



BUILDING BLOCKS FOR BETTER LIVES

Westcoast
Family Centres

Annual Report
2018 - 2019

35th
Anniversary



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

We are humbled and excited to step into 2019 celebrating 35-years of dedicated family-centered services.

The generous support of our funders and community partners coupled with the growing and reliable WFC team truly illustrates the importance of investing in person-centered services increasing social inclusion. We all benefit from stronger connections between our own families, and here at WFC we believe stronger families make for stronger communities.

WFC began as a grass-roots non-profit organization and over the years we have strengthened our roots within the communities we serve, all while keeping the best interest of children and families at the centre of everything we do. We are both grateful to have witnessed the growth of the organization's commitment to our mission and vision to build communities through strength-based services. When we reflect on our innovative new services, the resilience of our clients, and the development of our staff we are proud to be a part of a forward-thinking organization dedicated to all children and families.

In pursuit of our annual strategic goals our focus was on internal capacity building, evaluating our quality and range of services, and increasing our visibility to reach more families. We want to acknowledge our outstanding Leadership Team who have been dedicated to meeting the needs of the community and developmental leadership. This past year,

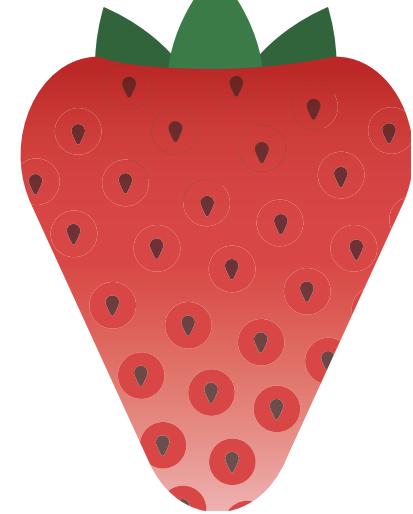
WFC has worked diligently on strengthening our leadership capacity with realignment strategies to meet the changing sector. We continue to strengthen our internal capacity with training focused on diversity, culture and resilience including topics such as Indigenous Allyship and Mental Health First Aid. Our development highlights the diverse range of families we serve and the need for responsive and accessible services.

Our Family Preservation and Reunification services continue to evolve through our dynamic partnership with Family Services of Greater Vancouver and Family Services of North Shore. In the North Fraser Service Area, we began the Child and Youth Transportation services. This past year we have witnessed enthusiastic growth to our social enterprise, Family T.I.E.S., expanding our workshops to wider communities throughout the Lower Mainland. In addition, we continue to collaborate and strengthen our community network. WFC is the co-founding member of the Tri-Cities Community Services Co-Operative (TCSC) formed to address the unique challenges faced within the Tri-Cities and is an innovative platform for collaborative planning, resource sharing, and action-oriented integrated social solutions. In November 2018, we launched our new website with the intention to provide accessible resources and support to families, as well as increased our connection

with donors and community partners. Toward the end of the year, we were honored to partner with local artists to support the concrete needs of our clients. The Art Affair event generously raised funds for families and exposed the varying levels of need and vulnerability throughout our communities. We aim to continue to increase our fundraising capacity to support children and families reach their full potential.

Lastly, it is with great excitement that we share the progress of WFC's Vancouver HUB. With the intention of providing a collective set of diverse services, WFC with support from the community and government we have officially broke ground on our Hub Project. The vision of a family-centered innovation hub is expected to be completed in 2020 in the Renfrew-Collingwood area. The HUB is a bold step towards supporting families by modernizing the social services approach of delivering supports and making services more accessible to those in need. WFC continues to persistently work to develop this new foundational approach to bringing down barriers faced by local families to create new opportunities for those we serve. WFC has made monumental strides within the past year that will continue to motivate our exciting future.

On behalf of WFC's entire Board of Directors and Leadership Team, we would like to sincerely thank you for your support



and contribution in shaping our agency over the past 35-years. In addition, we value your continued support in establishing our story as one that respects the dignity and integrity of all family members. It is through our ongoing collaboration with community partners, dedicated knowledgeable staff, and care for our community that we will continue to offer, diverse, strength-based services to members of the community. Rooted in empathy, understanding and inclusion, WFC is enthusiastic about the year ahead and another 35 years of service.



PHOTO CAPTURED: WFC AGM 2008


ANN KUTCHER
Chief Executive Officer


JOHN CLARK
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 to offer 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 x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitlh (Tsleil-Waututh) Nations,



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 continue to support the agency through achieving and monitoring: Performance Targets, Program Goals, Client Satisfaction, and Staff Training.



WFC is dedicated to the development of their staff; that's why I have been here for over 10 years. I am valued and surrounded by good people.



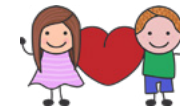
- WFC STAFF MEMBER

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 Preservation & Reunification Services

These services are available to families referred through the Ministry of Child and Family Development.



On-going Strength-based Programs

Westcoast Family Centres leads innovative, unique, client-centered programs to address the needs within the community funded by community partners and government agencies.

Child & Youth Services

Funded by MCFD



Services include:

- Child and Youth with Special Needs: Life Skills Development Program
- Pre-Teen Outreach
- Child and Youth In Care Transportation Services

Healthy Babies

Funded by Public Health Agency of Canada



Parenting Plus Program at Alouette Correction Centre for Women

Funded by: British Columbia's Ministry of the Attorney General.



Parent Education Groups and Workshops

An integral part of building blocks for better lives is the variety of parenting education groups and workshops offered in the community, which are dependent on the financial and promotional support from our valuable community partners and donors.



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

WFC social enterprise Family TIES Program is client-centered counselling and strengthening program, built to address unique and varied challenges faced by individuals and families in the Lower Mainland. These services are offered at a low-cost by skilled professionals.

Therapeutic Intervention (Counseling & Therapy)



Supervised Parenting Time (Supervised Access)



Parenting Education



FAMILY SUPPORT 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.

Often the families we serve face substance abuse concerns, mental health challenges, trauma, and/or violence, neglect, and abuse. Our approach is to provide person-centered, strength-based support to help families navigate through this difficult situation. Our strength-based services include assessment and integrated service planning to address needs to ensure the safety of the child. Our staff work collaboratively with the families to provide support and create developing goals and activities to assist in reducing risks and strengthening families and offer linkages to formal and informal community support and resource.



Co-Parenting after Separation

Co-parenting after a separation and/or divorce is rarely easy, especially for a child. WFC practitioners specialize in parenting after separation and Family Law proceedings. Our counsellors offer one-to-one support and parent education addressing high-conflict or challenging behaviors that may negatively be affecting the children.

Therapeutic Interventions For Individual, Couples, Children & Youth

Children, Youth, and Parents who have experienced trauma, violence and/or behavioural challenges may require a higher level of intervention during services. WFC provides therapeutic and psychoeducational interventions focused on specific goals and provided by skilled Clinical Counsellor and/or Therapist, with consultation of a Ministry social worker and their Family Counsellor. These services may include clinical counselling, play therapy and parent-child interaction therapy.



2018-2019 Client Feedback Results

Is/Was your experience at Westcoast Family Centres Society helpful?

90%
said Definitely Yes or Yes

Do you feel supported by your Worker to develop healthy family routines?

96%
said Definitely Yes or Yes

How would you rate the quality of service to you and/or your family?

96%
said Definitely Yes or Yes

“Thank you for your support and judgement free help. You helped make me understand myself as a person and what I do deserve. You made a big difference and I will continue to get help and support to better myself for me and my daughter.”

– WFC CLIENT



FAMILY RESPONSE SERVICES

We provided **65 families** with hamper gifts this holiday season thanks to the generous support of our donors

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.

Resource & Concrete Needs Support

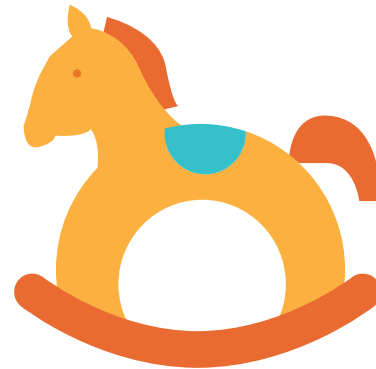
Our programs are equipped with resource workers who support families navigate and access basic/concrete needs. These include needs such as housing, food, income support, and health, which are essential when establishing a strong family. Our goal is to assist in addressing these needs with families before addressing the underlying issues such as parenting, communication and relationships. In addition, WFC accepts financial donations toward our **"Building Blocks for Better Lives Fund"** this fund is dedicated to support the concrete/basic needs of the families we serve.

Crisis Support Services

We offer an intensive short-term service in collaboration with MCFD with the aim to prevent children from entering into Ministry care. This service aim to support and stabilize the family addressing the immediate and pressing risk factors in the family within the home environment.

Home Support Services

Our Home Support Services supports parents and caregivers in clarifying, developing, modeling, and teaching concrete skills in the management of their homes and increasing family functioning to prevent children from being placed in out-of-home care.



SUPERVISED VISITATION PROGRAM

WFC has vast experience working with high-conflict families, providing parental guidance and support, and ensuring the reduced risk of emotional and physical harm toward children and youth. The supervised visitation program helps ease the tension of access and visitation arrangements for children and for parents or relatives.

Our supervised visitation or supervised parenting time is a dedicated service for parents/care-givers undergoing a custodial concern. WFC provides a safe, neutral, and child-focused setting for visits between a child and non-custodial parent or other family member to occur.

Visits are provided by highly trained staff who are sensitive to the needs of the children, support the visit, and report factual observations. In some cases, the worker will engage in therapeutic support with the family and provide interventions during the visit to reach their family goals. Goals include skills and strategies to target concerns such as behavioural development, appropriate discipline strategies, and overall appropriate expectations.

**Anticipated outcomes**

- Providing a healthy parent/adult-child interaction in complex family situation.
- Providing a safe and neutral environment for separate parenting parties to connect with their child.
- Providing reports of factual observations.
- Identifying and executing parenting goals to build a stronger connection between parent and child.



I hope this program will be developing in the future to support the families who face unlucky situations. They will live happier, and more peaceful.



Our Journey thus far

1984 to 2020

1984

First Project Parent program in East Vancouver

1985

Project Parent program in Port Coquitlam.

1987

North Shore Outreach program begins.

1989

Vancouver Outreach program begins.

Teen Parents Program - ACCESS Eastside begins.

Maple Ridge Family Support Services begins.



2001
First year of Council on Accreditation (COA).¹

2003

Family Preservation programs begins in Vancouver and North Shore.

2007

Tri-Cities East Neighbourhood Centre Opens.

Parenting Plus Program begins at Alouette Correctional Centre for Women

2010

New Programs: Group Supervised Access, Parenting with PRIDE and Parent Child Interaction Therapy (PCIT).

2011

WFC is nominated for the Premiere's Award of Excellence for the Family Development Response (FDR) program in Ridge Meadows.



Westcoast Family Resources Society (WFRS) rebrands to Westcoast Family Centres Society (WFC).

Parenting after Separation Program in Vancouver & North Shore.

Social enterprise Family T.I.E.S. begins offering counselling, workshop, and supervised parenting services.



2014

Pregnancy Outreach Program: Healthy Babies begins

2015

United Way of the Lower Mainland - Avenues of Change project begins.

2016

Children and Youth with Special Needs Program begins within the Tri-Cities community.

Aboriginal Services Initiative is introduced within the Maple Ridge/Pitt Meadows/Katzie community.

Co-founded the Child, Youth and Family Innovation Centre Cooperative

2017

Co-founded of Tri-Cities Community Services Co-operative

2018

Child and Youth Transportation Services begins in North Fraser

2019

Celebrating 35 Years of Service

2020

Community Service Collaborative Hub in Vancouver



¹. COA Accreditation achieved: 2001/2005/2009/2013/2017

PREGNANCY SUPPORT 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. 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.

Healthy Babies Program

Healthy Babies is a Pregnancy Outreach Program open to pregnant women and women with babies under six months of age. This program supports women facing financial and social barriers through their journey to make choices that improve the health of mothers and their babies.

Our support includes:

- Education, Counselling & Peer-Support
- Access to food vouchers, vitamins, transportation and community resources
- Maternal Well-being & Outreach
- Newborn care & Development

Mother Child Parenting Plus

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.

Our support includes:

- Linking women to key resources.
- Providing developmental assistance.
- Providing parenting education and support.
- Ensuring safe placement with nurturing caregivers.
- Facilitating meaningful contact and release planning.
- Enabling mothers to avoid re-involvement within the justice system.



Thank you for making my 2 pregnancies times happy times full of support and lovely women around!

CHILDREN & YOUTH SERVICES

Pre-Teen Outreach Program

This program supports children ages 10-12 who are engaged in problematic behaviour such as criminal activities, substance abuse, and other forms of high-risk behaviour. Together with a WFC worker, pre-teens create realistic goals and learn strategies to minimize high-risk behaviour and develop life skills.

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.

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.

Pre-Teen Served

5

Children/Youth Served

39

Children/Youth Served

25

PARENT EDUCATION GROUPS & WORKSHOPS

“There are no perfect parents, perfect children or perfect people. We can only do our best, and we all need help once in a while.”

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.

Food Skills for Families is a hands-on social program that brings parents together and enhances their understanding towards planning, budgeting, and cooking nutritious and affordable meals for their families.

Kids Have Stress Too! participants are provided knowledge on strategies to better assist children who exhibit signs and symptoms of stress and/or anxiety.

Nobody's Perfect This group provides participants with the opportunity to discuss diverse behavioral challenges of child development (0-5) within a non-judgmental environment.

Parent/Child Mother Goose

is a group experience for parents/caregivers and their young children (0-6). The program engaged in social emotional learning through songs, stories, and rhymes. Activities are conducted in a positive and nurturing learning environment to socialize, bond, and strengthen the child's development.

Legal Education in Family Law

provides parents with free legal education sessions by Pro Bono Student Canada (BC Chapter). The sessions are focused on multiple topics related to court proceedings, spousal support, parenting arrangements and more, parents are provided with information and resources about family law and the impact of domestic violence.

Resilient Kids is a support group for families affected by a parental mental illness and/or addiction. This program helps build and develop resiliency skills and emotional literacy through education, connection, and support.

Strong Families Make for Strong Communities

Successful Co-Parenting & Let's Talk Feelings

focus on assisting families experiencing a separation or divorce. Successful Co-Parenting (SCP) helps parents navigate their parenting by obtaining skills, strategies, resources and support focused on effective co-parenting. Administered in parallel with SCP, Let's Talk Feelings is an interactive support group just for children transitioning through this experience.

Parent Support Groups these programs include an open forum where parents/caregivers have the opportunity to share experiences and challenges. Focusing on differing educational components, participants are able to enhance their understanding toward child development while attaining new resources and supports available within the community.

Positive Parenting is a parent group that focuses on important parenting principles such as dealing with oppositional children, setting limits and boundaries, power struggles, age-appropriate consequences and more.

FOR SOCIAL SERVICE PROFESSIONALS

Work Life Balance is an interactive and dynamic workshop available for social service professionals and provides strategies for enhancing personal wellness and preventing and minimizing leaves, burn-out, and vicarious trauma in the helping professions.

Mental Health First Aid Training focuses on the four most common mental health disorders including substance use, trauma, mood, anxiety, and psychotic disorders. Participants who take this course are well prepared to interact confidently about mental health with their family, friends, communities, and workplaces. The program is offered by certified trainers through the Mental Health Commission of Canada.

You Make the Difference helps parents/caregivers learn repeatable techniques for taking everyday activities and making small but powerful adjustments towards parent-child interaction.

We love this program. Been going since my first daughter was 6 weeks old. Now come with all 3 of my kids. Love singing and meeting new families.

”



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.

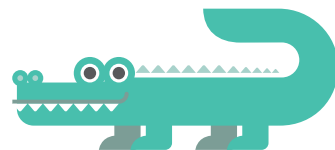
Defiance, stubbornness, hyperactivity
child abuse, trauma, and/or neglect

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.

How can we support you?

Our strength-based programs and services are offered in a safe and supportive environment and are designed to meet you or your child's distinct needs by focusing on offering personalized support.



FIND OUT MORE

www.westcoastfamily.org/find-support

COMMUNITY SERVICES COLLABORATIVE HUB IT TAKES A COMMUNITY TO RAISE A CHILD

Westcoast Family Centres Society (WFCS) is committed to strengthening our collaboration with like-minded organizations to pursue person-centred services for children, youth, and their families. In 2007 we opened the Tri-Cities East Neighbourhood Centre at 2062 Manning Avenue. To continue to expand our vision we explored options at our primary location in Vancouver located at 2780 East Broadway.

In 2013, we began to conceptualize a plan to accommodate a range of facility and program needs and activities, to create both private and shared communal spaces, and to enhance opportunities for the public. The vision was conceptualized and co-created by Westcoast Family Centres Society (WFCS) and Pacific Community Resources Society (PCRS). Our partner Pacific Community Resources Society an accredited non-profit organization providing a range of services including education, employment, housing, counseling and prevention programs since 1984.

Together, we believe that a 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.

The Design

The Hub will incorporate principles of Universal Design, Modularity, Sustainability, and Cultural Diversity. Working collaboratively with community members and our partners we continue to develop a design concept to meet the need of the communities we aim to serve. The Hub will aim to maximize sharing opportunities within agencies and between agencies, provide a family-centered welcoming atmosphere, and usability for all.

The Location

The Hub will be situated in 36,000ft² main floor space in the City of Vancouver-owned facility located at 2780 East Broadway. The facility features convenient access to transit by bus, Skytrain, and major bike routes. The facility also includes accessible parking.

How do we create an atmosphere of positivity, safety, & community?

How do we create a space to promote collaboration & empower family members?

How do we create a space to celebrate diversity, resilience, & community?

The Purpose

The Hub responds to and builds upon the growing need for accessing clear pathways to shared facilities that enable like-minded organizations to come together in communities of collective practice and interest. Our intention is to create an anchor for non-profit jobs, services and economic activity in the north-east quadrant of Vancouver, and contribute to the City's overall economic resilience and diversity. This concept has received strong support from the City of Vancouver's Social Planning Department for its positive community benefits and alignment with the City's broad social and economic policy goals. The Hub concept represents the concrete expression of that spirit of collaboration.

Vision

A vibrant, inclusive, community-oriented campus providing a wide-range of person-centered support, services, and resources.

With this vision in mind we founded the Child, Youth and Family Innovation Centre Cooperative to sustain our long-term goals of cohesive, collaborative, person centered services.

Our Progress

Through many years of hard work and dedication from our volunteer Board, community partners, donors, and most importantly our staff and clients, we have embarked on building a new hub-facility in the Renfrew/Collingwood district of Vancouver. This will allow WFC to consolidate our three existing Vancouver locations into one modern, purpose built and adaptable facility. This new facility will focus on a person-centered model for service delivery and achieve operational efficiencies.

With the generosity of various levels of government covering the building costs, we have broken ground and begun construction and expect to occupy the new facility in 2020. Although the "Bricks and Mortar" costs have been provided by various sources it will not address the costs to provide the necessary child-centred, family-focused equipment and furnishing to make our new facility a "community hub" for the use of all. 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.



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

Laura Mayne

10 Years

Jessica O'Briain

15 Years

Sheela Dodd
Joanna Duong
Bruce MacLeod
Sue Tan
Wayne Wong
Colleen Neelly

20 Years

Kam Gillis

25 Years

Mary McCall
Susan Scott

35 Years

Ann Kutcher

BOARD OF DIRECTORS



LEADERSHIP TEAM

Board of Directors

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

Executive Team

Chief Executive Officer	Ann Kutcher
Associate Director	Tanya Valois
Director of Practice & Risk Management	Wayne Wong
Director of Development & Communications	Zameena Dadani
Director of Information Technology	Aleta Bombase
Director of Human Resources	Kam Gillis
Controller	Johnny Zheng

My counsellor was respectful, encouraging and the best quality of my counsellor is that she was empowering. She is well-educated about trauma informed practice and practices cultural sensitivity & safety.

”

STATEMENT OF REVENUE AND EXPENDITURES

	2019	2018
REVENUE		
Ministry of Child and Family Development (MCFD) government grants	\$ 6,259,228	\$ 5,365,882
Other program revenue and donations	352,265	652,845
Interest and other income	13,677	15,017
Rental revenue	130,673	128,045
Share of loss of Child, Youth and Family Innovation Centre Co-operative	(10,897)	(16,963)
Fee for service revenue	95,532	109,699
Total	\$ 6,840,478	\$ 6,254,525
EXPENDITURES		
Amortization	\$ 33,589	\$ 34,039
Automobile and travel	140,415	98,749
Computer expenses	51,837	113,709
Consulting fees for programs and other	60,999	51,461
Education and recreation	9,164	7,689
Equipment rentals, technology services, telephone, communications & utilities	204,956	204,751
Food and kitchen	36,466	39,726
Insurance	37,223	32,440
Interest and bank charges	4,232	4,720
Membership fees	13,355	11,679
Moving expenses	73,814	-
Office and general	63,388	63,621
Professional fees	25,800	24,567
Program supplies, services and meetings	61,308	70,068
Rent and occupancy	412,688	384,234
Repairs and building maintenance	100,981	67,396
Salaries, wages and benefits	5,383,132	4,932,120
Sub-contract services	53,091	33,532
Training, recruitment and accreditation	78,240	90,122
Total	\$ 6,844,678	\$ 6,264,623
Excess (Deficiency) Of Revenue Over Expenditures	\$ (4,200)	\$ (10,098)

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> 

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