



# Annual Report 2016 - 2017



Building Blocks for Better Lives  
Westcoast  
Family Centres



## Our Vision

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

## Our Mission

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

## Our Guiding Principles

1. We are guided by the best interests of the child in all that we do.
2. We believe in the strength of family.
3. We treat all families with dignity, respect and compassion.
4. We respect the uniqueness of individuals, celebrate diversity and promote understanding.
5. We believe children and families grow and develop in healthy communities.
6. We believe community is developed through the relationships we have with the families we serve, our community partners and each other.
7. We believe working together strengthens our collective ability to make a difference.
8. We are a progressive, flexible organization responsive to client and community needs.
9. We value lifelong learning, experience and education and are committed to the highest degree of professionalism.

## About Us

Westcoast Family Centres Society began providing services in 1984 with a dedicated group of 10 staff and 9 board members. We began with a philosophy and objective towards strengthening families. Between 1985 and 1989, we grew from one to six locations: North Shore, Tri-Cities, Ridge Meadows, and three in Vancouver.

As a community-based non-profit organization, we are best known for our work in offering programs to children and families experiencing difficulties, to children at risk and to individuals looking to improve their parenting skills.

Our multi-service organization continues to deliver child-centered, family focused programs, respecting the dignity and integrity of all family members. We are primarily funded by the Ministry of Children and Family Development, as well as generous support from other organizations including United Way of Lower Mainland and other community partners.

In 2001, we were one of the first BC agencies to become accredited by the Council On Accreditation and since then, we have been reaccredited 4 times. Now with over 100 employees, dedicated volunteers, we move into 2017-2018 continuing to keep children at the centre of our work, creating a positive impact for children, families and communities.

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# Message from the President and CEO

Every successful individual knows that achievement relies on a group of people working together. We are grateful to have another year of growing success here at Westcoast Family Centres Society with immense gratitude to our dedicated staff, volunteers, and community partners. This past year we provided over 31,000 hours of service directly to our clients through our diverse range of services including Family Preservation and Reunification, Supervised Visitation, Family T.I.E.S, and more. Our efforts directly supported families in all parts of the Lower Mainland, as we worked closely with 1,042 clients through MCFD referrals, as well as assisting over 3,500 participants attending our various groups. We wish to thank and congratulate our staff on positively impacting over 7,000 individuals in our communities this past year.



Our experienced and dedicated staff work with a very diverse client group. Our team continually confirms how strongly connected they are to our organization's mission, vision and guiding principles; as they emphasize the need for client focused strength-based family support within our communities. We feel honored to witness how our services positively impact a child, a family member, a local practitioner or a community partner. In the past year we have strengthened some of our on-going programs including Healthy Babies and Parenting Plus. Regretfully, our Parenting after Separation program funded by the Ministry of the Attorney General came to a close this year since operation in 2011. This was a highly successful program; within the last year alone we had a total of 468 adults participating in our Vancouver and North Shore centres.

Our program, Aboriginal Intensive Family Preservation and Reunification, funded by MCFD offered at our Ridge Meadows centre received renewed funding after a one year pilot project. We continue to seek opportunities to support children, families, and communities within the Lower Mainland. In addition we have expanded our Family T.I.E.S program allowing us to serve more clients, as well as offering professional development workshops to practitioners, and educational workshops to parents/guardians.

Over the past four years WFC has concentrated its efforts on building relationships in our various communities and seeking opportunities to expand our programs and services. We have witnessed that working together with diverse stakeholders creates a positive and safe environment for staff, clients,

funders and community partners and also challenges us to grow and evolve. With this in mind, this year our Board of Directors in collaboration with the agency's leadership team, developed a new strategic plan that includes the following 5 key goals:

1. Improve the quality and range of services with the community by developing new programs in collaboration with our community partners and corporate funders;
2. Increase financial sustainability by renewing all government contracts and creating a comprehensive development strategy;
3. Improve agency infrastructure by increasing community awareness of Westcoast Family Centres Society programs and services;
4. Build organizational capacity to meet changing needs and future challenges by increasing diversity and inclusiveness in the work place and continuing to build support and resources for staff; and
5. Design, develop, and implement stakeholder management strategies by continuing to build relationships with key supporters and engaging with community stakeholders.

Westcoast Family Centres Society continues to work towards becoming a central hub for families, communities, and like-minded partners within the Lower Mainland. We look forward to continuing to uphold our long-standing portfolio with MCFD, strengthening our partnership with various family service providers and community partners, and to ensure our service delivery system is meeting the highest priority of the current needs of our clients. With our new strategic plan in place, a strong leadership team, and dedicated and talented staff we are excited to embark on another year of serving families in our communities.

On behalf of our entire Board of Directors and the Leadership Team we would like to thank you for your ongoing support to continue offering our services and programs towards building the elements required for better lives within our communities.



**John Clark**  
President, Board of Directors



**Ann Kutcher**  
Chief Executive Officer

# Our Services

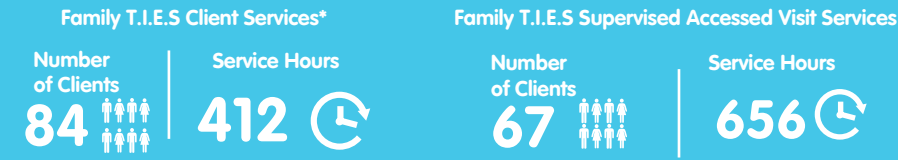
## Family Preservation and Reunification Program, Family Support Services Program & Clinical Counselling

These services are available to families referred through the Ministry of Child and Family Development (MCFD). Our referral program provides goal-oriented home based support to prevent out-of-home placement, reduce child protection concerns and other risks within families including trauma and behavioral disorders.



## Family T.I.E.S (Trust, Innovation, Education, Support)

Our fee-for-service program was established in 2011 and requires no referral. We offer different forms of therapy, counselling services, parent coaching, and supervised parent time. In addition, our registered practitioners conduct workshops for parents in the community and deliver professional development workshops for like-minded practitioners and community leaders.



\*Family T.I.E.S (counselling services, parent child interaction therapy, play therapy, and parent coaching)

## Family T.I.E.S Groups and Workshops



## On-Going Programs

Working closely with the Ministry of Child and Family Development and our Community Partners, Westcoast Family Centres leads innovative, unique programs that are geared towards addressing the needs within the community.

### Child and Youth Support Needs Life Skills Development Program

Location: Tri-Cities



### Healthy Babies

Location: Tri-Cities & Ridge Meadows

### The Parenting Plus Program

Location: Alouette Correction Centre for Women



### Parent After Separation

Location: Vancouver & North Shore (Ended March 2017)

## Community Groups and Workshops

An integral part of building blocks for better lives is the variety of community groups and workshops offered, which depend on the support from our valuable community partners and donors. Our groups and workshops focus on facilitating parent-education and support, child health and well-being and community building.



## Performance and Quality

Westcoast Family Centres Society is accredited through the Council on Accreditation (COA). We are committed to ensuring our clients and community are governed by Performance and Quality Improvement (PQI) processes which keeps the ideals and values of PQI as a priority. The agency actively participates in meetings with community partners and government to evaluate service trends, client needs and seeks to bring in new services as needed. We continue to support the agency through achieving and monitoring: Performance Targets; Program Goals; Client Satisfaction; and Staff Training.

# Vancouver Established in 1984

Our Family Preservation and Reunification program is available to families referred through MCFD. It is designed as an outreach program providing our services in the home. The staff works closely with caregivers and Ministry staff in the delivery of all services to ensure that the family's service delivery matches the family's need.

Specifically, we offer:

- Assessment and integrated service planning to address concrete needs;
- Therapeutic interventions with individuals, couples and families;
- Linkages to formal and informal community support; and,
- Parenting groups that focus on core parenting skills and education.

Vancouver has two centres: E. Broadway and Nanaimo Street. Our diverse staff offer services in different languages including: Mandarin, Cantonese, Vietnamese, Spanish, Farsi, Punjabi, French and Japanese. Service delivery is for a period of six months, although there are also three month referrals; these referrals can be extended. Services are delivered by family counsellors and are augmented by a multitude of associated services to support the families. These services include: Doula Services, Homemaker Service, Supervised Access, Play Therapy, Parent Teen Mediation, and Child and Youth Care workers



for children in need. In addition to servicing families, we also provide direct intervention for individual children with Continuing Custody Order status.

In Vancouver we provided service for a total of **513 clients** referred by MCFD. Primarily, we see matters of family violence, parental mental health, styles of discipline and lack of access to resources. While it can be challenging work, our successes flow from the collaborative efforts of our frontline staff. Their experience, creativity, professional development and academic backgrounds embrace evidence based practice in supporting the children and parents as they work towards safe nurturing homes.

Vancouver continues to offer the Clinical Counselling Program which provides a unique opportunity for children, adults, and couples referred through MCFD to work with creative,

committed and well-trained practitioners. The nature of our clinical work is client-centered, empowerment focused, and capacity-building. Our practitioners assess and provide services that reflect the interior emotional and psychological environment of the client. In a sensitive and compassionate manner practitioners support clients experiencing trauma and behavioral disorders, such as identity confusion, uncertainty and anxiety.

The Clinical Counselling Program Team is comprised of WFC Staff and students studying their Masters of Counseling/Psychology. We are thrilled to continue our Student Internship Placement with Masters Students from variety of Institutions. In 2016/2017 Cherry Legaspi from University of British Columbia worked closely with our team and clients and contributed greatly to the program. We aim to enrich our education and training programs

through the engagement of students, to provide hands-on experience and encourage innovation.

The Parenting after Separation Program, funded by the Ministry of the Attorney General since 2011, came to a close this year. WFC offered a series of workshops to assist parents through the legal, emotional, social and financial turmoil of the separation process. This program was offered in Vancouver and North Shore. A total of **468 adults** attended these sessions; Vancouver held **33 sessions** and **361 adults** attended.

In addition to our programs, we facilitate educational groups with clients and their families. In 2016/2017 we facilitated **66 sessions** with a total of over **700 participants**, which included **344 Children** and **413 Adults**.

Individuals Impacted

 **1,432**



Service hours

**12,392**

“ My experience with your services was a very positive one, and as long as you have well-trained, caring and compassionate counsellors, this program will continue being a huge help to families going through some difficult times. ”



# Tri-Cities Established in 1985

As of 2007 the Tri-Cities location reopened as "Tri-Cities East Neighbourhood Centre." Here Westcoast Family Centres collaborates with other agencies to provide services to families. This initiative continues to strengthen the Tri-Cities community.

Over the past year, our Family Preservation and Reunification Program has provided service to **124 clients**. The average caseload of our Family Counselling team is 8-10 families depending on the needs and intensity of each case. Generally, we receive referrals for a minimum six-month service request; service frequently exceeds this and it is not uncommon for a case to be open for 12-18 months. Our program received confirmation of additional funding from MCFD in early 2017, adding a Resource Worker to the team of Family Support Workers. The purpose of this role is to support families with their urgent needs, rather than parenting education and support. The Resource Worker supports parents in applying for services such as disability, childcare, and BC housing, and accessing community resources. The addition of this service has assisted us in broadening



our range of services, which means we are able to serve a greater population of families in the Tri-Cities.

WFC continues to be the host organization for the **Avenues of Change (AOC) – Coquitlam River** project. This program funded by United Way of the Lower Mainland aims to decrease vulnerabilities of children aged 0-5 years living in the Coquitlam River neighbourhood. Initiatives include park clean ups and kitchen table conversations. Recently, with support from Tri-Cities Early Childhood Development Committee, AOC conducted a survey to help understand child care needs within the community. This initiative continues to encourage community engagement to work towards changing the future for vulnerable children.

“ Thank you from the bottom of my heart. I will forever remember this help and support. ”

Individuals Impacted

**402**

Service hours  
**5,032**

## Child and Youth Support Needs

On January 1, 2016 we have added Child and Youth Support Needs - Life Skills Development Program to our portfolio. This service is offered in collaboration with The Community Ventures Society. The program provides youth in the Tri-Cities area with opportunities to improve on life and social skills, as well as connect with community support. In the past year, we have seen our participants (referred by MCFD) meet goals including transitioning from high school to college programs, taking public transportation independently, giving back to the community through volunteer work and expanding on cooking and meal planning skills. We look forward to continue our work with children and youth in the Tri-Cities.



Youth Participants  
**18**  
Service Hours  
**1,944**

“ This program showed me things that I wouldn't have known I would be doing wrong. I wouldn't have realized it if I hadn't attended group. ”

## Healthy Babies

The Healthy Babies program is a long standing program at WFC. We recently renewed our contract with MCFD funded by Public Health Agency of Canada. This program is offered in Tri-Cities and Ridge Meadows. The aim is to support pregnant moms and moms with babies under six months of age who are facing barriers such as limited financial resources, isolation and mental health challenges. Participants are supported to collectively prepare a nutritious lunch that they then share, and are provided with food vouchers, vitamin supplements and referral to community groups and supports.

We continue to receive ongoing support from a lactation consultant and at our Maple Ridge group, we have an ongoing partnership with the community's Public Health Nurses. We

offer four programs per week in Maple Ridge, Coquitlam, and Port Coquitlam. This year, we were honored to be nominated as a finalist for 2017 Champion Group award at the Annual Tri-Cities Champions for Young Children Awards of Excellence. We look forward to supporting moms in Maple Ridge and Tri-Cities and to our continued partnership with community programs and resources.

Participants  
**104**  
Number of sessions  
**176**

# Ridge Meadows Established in 1989

The Ridge Meadows program continues to provide three main services:

1. The Family Development Response Program
2. The Parenting Plus Program at Alouette Correctional Centre for Women
3. The Aboriginal Intensive Family Preservation and Reunification Program



**Family Development Response (FDR)** is used when concerns about a child's safety arises, with hopes that they are resolved without a child protection investigation. FDR's focus is to keep children safe while the family builds on its strengths and works through their challenges together. Our program in Ridge Meadows continues to run successfully with a strong collaborative relationship with MCFD. This is an eight to ten week service with the focus of resolving protection concerns. Over the 2016-2017 year we have provided service for **260 clients** with a total of **3147.25** service hours. One of our major challenges faced throughout the year has been staffing levels. With a small team and limited resources, the team was able to fill in the gaps without affecting our services.

The **Mother Child Parenting Plus Program** is a specialized program for incarcerated women at the Alouette Correctional Centre for Women (ACCW) funded by British Columbia's Ministry of Justice and the Attorney General. The goal of this program is to provide women

in custody the opportunity to live and bond with their newborns and children, while still ensuring the health, safety and security of the child. The program supports comprehensive, community-based services and builds upon existing community programs. It is provided with a trauma informed lens, to create awareness of connection between personal development education and how it applies to their role as a parent. We continue to provide one-on-one sessions, groups, and ongoing support to our clients. Some of the favourite group topics were: "Maintaining Connection" which provides information about how to initiate or maintain relationship with their children while incarcerated; "Raising responsible Children" and "Structure and Routine". Our main challenge was the consistency in service due to lack of adequate staffing. With only a limited number of counsellors on our roster our team managed to complete **353.41** service hours providing service for **276** clients.

“Amazing - focused, helpful, gave me lots of help social assistance, Christmas hamper, financial issues - anxiety over it all. Providing me with resources, teaching lots on parenting and effects of arguing and stress. Very professional and friendly.”



**The Aboriginal Intensive Family Preservation and Reunification**, funded by MCFD received renewed funding after the first one year pilot project. The focus of this program is to increase safety and permanency for Aboriginal children; providing support as a preventative measure as well as reunification when the children have been placed out of the home. The service is six to nine months in duration, with the option of extension. We are seeing some of our first families prepare for ending their involvement with the program with a successful outcome of

reunification, resolved protection concerns and an increased support network. The Aboriginal Family Counsellors skill and commitment have been significant to the success of our first year. In collaboration with our Aboriginal MCFD team we are learning from the successes and challenges of our first year. We look forward to our second year with plans for increasing inclusion with Elders to create an increased connection to their heritage.

“Thank you so very much for coming and teaching us these programs.”



Individuals Impacted

925



Service Hours

3,147

# North Shore Established in 1986

The North Shore Family Preservation and Reunification and Family Support Services Program continues to provide dedicated service for families referred through MCFD. Our team works with a diverse set of clients and does their very best to meet service needs of our local community. In the past year we have provided service for **153 clients**. In addition we were home to the Parenting after Separation Program (PAS). PAS was funded by the Ministry of the Attorney General and came to a close March 2017. North Vancouver held **15 sessions** and had a total of **107 participants**.



In the North Shore we have witnessed social trends which are addressed by the one-to-one outreach Family Counselling services. However, North Shore has found positive results in group community services which has expanded the capacity of individuals to gain a network of social support. It is also through these groups that individuals are empowered to gain a better understanding of their challenges and develop strategies to overcome them. In the past year we have hosted **69 parent groups sessions**; some of these sessions have been in collaboration with our community partners.

WFC and Family Services of the North Shore with the support of MCFD and other donors collaborated to deliver the **Helping You, Help Yourself Group** for men. This group was aimed at eliminating abusive behaviour in relationships. Lead by counsellors the group helps participants understand why they engage in abusive behaviours, how it impacts their families, and learn concrete skills with regards to avoiding abusive behaviour. The group is well attended and has been delivered for several cycles over this past year, and the feedback has been positive.

**Our (WFC counsellor) has provided invaluable support to our family. Our own parents are either deceased or far away, so we really need the mentorship, counsel and support that comes from a parent with experience, wisdom and compassion; coupled with professional social worker/counselling skills. We have reduced conflict, reduced risk of harm, increased safety, emotional security and attachment among our family with her (WFC counsellor) guidance.**

We have also partnered with Vancouver Coastal Health Child and Youth Mental Health and Addictions to deliver a group for Parent Support and Education titled, **For Families of Youth with Co-Occurring Mental Health and Substance Use**. The focus of this group is to provide education about mental health and substance use; to gain skills to address

the effect of 'concurrent disorders' of family dynamics; and to provide an opportunity for experiences to be shared in a support setting. A follow-up group was created for parents wishing to continue to engage in dialogue with others in a supportive environment led by our WFC counsellor.

**“ Honestly, I don't know where we'd be without her (WFC Counsellor)... Her support continues to be essential at this time to promote peace and health, and safety (emotional) for our young child and family as a whole. ”**





# Family T.I.E.S. Program

(Trust, Innovation, Education, Support)

Established in 2011

Our fee-for-service program, Family T.I.E.S., aims to extend its reach to all families and members of the Lower Mainland through various types of services. The program consists of client-centered counselling services, supervised access visitation and unique therapeutic services. These include: Parent Child Interaction Therapy (PCIT), Play Therapy, and Parent Coaching. The program also conducts workshops to strengthen and empower parents and guardians, as well as professional development workshops for practitioners and community leaders. Our staff includes registered clinical counsellors, social workers, and Canadian certified counselors. We have provided service to **151 clients** and conducted **20** groups and workshops for **228** parents and **72** professional practitioners in the Lower Mainland.

## Supervised Access Visitation

Our program is committed to putting the child first and facilitating the connection between a child and their parent(s) and/or guardians. In the past year, we have provided service to **25** children and **42** adults. Our staff are extremely dedicated individuals who all share the value of promoting the importance of parent and child connection. They are experienced in the challenges and circumstances of the legal and personal process.

We treat both parents with sensitivity and patience as well as being clear and transparent about our service guidelines, parameters, and agreements.

## The Family TIES Self-Referral Counselling Program

has had a productive past-year. This fiscal year has seen a total of **41** new counselling intakes, including **63** adults and **21** children. With our intake we have noticed parents are contacting us for help in regards to better understanding their children's behaviour and their own desire for parenting coaching, and then moving within our services to different areas. For example, parents begin with Parent-Child Interaction Therapy and then move to personal counselling to explore family-of-origin matters. It is clear that once clients experience our services, they feel comfortable going deeper. We receive a lot of word-of-mouth referrals and we aim to increase our presence online to develop a stronger client-base. We are also beginning to see more sponsored referrals from Vancouver Aboriginal Child and Family Services for PCIT, and have recently acquired contracted child therapy files through Family Services of Vancouver which had been waiting to be placed.

“ Thank you so much for such a great workshop last night. I got so much out of the evening. I started using your tools first thing this morning and what a difference! We had such a fun day! Thank you! I look forward to your next workshop! ”

One of the growing areas has been our **Parenting Workshops**, Kate Saunders has facilitated **20** workshops throughout the Lower Mainland in the past fiscal year. These workshops have been popular and well-received. The most popular workshops include: Positive Discipline, Sibling Rivalry, and Emotion Regulation for Parents and Children. A partnership has developed with Circus Play Café, which has booked repeats of each of three workshops more than 10 times.

The United Way Avenues of Change also contracted the Family T.I.E.S program to provide the curriculum for Baby and Me sessions and a series of **professional development training and interactive workshops** in the Tri-Cities area. These Community of Practice sessions involved early childhood professionals from the Coquitlam School Board, Family Places, Infant Development, and Multicultural Family Services. They were an incredibly diverse

group ranging from newcomers to Canada just beginning their volunteer experience, to multi-decade seasoned professionals.

It is clear that the small social enterprise branch of Westcoast Family Centres is growing and making an impact. We are reaching further into the community and doing great preventative work with families who would not otherwise have access to our services.



## Family T.I.E.S: Client Services

Client intakes 2016-2017 for play/child therapy, family counselling, PCIT, and individual counselling.

Number of children

21



Number of adults

63

Service Hours

412

## Family T.I.E.S: Supervised Access Visit Services

Number of children

23



Number of adults

40

Service Hours

656

## Family T.I.E.S: Groups/Workshops

Parent/Guardian Participants

228

Community Practitioners/Professional Participants



72

Groups/Workshops

20

# Community Programs and Workshops

An integral part of building blocks for better lives is the variety of community groups and workshops offered, which are dependent support from our valuable community partners and donors



are encouraged to practice with their child to build their confidence and proficiency. Each parent receives a collection of their recorded interactions with their child at the completion of the program. We hosted one **9 week** sessions in the Tri-Cities attended by **19 adults**.

**Parent/Child Mother Goose**, funded by United Way and BC Gaming Commission, is a long-standing, much sought after, group offered in the Tri-Cities and Ridge Meadows. This program offers interactive songs and stories between parents/caregivers and their little ones. The focus is on language development, social interaction, parent/child bonding and of course, fun! This year we hosted **128 sessions** with a total of **470 adults** and **578 children** as participants.

**Food Skills for Families**, a partnership between Diabetes Canada and Nutrition Link Society, is a social program that brings together 6-8 Tri-Cities parents to plan, budget, and cook nutritious meals for their families. We hosted **12 sessions** and a total of **16 adults** attended.

**Nobody's Perfect**, funded by Fraser Health Authority, provides Ridge Meadow's parents an opportunity to discuss behavioral challenges and successes with other parents. It also offers much needed peer support for parents who may find themselves isolated. This year we held **16 sessions** attended by **19 adults** and **23 children**.

**Strong Kids**, funded by United Way of the Lower Mainland's School's Out funding, provides many children additional skill building. This program helps build social and emotional skills necessary to deal with such situations as bullying, peer pressure, family interactions, making/keeping friends. A total of **80 sessions** were offered to children ages 6-12 years old in the Tri-Cities.

**You Make the Difference**, funded by United Way of the Lower Mainland and the BC Gaming Commission, focuses on the developmental and emotional needs of young children. Parents learn new skills weekly and

**Successful Co-Parenting**, funded by Lower Lonsdale Legacy Fund, the North Shore Community Foundation and the District of North Vancouver, is offered to families navigating their parenting while going through a separation or divorce. The program focuses on the well-being of the child; parents gain skills and support through this often stressful and difficult time. A total of **47 adults** participated in the North Shore.

“ You guys did great and I appreciate all the help. I feel this course supported me through my divorce. I have hope again. ”

**Kids Have Stress Too!**, funded by Bell Canada “Lets Talk,” is a program offered to parents who identify with having a young child struggling with anxiety and stress. In the three hour presentation, parents learn how to identify stressors in their child, ways to help their child cope, and ways to adapt their daily routine

and environment to best “set up for success”. These workshops were often at capacity, we hosted **27 sessions** servicing a total of **163 participants**. We also received supporting funds from the First West Foundation (of Coast Capital Savings).



“ I loved being in a group that is going through the same things as me. I am not alone. ”

## We offered 7 different types of groups and workshops in the community



## Staff Service Award Recipients

We would like to recognize the following staff for their years of commitment and excellence serving families, children, and communities:

-  **5** Bill Worobec | Gabriela Gutierrez | Kathy Merabian
-  **10** Joanna Martinello | Jennifer Tillar | Johnny Zheng | Vesna Miskin | Wendy Harvey
-  **15** Kathy Jut | Mary Yan | Michelle Picard
-  **25** Anne Fitzpatrick | Stephen Wagner

## Board of Directors

- John Clark  
President
- Fran Maclean  
Vice President
- Mikaela Taylor  
Treasurer
- Major Brar  
Secretary
- Jim Bahen  
Director
- Trish Wallace  
Board Member
- Shannon Svingen-Jones  
Director



## Leadership Team

- Chief Executive Officer**  
Ann Kutcher
- Associate Director**  
Tanya Valois
- Director of Finance**  
Johnny Zheng
- Director of Human Resources**  
Kam Gillis
- Marketing & Communications Manager**  
Zameena Dadani
- Grant Development Manager**  
Jan Waldbillig
- Quality Assurance Manager**  
Freeza Anand
- Director of Practice and Risk Management**  
Wayne Wong
- Family T.I.E.S Clinical Supervisor**  
Kate Saunders
- Supervised Access Coordinator**  
Bruce Macleod
- Vancouver Team Leader**  
Paul Sheaves
- Ridge Meadows Team Leader**  
Wendy Fitzjohn
- Tri-Cities Team Leader**  
Navreen Gill
- Senior Accountant**  
Carolyne Regier

## Agency Financials 2016-2017

(Year Ended March 31st 2017)

REVENUES	2017	2016
Ministry of Child and Family Development Government Grants	4,375,529	4,025,370
Other program revenue and donations	737,201	726,797
Interest and rental income	141,294	133,887
Share of income (loss) of Child, Youth and Family Innovation Centre Co-operative	(3)	N/A
Fee for Service Revenue	56,898	58,423
<b>Total</b>	<b>5,310,919</b>	<b>4,944,477</b>

EXPENDITURE	2017	2016
Advertising and Promotion	0	1,333
Amortization	27,277	27,277
Automobile and Travel	83,718	78,713
Computer expenses	57,626	55,486
Consulting fees	61,482	49,934
Education and Recreation	5,152	5,122
Equipment & Technology services	156,143	149,160
Food and Kitchen	26,768	28,474
Insurance	37,456	27,275
Interest and Bank charges	3,780	3,699
Membership fees	10,056	9,228
Office and general	34,573	30,146
Professional fees	21,865	20,360
Program supplies and services	49,197	63,709
Rent and occupancy	380,488	366,522
Repairs and Maintenance	51,258	56,448
Salaries and Benefits	4,186,019	3,785,720
Sub-contract services	76,752	80,341
Training, recruitment and Accreditation	44,548	59,212
<b>Total</b>	<b>5,314,158</b>	<b>4,898,159</b>
EXCESS OF REVENUE OVER EXPENDITURES	(3,239)	47,317

Audit performed by Blue Fish Group, Chartered Professional Accountants  
Complete Audited Statement Available on Request

# Funders and Donors

Your support has changed lives in our community!

Ministry of Children and Family Development  
[www.bc.ca/mcf/](http://www.bc.ca/mcf/)



Fraser Health  
<http://www.fraserhealth.ca>



United Way Lower Mainland  
[www.uwlm.ca](http://www.uwlm.ca)



Healthy Together  
[healthy-together.ca](http://healthy-together.ca)



BCAA  
[www.bcaa.com](http://www.bcaa.com)



Kids-Up Front  
[www.kidsupfront.com](http://www.kidsupfront.com)



Bell Let's Talk  
[letstalk.bell.ca](http://letstalk.bell.ca)



NorthShore Optimist Club  
[www.facebook.com/NorthShoreOptimists](http://www.facebook.com/NorthShoreOptimists)



Canadian Tire Jumpstart  
[www.jumpstart.canadiantire.com](http://www.jumpstart.canadiantire.com)



Nutritionlink Services Society  
[www.nutritionlink.org](http://www.nutritionlink.org)



City of North Vancouver  
[www.cnv.org](http://www.cnv.org)



Pacific National Exhibition  
[www.pne.ca](http://www.pne.ca)



Diabetes Canada  
[www.diabetes.ca](http://www.diabetes.ca)



Port Coquitlam Community Foundation  
[pocofoundation.com](http://pocofoundation.com)



Province of British Columbia  
<http://www2.gov.bc.ca>



District of North Vancouver  
[www.dnv.org](http://www.dnv.org)



Public Health Agency of Canada  
[www.phac-aspc.gc.ca](http://www.phac-aspc.gc.ca)



First Books  
[www.firstbookcanada.org](http://www.firstbookcanada.org)



The Province  
[www.theprovince.com](http://www.theprovince.com)



First West Foundation  
[firstwestfoundation.ca](http://firstwestfoundation.ca)



Travel Underwriters  
[www.tugo.com](http://www.tugo.com)



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[www.vancity.com](http://www.vancity.com)



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### Our Locations

#### Head Office/Vancouver NE

101-2780 East Broadway  
Vancouver, BC V5M 1Y8

#### Vancouver NW

201-460 Nanaimo Street  
Vancouver, BC V5L 4W3

#### North Shore

#203-1111 Lonsdale Ave.  
North Vancouver, BC V7M 2H4

#### Tri-Cities

2062 Manning Avenue  
Port Coquitlam, BC V3B 1L6

#### Maple Ridge

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

