
North Shore Optimists
Sunrise Janitorial Services

Gold:

Pacific National Exhibition

Silver:

Barbara Rubanenko
Blue Fish Group Accountants
CirKids School of Circus Acts
Department of Justice
KPMG

Bronze:

Bob Sargent
Coast Mountain Bus Company
D.B. Loyd
Dave and Jan Courier
Lisa Karstunen
Shaw Cable Systems

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Susan Smith
Toni & Guy
Westwood Honda

For information on our Programs, Brochures, Newsletters and Annual reports, please contact us at : 604-254-5457 or Visit us on the web: www.westcoastfamily.org

Locations:

Head Office and Vancouver (NE): #101-2780 E. Broadway, Vancouver V5M 1Y8 Ph: (604) 254-5457
Vancouver (NW): #201-460 Nanaimo St. Vancouver V5L 4W3 Ph: (604) 255-9568
North Shore: #301-255 W. 1st St. North Vancouver V7M 3G8 Ph: (604) 985-2202
Ridge Meadows: 22323-119 Ave. Maple Ridge, V2X 2Z2 Ph: (604) 466-7328
Tri Cities East Neighbourhood Ctr. 2062 Manning Ave. Port Coquitlam V3B 1L6 Ph: (604) 944-2500