



BUILDING BLOCKS FOR BETTER LIVES

Westcoast
Family Centres

Annual Report

2019 - 2020



MISSION

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

VISION

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

GUIDING PRINCIPLES

We are guided by the best interests of the child in all that we do.

We believe children and families grow and develop in healthy communities.

We believe in the strength of family.

We believe community is developed through the relationships we have with the families we serve, our community partners and each other.

We treat all families with dignity, respect and compassion.

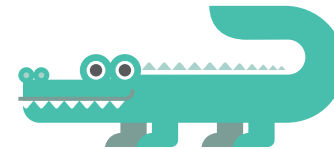
We respect the uniqueness of individuals, celebrate diversity and promote understanding.

We are a progressive, flexible organization responsive to client and community needs.

We believe working together strengthens our collective ability to make a difference.

We value lifelong learning, experience and education and are committed to the highest degree of professionalism.

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MESSAGE

“Our Westcoast Family Counsellor has always been there for our family, she is a true inspiration, role model, and a positive influence.” - WFC Client

Each year we reflect on the strength-based programs our dedicated staff provide to diverse families as they navigate complex challenges and hardships to strengthen their families. We offer individuals goal-oriented support to help navigate through their journey; we are one piece of a family’s puzzle. The unique solutions and strategies necessary to ensure individual needs are met to strengthen families require **commitment, collaboration, and creativity.**

What a year it has been! To focus on enhancing services from a multi-cultural perspective as well as ensuring inclusivity for all, staff participated in trainings and forums aimed at strengthening services from an Indigenous, LGBTQ2, and from a cultural lens this included a Queer Competency Training offered by our community partner QMMUNITY and a Learning Forum in collaboration with Vancouver Aboriginal Child and Family Services Society (VACFSS) and Family Services of Greater Vancouver (FSGV). We continue to explore collaborative trainings and forums within our sector, this enables staff to come together to network, share, and learn from the perspectives.

Over the year our services have adapted to meet the needs of the community. The impact of separation or divorce on a child is traumatic and stressful; our goal is to provide a holistic approach to support this transition for all members of the fam-

ily. We have strengthened our Co-parenting and Supervised Access Programs that offer services for those undergoing Family Law Proceedings through one-to-one support, parent education, child/youth workshops, and therapeutic parenting time. With continuous dialogue with the Ministry and community partners we strive to deepen our knowledge in pursuit of improving our family preservation and reunification services. To increase accessibility to youth with disabilities, we offer a Youth Development Program (YDP) funded by Disability Alliance BC supporting youth (13-19) with developmental challenges navigate transitions, promoting their independence and enhancing their overall well-being. In the Tri-Cities, with the remarkable support of several organizations we offer a collaborative approach to Early Years Services. As part of this, we have developed a Family Navigator service for parents to navigate community supports available to them.

We are extremely proud to report that this past year WFC doubled our support and provided Holiday Hampers to over 110 local families in need! During what is a particularly difficult time for those in vulnerable situations, this past holiday season WFC donors helped reduce the stress on low-income families by providing gifts to our most high-risk families. These Holiday Hampers not only made the holiday season extra special for local

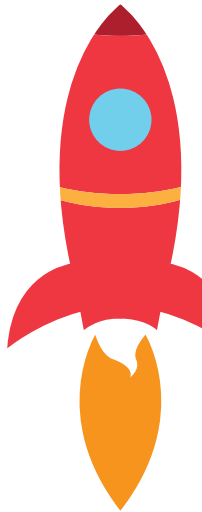
families in need, but they also provided families looking for extra support with hope. WFC would like to extend a special thank you to all our generous donors for their contributions to this campaign.

Before the fiscal year ended, we were challenged with a pandemic, Covid-19. This was especially challenging for the social service sector where in-person services are essential to maintain connections with families. Our staff were resilient and quickly adapted to the needs with curb-side support and digital services. We used the challenges as an opportunity to implement strategies to support families beyond our current climate. We created more online workshops accessible to parents and youth beyond our service area, as well as a Healthy Family Support Line to provide one-to-one support for families who may be expecting anxiety and fear during the pandemic. As we embark on a re-accreditation year, we are looking forward to engaging with the Leadership Team to re-develop our strategic plan to develop goals to support the mental health of all family members and contribute to the development of a resilient community.

Lastly, in 2021 we move back into our home at 2780 E. Broadway, Vancouver! This project has been over 7-years in the making. The Link – Family Support Centre:

this co-location facility offers numerous benefits and opportunities for like-minded agencies to achieve person-centered cohesive services while lowering building occupancy and operating costs and enhancing knowledge and collaboration. Together, we set out to create an anchor in the north-east quadrant of Vancouver that will preserve the delivery of vital community services as well as increase efficiency of communal space and systems. To assist our organization in meeting our annual needs, Westcoast Family Centre is also seeking to establish a permanent endowment legacy fund to provide ongoing funds to assist us in delivering the services and programs that make a notable difference in the lives children and families. We now look to the community to help us support vitality in our communities by helping to build strong and resilient families in the present and future.

On behalf of the entire Board of Directors and Leadership Team, we would like to sincerely thank you for your support and contribution throughout this past year. The passion and commitment from our community partners, knowledgeable staff, and supportive funders and donors enables WFC to continuously diversify its portfolio and lead strength-based services to best meet the needs of our clients, families, and communities.



Ann Kutcher
ANN KUTCHER
Chief Executive Officer



Ludovic Siouffi
LUDOVIC SIOUFFI
Board President

OUR STORY

Westcoast Family Centres Society began providing services in 1984 with a dedicated group of 10 staff and 9 board members. Our philosophy and objective was to provide support to vulnerable families so that they could function to the benefit of all their members. 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 and services for children and families who have experienced difficulties, for children at risk and for parents looking for additional support.

OUR TEAM

WFC staff and leadership team is dedicated to the meaningful work we do. We offer roles in diverse fields from counselling, outreach, and community development to administration, business support, and fundraising. Our staff are dedicated to the meaningful work they do. They offer strengths-based support in various languages including: English, Cantonese, Mandarin, French, Spanish, Punjabi, Hindi, Punjabi, and Farsi.



OUR LOCATIONS

We acknowledge that we are fortunate and humble to offer person-centered services on the unceded territory of the Kwikwetlem First Nations, Katzie First Nation, Kwantlen First Nation and the Coast Salish People including the territories of the x̱məθkwəy̱əm (Musqueam), Skwx-wú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. Our offices are located in the community of:



PERFORMANCE AND QUALITY IMPROVEMENT

Westcoast Family Centres Society has achieved national accreditation through the Council on Accreditation (COA). COA evaluated all aspects of WFC programs, services, management, and administration. The standards driving accreditation ensure that services are well coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. WFC actively participates in meetings with community partners and government to evaluate service trends, client needs and seeks to bring in new services as needed and appropriate. We have a peer led PQI (Performance and Quality Improvement) committee, quarterly they meet to assess, evaluate, and improve policies and practices to ensure they are effective, meet



accreditation (industry) standards, and align with our agency's mission, vision, and policies. Currently, WFC is preparing for re-accreditation in 2021 incorporating new standards to uphold best practices in the sector.

OUR COMMITMENT



Children & Youth

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



Communities

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



Families

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

FAMILY SUPPORT & RESPONSE SERVICES

Every family is unique and experiences various challenges. WFC provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. We offer family support services through our [Family Preservation & Reunification Programs](#), [Family Development Program](#), and [Aboriginal Intensive Family Preservation Program](#). These services are offered primarily to families at risk referred by the Ministry of Children and Family Development (MCFD). The primary goal is to provide support services to prevent and/or reconnect children in out-of-home care with their families.

1,484 
FAMILIES SERVED

35,883 
SERVICE HOURS

Within our Family Preservation & Reunification Services we offer associated services to meet the urgent and often complex needs of families we work with. These services are developed in collaboration with community partners and the Ministry of Children and Family Development. This includes:

- [Clinical Counselling, Play Therapy, and PCIT](#)
- [Supervised Access, Visitation and Exchange](#)
- [Intensive Responsive Services](#)
- [Home Support Services](#)
- [Resource and Concrete Needs](#)



EARLY YEARS SERVICES

Pregnancy, childbirth, and new parenthood are significant changes in an individual's journey. Through our Family Preservation Program, we offer Doula services which include in-home support for expecting and new parents. In our Parenting Plus Program Our Parenting Plus program is provided to women in custody at the Alouette Correctional Centre for Women (ACCW).

Women are typically isolated culturally, socially, and/or geographically. We work to provide support and strategies for pregnant women and new mothers, while still ensuring the health, safety and security of the child.

796 
SERVICE HOURS


277 
ONE-TO-ONE SESSIONS

47 
GROUPS

230 
INDIVIDUALS SERVED

As a proud member of BC Association of Pregnancy Outreach Programs (POPs) we provide prenatal and early parenting support to women and their families who experience health or lifestyle challenges during pregnancy, birth and the transition to parenting.

52 
SESSIONS

131 
MUMS

In partnership with community organizations, we offer a united Early Years Services supporting parents with children 0-6 in the Tri-Cities Community.

3,296 
SERVICE HOURS

4,324 
PARENTS/CAREGIVERS

4,066 
CHILDREN



CHILDREN & YOUTH SERVICES

**Child and Youth With Special Needs:
Life Skills Development Program**

Our goal is to improve on life and social skills, as well as connect children and youth with community support and resources. This program, offered in collaboration with Community Ventures Society, provides one-to-one support for children and youth with special needs aged 6-18 in the Tri-Cities area.

Children/Youth
Served

26

Service
Hours

2235

Transportation for Child & Youth in Care

Child & Youth in Care (CIC) Transportation program delivers safe transportation for children ages 0-14 who demonstrate a range of behaviours and needs. These children and youth may have experienced adverse life events including trauma, neglect, abuse and/or separation and loss, which contribute to behaviour challenges, and children and youth who have a range of special needs.

Children/Youth
Served

46

Service
Hours

2334

Parent Education and Workshops

It is through the generous support from our funders and donors, as well as collaboration with our valuable community partners we offer a variety of interactive and evidence-based programs and workshops. Workshop topics are focused on parent education and building individual resilience.



FOR MORE INFORMATION, VISIT
www.westcoastfamily.org/find-support

OUR OUTCOMES

FPRS CLIENT SATISFACTION SURVEY**111 Completed Client Satisfaction Survey**

- 94% experience at WFC was helpful
- 97% WFC worker was helpful in completing goals
- 96% feel supported by WFC worker to develop healthy family routines
- 96% satisfied with WFC quality of service

121 Completed Follow-up Feedback Survey

- 75% - Yes to positive parenting changes
- 63% - Yes to positive lifestyle changes
- 67% - Yes to better able to access community resources
- 70% - Yes to relationship with children improved
- 57% - Yes to follow the recommendation on discharge report

EMPLOYEE SATISFACTION SURVEY

- 96% Employee feel WFC allows them the ability to have a work life balance
- 94% Staff believe their colleagues are committed to doing quality work

STAKEHOLDER SURVEY

- 90% Agree WFC services are strengthening relationship with organizations and community partners to benefit the community
- 95% Agree Families receive quality support to strengthen their families



Westcoast staff are wonderful at ensuring clients receive information about all available community supports and resources

– WFC STAKEHOLDER

FAMILY T.I.E.S PROGRAM ESTABLISHED IN 2011

Family T.I.E.S. (Trust, Innovation, Education, Support) is a social enterprise aimed to improve the social and emotional well-being of individuals. With years of expertise and experience we offer client-centered services built to address the unique and varied challenges faced by individuals and families. These services do not require a referral and are all individually tailored to meet your family's needs.

Play Therapy

Play is a child's natural outlet for self-expression – children use play the way adults use words. Our experienced practitioners work with children ages 3 - 12 years old to explore their troubling feelings, thoughts, and behaviors, by engaging in expressive play in a safe and supportive environment.

The value of play therapy is its contribution to an individual's mental, emotional, social and psychological well-being.

Play Therapy has been used successfully in areas such as:

- Manage fears and worries
- Learn how to express feelings appropriately
- Build social skills & self-confidence

Parenting Coaching and Parent Child Interaction Therapy (PCIT)

Through individual guidance and counselling, we set parents and caregivers up to achieve various goals such as: mutual respect, positive disciplining, emotional regulation, and child stress management. PCIT is a specialized program using coaching to help focus on reducing a child's serious behavioural issues, improving parenting skills, and enhancing relationships.

Defiance, stubbornness, hyperactivity child abuse, trauma, and/or neglect

We offer optional in-home services or real time coaching to better suit your parenting needs.

Clinical Counselling

Our services are inclusive and open to all individuals. Our highly experienced practitioners work collaboratively with you and/or your child and provide tailored services to overcome identified challenges in a safe and supportive environment. Our services are offered for a reasonable fee and require no referral.

Our practitioners offer individualized tailored counselling services by focusing on your capacity for growth and resilience. We work with children, youth, couples, individuals, and families.

Supervised Parenting Time

This service allows a child to visit with their parents and other members of their family in accordance with the Family Law Act (FLA). A Supervised Parenting Time Worker acts as a neutral party to facilitate, supervise and support these visits. They also make sure the child can get from where he or she is staying to the visit location (which may or may

not be at the parent's home). These services require a set of guidelines and conditions to be agreed upon by both parents.

Visitations are provided by skilled professional and are emotionally, psychologically and physically safe, as well as secure and meaningful for everyone.

“

(My Family Counsellor) is phenomenal at her job. Not only did she help support us in the return of our daughter, but always went above and beyond in any way that would help us achieve our goal.



FIND OUT MORE

www.westcoastfamily.org/find-support

OPPORTUNITY AT WESTCOAST

Here at Westcoast Family Centres Society our staff and leadership team is dedicated to the meaningful work we do. We offer roles in diverse fields from counselling, outreach, and community development to administration, business support, and fundraising. Our staff are diverse with a range of expertise and languages.

Learning at Westcoast

Westcoast Family Centres society is dedicated to the development of members of the community through various education affiliations. We have various opportunities for students to learn, grow, and be a part of our collective mission. We offer the following learning opportunities:

- **Child and Youth Practicum**
- **Student Co-op/Internship**
- **Clinical Internship and Research**



I learned a lot of important things during this workshop. I will try to be more present every single day and I “Must” respect myself and listen to my inner voice. We’re all doing our best and that’s enough!

- WFC PARTICIPANT



FIND OUT MORE
www.westcoastfamily.org/careers

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 Years

Jamica Ho
 Delaine Dunbar

15 Years

Mary Bohnen
 Morena Mejia
 Navreen Gill
 Alison Blair

20 Years

Kate Saunders

25 Years

Tanya Valois

Retired

Nancy Ross

LEADERSHIP TEAM

Board of Directors

Board President	Ludovic Siouffi
Vice-President	Shannon Svingen-Jones
Secretary	Major Brar
Treasurer	Mikaela Taylor
Directors'	John Clark, Jim Bahen, Fran Maclean, Mike Rampf, Trish Wallace

Executive Team

Chief Executive Officer	Ann Kutcher
Associate Director	Tanya Valois
Director of Strategic Initiatives	Zameena Dadani
Manager of HR & Finance	Linda Stutz
Manager of Research & Clinical Services	Wayne Wong

STATEMENT OF REVENUE AND EXPENDITURES

	2020	2019
REVENUE		
Ministry of Child and Family Development (MCFD) government grants	\$ 6,774,097	\$ 6,259,228
Other program revenue and donations	272,659	352,265
Interest and other income	18,538	13,677
Rental revenue	125,247	130,673
Share of loss of Child, Youth and Family Innovation Centre Co-operative	(4,566)	(10,897)
Fee for service revenue	109,938	95,532
Total	\$ 7,295,913	\$ 6,840,478
EXPENDITURES		
Amortization	\$ 25,169	\$ 33,589
Automobile and travel	128,335	140,415
Computer expenses	60,008	51,837
Consulting fees for programs and other	76,819	60,999
Education and recreation	8,679	9,164
Equipment rentals, technology services, telephone, communications & utilities	243,134	204,956
Food and kitchen	44,064	36,466
Insurance	36,501	37,223
Interest and bank charges	4,172	4,232
Membership fees	9,870	13,355
Moving expenses	-	73,814
Office and general	53,115	63,388
Professional fees	29,841	25,800
Program supplies, services and meetings	45,191	61,308
Rent and occupancy	432,849	412,688
Repairs and building maintenance	44,371	100,981
Salaries, wages and benefits	5,855,963	5,383,132
Sub-contract services	127,816	53,091
Training, recruitment and accreditation	97,884	78,240
Total	\$ 7,323,781	\$ 6,844,678
Excess (Deficiency) Of Revenue Over Expenditures	\$ (27,868)	\$ (4,200)

OUR FUNDERS & DONORS

Our programs and services would not be possible without the generous support of our committed funders and donors. Your support has changed lives in our community.

<p>Ministry of Children and Family Development www.gov.bc.ca/mcf/</p> 	<p>United Way Lower Mainland www.uwim.ca</p> 
<p>Canadian Mental Health Association www.cmha.ca</p> 	<p>Canadian Tire Jumpstart www.jumpstart.canadianfire.ca</p> 
<p>City of Port Coquitlam www.portcoquitlam.ca</p> 	<p>City of North Vancouver www.cnv.org</p> 
<p>Diabetes Canada www.diabetes.ca</p> 	<p>District of North Vancouver www.dnv.org</p> 
<p>Fraser Health www.fraserhealth.ca</p> 	<p>Kids-Up Front www.kidsupfront.com</p> 
<p>North Shore Optimist Club https://www.facebook.com/NorthShoreOptimists</p> 	<p>Pro Bono Students Canada www.probonostudents.ca/</p> 
<p>Public Health Agency of Canada</p> 	<p>The Province www.theprovince.com</p> 
<p>Province of British Columbia: Ministry of Public Safety and Solicitor General and BC Gaming Community Grants www2.gov.bc.ca</p> 	<p>Vancouver Coastal Health www.vch.ca</p> 
<p>Tugo www.tugo.com</p> 	<p>BCAA www.bcaa.com</p> 



Building Blocks for Better Lives Since 1984

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linkedin.com/company/westcoast-family-centres



@WestcoastFamCtr
twitter.com/WestcoastFamCtr



www.westcoastfamily.org

OUR LOCATIONS

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Vancouver, BC V5M 1Y8

Tri-Cities

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North Shore

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North Vancouver, BC V7M 2H4

Vancouver NW

201-460 Nanaimo Street
Vancouver, BC V5L 4W3

Maple Ridge

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