

2010–11 Annual Report

A stylized, geometric illustration of a house in shades of brown and tan, tilted at an angle. The house has a gabled roof, a chimney, and several windows and doors. The illustration is positioned behind the text, with the word 'Annual' in yellow and 'Report' in white.

BUILDING BLOCKS FOR BETTER LIVES

Westcoast
Family Centres

Message from the Executive Director & Board Chair

This past fiscal year began with what was called the STOB 80 reductions to baseline funding for all of our contracts. The result was some reduction in service delivery hours as staff who left the agency were not replaced and a change in program site for our North Shore office.

In April of 2010, we hosted our first **Professional Development Workshop** with Diane Benoit and numerous community colleagues attended. We continue to facilitate and administer the funds for the **Canadian Tire Jump Start program** that provides sport and recreation activities for financially disadvantaged families in Vancouver.

In September 2010 we hosted our first formal **fundraising event at the Hastings Racetrack** which attracted over 100 people and generated enough funds for our agency to begin planning new programs and services in the communities that we work in. Through this experience we created a formal fundraising committee that has developed a work plan that will guide us over the next several years.

In the spring of last year the Vancouver Program was fortunate enough to expand its site to include a new space that is large enough to serve as a meeting space as well as a wonderful environment for our new group supervised access program. This new site also houses our new **Parenting with PRIDE program** that is designed to give parents helpful strategies to connect with their children during supervised access visits.

Another busy year has come and gone resulting in numerous changes at Westcoast Family Centres.

As an Agency we are also striving to promote diversity cultural awareness inside and outside of the organization. We have started to do this in a small way by hosting an event that brought colleagues far and wide together to learn about and celebrate the Lunar New Year.

Our agency has always been proud of ensuring that we continually strive to uphold the highest standards of practice. We have an active and dedicated **Quality Improvement team** that focuses on continually looking at ways to improve service to our clients and this framework is adopted throughout the organization. Of recognition is our nomination with our MCFD partners for the Premier's Award of Service Excellence and were one of the finalist.

Of great excitement is the work that has been accomplished over the past year with Seven25. Design & Typography., our Board of Directors and our staff to develop a new name and new look that represents the future direction of this agency which will be launched at our AGM this year.

We look forward to another year of expanding our horizons.

Ann Kutcher
Executive Director

Petra St. Pierre
Board Chair

Vancouver

Program

Report

The Vancouver Program marked its seventh year of working within the Family Preservation and Reunification model. Reflecting back on those years brings memories of challenges and changes across the work but also a quiet satisfaction that over time, hundreds of families, thousands of children, have been helped with the support of staff and with the community partnerships we participate in.

The issues of family conflict, parenting skills, violence in intimate relationships, mental health, addictions and living in poverty dominate the work the families and individuals are asked to do to provide safe, nurturing homes for children and themselves. This year saw increases in three areas; violence (both in adult relationships and within the whole family), the overlap of criminality with families and the need to support families with children with special needs. The diverse nature of Vancouver also required an ability to work in different languages and to learn how to work with many perspectives on family and parenting.

Our client and collateral surveys seem to confirm that we do good work. In meeting the family needs we have maintained our regular, strength based practice and added some creative tools to meet changing requirements. Staff have attended both agency wide and

individual training to maintain and enhance skills. New programs such as Group Supervision or a Vietnamese Parenting Group have added to the ongoing work of Specialised Counselling, the Thursday Parent's Group, other Parent Groups and the day to day individual work of staff with families. Through the year we have worked with several colleges and universities to provide practicum placements for students. Their work and questions help keep the work in perspective.

The year also had challenges and while it seems that technology, expanding pressures and dwindling resources impact our work with families and children that come to our program, the same challenges exist across social service agencies everywhere. The continued strength in the work comes from frontline staff in our agency, with MCFD and with all the other community supports working together.

Clo Gilbert

Program Director
VFPS NE

Paul Sheaves

Program Director
VFPS NW

At WFC, we care about the well-being of families and we are proud of our achievements over the past year.

At Westcoast Family Centres (WFC), our work of supporting families continues to be challenging, and there has been a noticeable increase in the number of referral for families with domestic violence issues. Domestic Violence is a complex and difficult issue and at this time there are many agencies working with Government to improve our response. For our work, with these families, Counsellors have to provide support on many different levels:

- + Many of these parents have been in violent relationships for many years and can be numb to aggressive acts against themselves and sometimes their own children. They tend to minimize the abuser's actions and unwillingly become the targets of escalating acts of violence. Their self-esteem has been eroded, and their ability to protect their children compromised because of their own confused views of relationships. In

some cases, partners are asked to leave the family home as part of the safety plan with MCFD. Counsellors are called upon to provide emotional support and education to the victimized parents to help them understand the cycle of violence and the child protection concerns. This may involve enlisting the help of other community professionals. Parents may also be encouraged to join support groups and link with individuals of like-circumstances to whom they can relate and tell their stories. Additional clinical counselling may be provided to help resolve other issues that may contribute to unhealthy relationships.

- + The negative financial impact of separation is a great disincentive to the partners, particularly for women. They often stay in these unhealthy relationships for fear that they will not be able to provide for themselves and their children without

their partner's contribution. However, it is a reality for these families, and therefore, Counsellors are often involved in helping women access funds through Child Care Subsidy and/or Income Assistance, and/or to assist with obtaining subsidized housing or affordable market rental housing.

- + As these individuals move further along their grieving process, they may come to a place where they are ready to initiate formal separation, apply for full custody and guardianship, request spousal support, or extend or enforce restriction orders. Counsellors will then refer clients to legal services, from Legal Aid to Family Justice, and often have to help them navigate the complex legal system which can be confusing and intimidating.
- + Children can also be adversely impacted by witnessing domestic violence. Some are even victimized. Depending on the severity of the abuse, children can be traumatized and emotionally scarred by the experience. Once the abuser is out of the home, children can be referred to play therapy or other therapeutic modalities to help them process the abuse. At that time, parents will be called upon to be more mindful of their children's emotional well-being and supported to tune in to them and reassure them. This usually involves training parents to speak to kids in a language appropriate for their developmental age, and to begin to treat them as children with their own unique needs. We recognize that all parents bring strength to their families and our Counsellors

support the families to build on those existing skills.

- + Counsellors also seek to improve and increase these families's support network to help decrease isolation and ease the transition to single-parenthood which can be a long and challenging journey. To that effect, counsellors will encourage parents to develop new friendships, renew ties with families, or connect to community groups through Church and Community Centres. Supports are also being developed to help the abuser to become a healthy member of their families.

At WFC, we care about the well-being of these families and we are proud of our achievements over the past year in supporting many of them through the process of becoming healthy and stable environments for children.

Parenting After Separation Program (PAS)

WFC was the successful applicant through the Ministry of Attorney General to deliver Parenting After Separation (PAS) workshops in the Vancouver and North Vancouver areas as of April 2011. New staff was hired for the specific job of facilitating these workshops which are offered weekly throughout both communities.

We are pleased to say that, after some initial hard work to establish the program, the registration process is running smoothly, thanks to the wonderful work of our administration support staff, and the workshops are in good hands under the leadership of our dedicated and experienced facilitators.

Clinical Counselling, Supervised Access Report

6/7

Clinical Counselling Program

Over the past eleven months, the Clinical Counselling (CC) Program expanded its intervention capacity with **Parent Child Interaction Therapy (PCIT)**. It is particularly beneficial for the Family Preservation and Reunification Program. It helps bridge parents' capacity to have children come back into their care. The therapeutic realm is based, in general, on a coaching approach focused on increasing the parent's(s') capacity to respond to promote the child-parent attachment dynamics and capacities. PCIT is highly researched and an evidenced-based therapeutic intervention. Not only are the children and families benefiting from our capacity to offer this intervention, but the MCFD's case work to reunify children from out-of-home care back to in-home care is increased. It is highly exciting to have for CC Team to offer this intervention strategy.

From the standpoint of presenting issues, they vary greatly. However, the CC Program is receiving more requests to provide services to children staying in long term care with MCFD, in the process of being adopted by prospective adoptive parents, or adjusting to being adopted into caring, loving families. The challenges of the clinical work in these cases are not only to support the emotional and psychological well-being of children, who may have already experienced much trauma from their biological family, but also to support the current caregivers and adoptive parents in supporting and parenting these children sensitively and effectively. It is through much diligence in the case work and commitment to accessing highly sophisticated training and integral consultation from experts and specialist in the field that the CC Program has evolved to such a highly recognized and sought service. It is truly heartening to be guiding this Program as its Director.

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The challenges of the clinical work are to support not only the emotional and psychological well-being of children but also that of their caregivers.

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Further, with the CC Program, we continue to take practicum students and have two students finishing within the two months. The CC Program was very much enriched by their involvement as well as the services for children, families, and parents. We have already had many requests (approximately 12 to 18) for practicum placements for September 2011. We will be reviewing these and finding the best fit for WFRS and the student. There is also the possibility that all the clinicians on the Team will be accepting practicum students to train and mentor. This will increase the capacity of the program to support students and the professional development of practitioners in the field. This venture continues to be highly rewarding and places the Agency as a leader in the field.

Supervised Access Visitation Services

The Supervised Access Visitation Team and Services has been challenged with a cut back on service hours that we can deliver. However, because of the demand for services, we were severely over by the first quarter of the year. The range of services need expanded from providing children-in-care opportunity to connect and visit with their families to transporting children to services, such as, clinical counselling (Play Therapy), that are highly needed to mitigate the trauma of being removed from their parent's(s') care as well as the abuse and neglect that likely existed prior to being taken into care by the Ministry For Children and Family Development (MCFD).

From the second quarter forward, we put measures in place to ensure we stayed within budget. We also developed different ways of delivering the supervised access and visitation service. For example, having the group supervised to provide further opportunities for the child and parent to connect during the parenting education group sessions. All concerned work very professionally and collaboratively to ensure that children and parents have the opportunity to connect and visit. This is a testament to the flexibility and responsiveness of the Program to the needs of children, parents, and families as well as the MCFD in times of budgetary challenges! I am heartened to work with such a committed team as the Supervised Access and Visitation Team!

Wayne Wong
Program Director
SVA & CC

Ridge Meadows Program Report

8/9

This last year has been exciting and fruitful for the Ridge Meadows Family Development Response Program (FDR). The number of families and children serviced remains high.

Family Development Response is an intensive counselling and education service which is sometimes used instead of a child protection investigation. Family Counsellors go into the home and build on the family's strengths so parents can learn the skills they need to keep their children safe. Referrals are also made to other community resources when needed.

The highlight of the year was being selected as finalists for Premier's Award in the category of Service Excellence. The nomination was a result of a joint Quality Improvement Project we did in collaboration with the Ministry of Children and Family Development (MCFD). The results of this quantitative and qualitative research demonstrated that less children were in need of protection after an Family Development Response Intervention. This was a significant finding which duplicated results found in other studies done in both Canada and in the United States.

The work on this joint project is just one example of the collegial and collaborative relationship we maintain with social workers and team leaders in Ridge Meadows.

Another example would be the joint trainings we have undergone in an attempt to continuously improve our skills and knowledge.

As has been the case for several years now, our 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.

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.

Theresa Thompson, M.A.
Clinical Supervisor
Ridge Meadows

North Shore

Program Report

There continues to be wide-ranging issues addressed with regards to services to the Ministry of Children and Family Development (MCFD) and the community. They include: abandonment, trauma, impacts of abuse (including physical, sexual, and emotional), addictions (substance and non-substance-based with the individuals being affected involving children and adults), parenting children diagnosed with attention deficit and hyperactive disorder (ADHD), parenting with children with defiance/conduct disorder, individuals with relationship disorders (such as, Borderline Personality Disorder), relationship conflicts (between parent and children ranging in age from school-aged to teenagers), children affected by separation/divorce, and so on.

A prevalent trend at issue is the parenting of children with ADHD as well parenting with children with defiance/conduct disorder. The impact of these parenting issues can result in increased marital strain, amongst other challenges, for two parent families, and increased stress and emotional issues for single parent families.

The primary goals for our Family Counsellors are supporting the resilience of the parent(s), highlighting their strengths and capacities, and identifying needs/challenges and how to gain the capacity to address them. Supporting the wellness of families in the community is the mission of the NS Program.

This mission is particularly extended towards very culturally-diverse immigrant families, of the NS. From the standpoint of general demographics, the cultural groups represented in the NS include: African Nation, Arabic, Chinese, East Indian, Iranian, Italian, Japanese, Korean, Filipino, Russian, and so forth. Many of the issues cited earlier also impact families of these immigrant groups. However, the NS Program is particularly able to serve Farsi-speaking families as we have a Farsi-speaking Family Counsellor on the Team. In addition to providing the family counselling services, Parenting Groups are also provided in topics such as: Early Years Parenting, Middle Years Parenting, How to Raise a Teenager Parenting, Reactivity and Anger Management for parents, and How to Promote Your Child's Self-Esteem. The Groups provide further opportunities for the parent(s) to increase their capacity to raise their children in a new land, with dignity and skill.

In general, the North Shore Program can best be described as resilient in the face of challenges. Whether it be due to the lack of parking and its cost when found, moving from a four room office space to a shared three and a half room office space, increased demand for services and servicing ever-complicated cases, and ongoing evolution in the Agency's technological demands associated with work tasks, such as, the Data Management System [Sohema], Performance Evaluation Program [TrakStar], and other Web-Based Operating System for communication and emailing, the North Shore Program has maintained a high level of commitment to the provision of services to children, family, and individuals; the effective collaborative working relationships with our partners and service-provision associates; and the integrity of mission and values of the Agency—that is, being strength-based, capacity-building, and supporting and promoting children, families, and individuals with knowledge, skills, and opportunities to grow! It continues to be a pleasure for me to work with all associated with the North Shore Program.

Wayne Wong

Program Director
North Shore



Tri-Cities

Program Report

The last year has provided opportunity for the Tri-Cities community to work towards greater understanding and enhanced practice in the area of cultural competency. This occurred through a partnership of 15 agencies—including Westcoast Family Centers—called the **Tri-Cities Intercultural Workplace Project**. Each organization had the opportunity to learn how we as agencies can become more welcoming and inclusive of our diverse population. A significant part of this learning was through mentoring/field placements, where agency staff worked with internationally trained human service worker participants in their worksites. There was also opportunity for multi-directional learning via organizational dialogues and community forums.

As part of the steering committee for this project, Westcoast, along with other agencies, were invited to assess current policy and practices related to diversity and inclusiveness and encouraged to set goals to improve in this area while sharing this learning with community partners. It was a privilege for Westcoast to be a partner in this project.

Partnerships and collaborative practice continue to be a dynamic feature of the services being offered to families in the Tri-Cities. Westcoast continues its strong partnership with MCFD and a variety of other services at the Tri-Cities East Neighborhood Centre, including Tri-City Family Place, Act 2 and Tri-City Transitions.

We are hopeful that the coming year will bring expansion in programs and services offered at the Centre.



We continue to take pride in the services we offer to children and families. Trends in the population Westcoast has served in the last year include mental health challenges for parents and children, family violence, custody and access disputes and issues related to poverty including lack of affordable housing. The Family Support team has recently decided to take a closer look at ongoing trends as they arise, and hope to begin offering educational groups to clients where this could be a beneficial intervention.

The Access Support program continues to run at capacity. We have recently begun providing supervised access for the Aboriginal MCFD teams in Ridge Meadows, New Westminster and Burnaby. To facilitate this additional service, we have hired more staff.

A noteworthy challenge in providing access support services has been providing transportation to families with multiple children. We have been fortunate to have staff that have vehicles large enough to transport families, or foster parents that have the ability to transport. This however is not always the case.

We continue to facilitate supervised access for families referred from Vancouver and other areas, where the children are placed in the Tri-Cities. We also provide ongoing supervised visits to families where children are placed in a continuing custody order. This is a vital aspect of the service we provide; supporting children and families through a sometimes challenging life transition.

Tanya Valois
Program Director
Tri-Cities

Organizational & Community Development Report

As part of Westcoast Family Resources Society's organizational development initiatives, a Fundraising & Development Committee was created last year. The committee members include the Executive Director, Director of Administration and Development, Program Directors and Community Development Coordinator. The committee mandate is to plan and evaluate fundraising and development endeavours and act as a support to the Director of Administration and Development.

The committee developed a five year plan in alignment with Westcoast's strategic plan goals to: continuously improve the quality and range of services within the community and increase financial sustainability.

In order to develop new programs and initiatives including fundraising endeavours, one of the strategies requires developing a marketing plan that would focus on rebranding Westcoast and clearly identifying our organization and our mission.

Westcoast began consultations with marketing and design firm Seven25. Design & Typography last year. After an extensive discovery process and collection of feedback from Board, Management and Staff, a new name for the agency and a slogan were proposed by the consulting firm and approved by the Board.

The new name, **Westcoast Family Centres (WFC)** denotes a central place, where a vast array of services are available to individuals and families, and the slogan **Building blocks for better lives** echoes our mission of "contributing to the healthy development of children by providing services to strengthen the relationships between children and families and between families and their communities."

New marketing and promotional materials such as brochures, stationery, and an animated promotional DVD have been created, bringing awareness to our services and message.



Next steps in the Fundraising and Development plan include activities to enhance our programs and services, and increase financial sustainability by looking for opportunities and exploring funding sources.

One of these goals were achieved this year by the acquisition of a three-year contract from the Attorney General's office to deliver **Parenting after Separation program** in the Vancouver and North Shore regions. We are excited to take on this new venture and increase our presence in these communities.

In our community development work, we provide Community Groups and Workshops in the Tri-Cities and Ridge Meadows regions, which have produced numbers of participants like we have never seen. **Mother Goose programs** are consistently full and parents are hoping for more.

This year, we partnered with S.U.C.C.E.S.S. to offer our first ever **Cantonese Mother Goose** in Port Coquitlam, which was highly anticipated and very popular with Chinese families in that area.

Partnerships remain strong to run numerous Mother Goose programs with Port Coquitlam Parks and Recreation, the Newport Health Unit, Maple Ridge Library, Eric Langton Elementary School and the Tri-Cities East Neighbourhood Centre.

We will offer more summer program this year than in previous years with three **Come Rhyme With Me programs** in the parks in Maple Ridge, Port Coquitlam and Port Moody (in partnership with the Port Moody Library).

We moved into the Port Moody Recreation Centre for the first time to run our popular **You Make the Difference Parenting program**. It has been so successful that we are scheduled to run the program there again in the Fall.

Our collaboration with Fraser Health in Maple Ridge continues to assist us in running the **Nobody's Perfect** parenting program for families out of the HIVE Neighbourhood Centre.

There have been exciting discussions with the Tri-Cities Literacy Committee to partner in offering our **Budget Gourmet cooking group**

to new immigrant and refugee families. There will be opportunities here to look for additional funding sources and apply jointly to increase the number of available sessions to local families. Presently, we continue to offer the program to low income families in partnership with Affordable Housing and Place Maillardville in Coquitlam.

The **Strong Kids** program continues to be enthusiastically sought out by School District #43 schools and there has been a waitlist for much of the year. We have proposed additional funds to bring this social and emotional competency building curriculum to Vancouver schools in the future.

Several of our staff partnered with **Step by Step Children Development Society** to offer the **Proactive Approaches to Challenging Behaviours** workshops to parents in the Tri-Cities. Again, most groups had waitlists and filled up almost immediately.

Playful Possibilities is our newest concept, combining curriculum teaching with hands-on activities promoting play and attachment with parents and their young children.

After the huge success of our first DVD on the **Importance of Play** another DVD project is in our sights called **The Language of Encouragement**. Our hope is to create an Attachment Based Parenting series to share with our clients, local partnering agencies and various social service and educational resources across the province.

Since **Mother Goose** has had overwhelming success in the outlying areas, we are eager to bring the program to our other WFC sites. There appears to be a strong interest and need for multi-cultural programming, specifically for Chinese and Vietnamese families in Vancouver.

Our goals are to continuously improve the quality and range of services WFC offers and increase the agency's financial sustainability.

Future goals and endeavours of WFC include developing a new program called **Family T.I.E.S. (Trust, Innovation, Education, Support)** where services in the areas of Counselling, Mediation, Parent Child Interaction Therapy (PCIT), Play Therapy and Group Education workshops would become available to individuals and families on a fee for service basis.

Special thanks to our major funders **Ministry of Children and Family Development**, the **United Way of the Lower Mainland** and **Gaming Funds** for their support in development and delivery of our much needed programs and services to the families and children in our communities.

Freeza Anand
Director of Administration and Development

Jan Waldbillig
Community Development Coordinator



Statement of Revenue & Expenditures

WESTCOAST FAMILY CENTRES SOCIETY

(Formerly Westcoast Family Resources Society)
Year Ended March 31, 2011
Blue Fish Chartered Accountants, Auditors

	2011	%	2010	%
REVENUE (note 2)				
Ministry of Child and Family Development (MCFD) government grants	\$ 3,827,001	92.57	\$ 3,873,663	91.86
Other program revenue & donations	138,680	3.35	184,178	4.37
Interest & rental income	133,053	3.22	34,309	0.81
Amortization of deferred capital contributions (Note 7)				
Fee for service revenue	2,095	0.05	-	-
	4,134,335	100.00	4,216,799	100.00
EXPENDITURES				
Advertising & promotion	25,609	0.62	1,009	0.02
Amortization	84,840	2.05	94,382	2.24
Automobile & travel	94,083	2.28	93,665	2.22
Computer expenses & system conversion	46,229	1.12	98,196	2.33
Education & recreation	8,640	0.21	20,584	0.49
Equipment & furniture	6,860	0.17	19,615	0.47
Equipment rentals, technology services, telephone, communications & utilities	132,186	3.20	115,589	2.74
Food & kitchen	19,543	0.47	32,854	0.78
Insurance	15,104	0.37	7,961	0.19
Interest & bank charges	1,660	0.04	1,336	0.03
Membership fees	7,008	0.17	6,580	0.16
Office & general	22,198	0.54	41,756	0.99
Professional fees	18,715	0.45	18,442	0.44
Program supplies	14,596	0.35	22,675	0.54
Rent & occupancy	314,535	7.61	287,305	6.81
Repairs & building maintenance	52,136	1.26	50,481	1.20
Salaries, wages & benefits	3,190,627	77.17	3,142,724	74.53
Sub-contract services (recovery)	(153,224)	(3.71)	143,264	3.40
Training, recruitment & accreditation	29,139	0.70	41,035	0.97
	3,930,484	95.07	4,239,453	100.54
EXCESS OF REVENUE OVER EXPENDITURES	203,851	4.93	(22,654)	100.54

Thank You to Our Staff & Board

18/19

BOARD OF DIRECTORS

Petra St. Pierre President

John Clark Vice President

Mikaela Taylor Treasurer

Trish Wallace Secretary

Fran Maclean Director

Jim Bahen Director

EXECUTIVE OFFICERS & MANAGEMENT TEAM

Ann Kutcher Executive Director

Freeza Anand Director of
Administration and Development

Jan Waldbillig Community
Development Coordinator

Kam Gillis HR Manager

Johnny Zheng Controller

Aleta Bombase IT Manager

Anne Fitzpatrick Administrative Coordinator

Clo Gilbert Program Director, Vancouver NE

Paul Sheaves Program Director, Vancouver NW

Wayne Wong Program Director, North Shore,
Supervised Visitation & Clinical Counselling

Tanya Valois Program Director, Tri-Cities

Wendy Fitzjohn Asslstant Program Director,
Tri-Cities

Theresa Thompson Clinical Supervisor,
Ridge Meadows

15 years

Aleta Bombase

Jan Waldbillig

10 years

Maria Elena Santa Maria

5 years

Freeza Anand

Sheilah Aherne

Shahla Noorani

Luz Quintero

Zinat Sajadi

Heng Too

Performance Quality Improvement (PQI) Report

In support of the PQI Committees work each year an Annual Plan is built to focus on the goals for the year. Through the past year those goals have been in the areas of:

- + PQI Reports circulated to all Stakeholders
- + PQI Training and Recruitment
- + File Pulls/Reviews
- + Feedback; Continuous cycle of Data Analysis
- + Outcome Measurements
- + Health & Wellbeing Measurement

The primary work of PQI continues to take place in peer based "File Pulls". The files are reviewed for their overall maintenance and completeness. Last year focus of the review also included looking for goal congruencies and determining service trends in all of our programs in different regions.

Another important part of the PQI work is the collection of feedback from all Stakeholders i.e. Clients, Staff, Community partners and Contractors. Westcoast seeks client feedback by sending out Questionnaires on a quarterly basis and at the end of service. The information gained directs future training and helps focus our work.

Westcoast conducts an annual **Job Satisfaction Survey**. Through this tool the Committee reviews how employees feel about their work and about the agency overall.

As in other surveys, the information generated from the surveys help identify issues and concerns and possible recommendations to the Management Team for improvement in these areas.

Reviewing and gathering Collateral feedback from other Community agencies, Contractors (MCFD) and from other Government programs remains part of our Annual Plan with a note that acquiring data is a challenge. At this point we have regular contact with MCFD offices where annual feedback comes from a Team Meeting survey and additionally through conversations with Team Leaders in monthly team meetings.

Westcoast continues to build upon **COA Standards of Quality improvement** and the positive outcomes indicate the impact of our work with Families and Children help build stronger communities.

Testimonials



(My worker) is very supportive and helpful in many ways. She has been very big support to me. I really appreciate all she does for my family. She was always been there to support me. Very wonderful person . . . she has made a positive difference in my life in short time we've worked together. Thank you!

I am really satisfied and happy how my counsellor worked with me and advised me on all the things that I'm going through . . . she helped me and was willing to listen to me . . . I am thankful to all of you who've been here for me. Westcoast is the best that I'm recommending to all the families that have problems and difficulties like me. Keep doing what you're doing and thank you very much from the bottom of my heart!

The whole program has made a huge change in me and my son's life . . . the group facilitators are informative, very personable and honestly the dinners were great!

I wish to express heartfelt thanks to your society and especially to (my worker) for your kindest and warmest concern and support to my family.

From the very beginning where it was very stressful, (my worker) has been supportive. We have been through loss of employment, stress of having the girls being taken away by their dad and then returned, entering high school, starting preschool etc. (My worker) has helped us to see another way of communicating clearly. I feel a sense of calm now . . . I know there are resources out there for me and the kids . . . (my worker) has been a great listener and that itself has been great! My hope is that in 6 months if I run into (my worker) I will tell her that me and my family are doing really well.

The groups are a good learning experience. I learned many new helpful ways to parent my child such as: potty training, how to put up with their behaviour, how to be more patient and how to understand and learn to have fun with my child . . . by watching videos and guidance on how to interact with my baby.



Clients

Served

2007-11



Adults



Children

Vancouver—2010-11

Client Service Hours—22,832



438



351

North Shore—2010-11

Client Service Hours—3,901



200



217

Tri-Cities—2010-11

Client Service Hours—6,066



146



234

Ridge Meadows—2010-11

Client Service Hours—3,140



132



203

Total Client Service Hours

35,939

2009-10

Client Service Hours—21,062



283



287

2009-10

Client Service Hours—4,178



140



134

2009-10

Client Service Hours—7,005



88



135

2009-10

Client Service Hours—3,222



117



222

Total Client Service Hours

35,467

Group Education Programs	2010-11	2009-10	2008-09	2007-08
Adults	1,825	709	903	833
Children	1,384	1,295	312	291

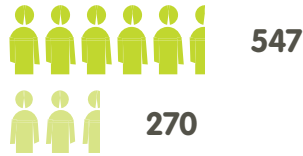
2008-09

Client Service Hours—18,119



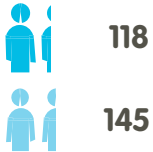
2007-08

Client Service Hours—13,544



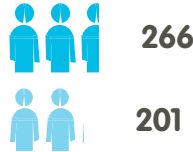
2008-09

Client Service Hours—5,048



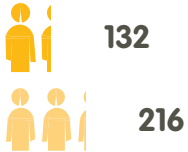
2007-08

Client Service Hours—4,291



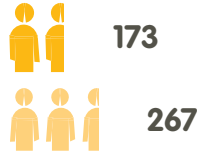
2008-09

Client Service Hours—8,072



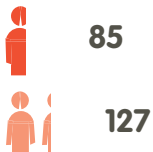
2007-08

Client Service Hours—8,450



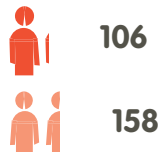
2008-09

Client Service Hours—2,816



2007-08

Client Service Hours—4,675



Total Client Service Hours

34,055

Total Client Service Hours

30,960



BUILDING BLOCKS FOR BETTER LIVES

**Westcoast
Family Centres**

HEAD OFFICE/VANCOUVER NE

101-2780 East Broadway
Vancouver, BC V5M 1Y8

MAPLE RIDGE

22323-119th Avenue
Maple Ridge, BC V2X 2Z2

TRI-CITIES

2062 Manning Avenue
Port Coquitlam, BC V3B 1L6

NORTH SHORE

301-255 West 1st Street
North Vancouver, BC V7M 3G8

VANCOUVER NW

201-460 Nanaimo Street
Vancouver, BC V5L 4W3

