



Annual Report 2017 - 2018



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 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 experience difficulties, for children at risk and for parents looking for additional support.

Our multi-service organization continues to deliver child-centered, evidence-based, 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 government and non-government donors.

In 2017 we were re-accredited by the Council On Accreditation (COA) our services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. With over 100 employees and dedicated volunteers, we continue to keep children at the center of our work, strengthening the future of children, families and our communities.

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Message from the President and CEO

What an incredible year of change at Westcoast Family Centres Society. As we reflect on another successful year, we are filled with gratitude for the dedication of our staff, volunteers, and funders. It is through their ongoing support and commitment that we continue to provide strength-based services and programs towards strengthening relationships between children and families and between families and their communities.

Within the last year, we have had the privilege of adding services to our portfolio, through additional funding and program development opportunities, this includes our FLA program in Vancouver (Co-parenting), CIC (Children in Care) Transportation program, Quick Response and Pre-Teen Outreach programs. These programs have created opportunities to grow our internal capacity, learn, and expand our services. We wish to thank staff for their flexibility, passion, and demonstrated belief that creativity in service delivery increases opportunities for families to receive services that best meet their needs.

Our growing agency has experienced an increase in staff employment of **24%** within this past year; our WFC team now consists of over 100 employees. It has been exciting to witness the new energy infused into our teams, to discover the depth of knowledge, experience and skills we



hold collectively, and our growing aspiration to have a positive impact on those we serve. We continue to seek opportunities for staff growth and development. In March, staff participated in an Agency Training Day, which included information on technology and its effects on children delivered by Dr. Mari Swingle author of i-Minds and Jessica Wollen presented on healthy boundaries and sexual development.



Vancity Toy Drive
Ann Kutcher, CEO and Bruce Macleod, SVA Coordinator

In addition, we continue to fortify our knowledge and training in Mental Health. This includes training in wellness as well as providing staff with the right tools to support clients with mental health concerns. Our goal is to continue to develop our front-line staff and contribute to the development of the social service sector through offering relevant training, information, and awareness to enhance our ability to support and respond to the communities we serve.

As a result of our **2017-2020 Strategic Plan** we have taken upon strategies to increase our ability to be responsive to the communities we serve, to support our existing programs and services more effectively, and to develop new programs that support our mission and vision. Thus, we embarked on a new journey in the fall of 2017, to reorganize our leadership structure. With reflection and open consultation, we were able to make the necessary changes within our agency to build a brighter future. Our new leadership structure has proven to be a bold and fruitful change towards developmental leadership.

Our goal is to continue to learn, grow and develop our agency and the social service sector. We are very proud to have succeeded through another round of re-accreditation this past year. **Council on Accreditation (COA)** affirms that our organization meets the highest national standards of best practice and establishes the organization's credibility as effective and professionally sound.

COA acknowledges Westcoast Family Centres Society for the deliverance of needed, high-quality services in our community, conducting its operations successfully, and managing its funds effectively. Accreditation is a continuous process, pushing us to be reflective, and continue to strive to be the best we can be.

Lastly, this year we conducted an evaluation of our **United Way of the Lower Mainland's Avenues of Change (UWAOC)** initiative. This project is a community-driven initiative that integrates local knowledge and expertise into programs and projects that aims to achieve a common objective of preparing more children to succeed by the start of school. From inception in 2013 UWAOC-Coquitlam River, there have been numerous achievements, activities and outcomes that demonstrate the vast work that took place to improve outcomes for the youngest members of our community. We would like to thank United Way of Lower Mainland for their support and we continue to foster and seek initiatives to enhance our community engagement and outreach.

As we embark on to the new fiscal year of **2018/2019**, we are committed to reflecting and enhancing our services and programs. On behalf of our Board of Directors, the Leadership Team would like to express it's gratitude for your ongoing support to the children, families and communities we serve.



Fran Maclean
President, Board of Directors



Ann Kutcher
Chief Executive Officer

Our Services

Family Preservation and Reunification Programs, Family Support Services & Clinical Counselling

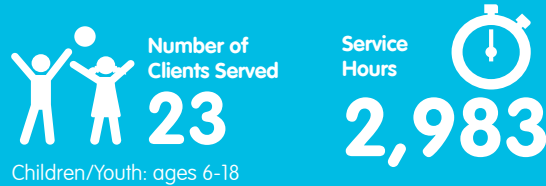
These services are available to families referred by the Ministry of Children and Family Development (MCFD). Our referral program provides goal-oriented home-based support to prevent out-of-home placement, reduce child protection concerns and other risks within families including trauma and behavioral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



On-Going Programs

Westcoast Family Centres leads innovative, unique, client-centered programs to address the needs within the community with the generous support from our community partners and government agencies.

Child Youth with Special Needs Life Skills Development Program
Funded by MCFD
Location: Tri-Cities



Healthy Babies
Funded by Public Health Agency of Canada
Location: Tri-Cities & Ridge Meadows



Parenting Plus Program
Funded by: British Columbia's Ministry of the Attorney General
Location: Alouette Correction Centre for Women



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

The 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. This program requires no referral and offers a range of services that make it possible to tailor the program to you and your family's needs.



Family T.I.E.S Workshops



Community Groups and Workshops

An integral part of building blocks for better lives is the variety of community groups and workshops offered, which are dependent on the financial and promotional 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 has achieved national accreditation through the Council on Accreditation (COA). Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. COA evaluated all aspects of Westcoast Family Centres 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. We are committed to ensuring our clients and community are governed by Performance and Quality Improvement (PQI) processes. Westcoast Family Centres Society 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.

I would like to thank you very much for providing us with the tools to use in our everyday lives. Our WFC worker was great support and helped on many levels.

Vancouver

Established in 1984

Programs offered:

- Family Preservation and Reunification Program
- Co-Parenting Counselling
- Clinical Counselling
- Associated Support Services
- Therapeutic Supervised Access Visitation Program
- Parenting Education & Support

Family Preservation and Reunification

Program provides support for families with low to moderate risks referred by the Ministry of Children and Family Development (MCFD). Our highly skilled staff work closely with parents/caregivers to provide goal-oriented home based services to prevent out of home placements and reduce risks within families. These services include assessment and integrated service planning to address concrete needs; therapeutic interventions; linkages to formal and informal community support and resources; and parenting groups that focus on core parenting skills and education. Vancouver provided over **7000 direct service hours**; cases primarily included clients facing domestic violence, addiction and mental health concerns.

Co-Parenting Counselling Program is a new service funded by MCFD, this program provides support to families where high-conflict or challenging behaviors are negatively affecting the children during or after separation and divorce. Our Co-parenting family counsellors offer a unique service designed to address complex family issues through individualized service plans based on the best interest of the child. Service delivery is 8-12 weeks with the possibility of extension.

Clinical Counselling Program provides children, adults, and couples referred through MCFD with solution-focused committed support provided by well-trained practitioners. Our practitioners



assess and provide services that manage current concerns and increase their effectiveness in dealing with future challenges. The program focuses on the client's emotional and psychological environment to build resilience in a sensitive and compassionate manner. Cases include clients experiencing trauma, anxiety, and behavioral disorders.

Associated Support Services are additional programs and services funded by MCFD to support the needs of referred clients, these include Home Support, Resource Support, and Doula Services. Our Home Support Service provides support to families at-risk who receive practical training and support for parent's in-home management and routines. In the past year, we provided service to **58 families**. Doula services include in-home help for expectant and new parents. We are continuing to expand our services to meet the needs of the community.

Therapeutic Supervised Access Visitation Program provides a safe, neutral, and child-focused setting for visits between a child and non-custodial parent or other family member to occur. Access 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 with the family and provide interventions during the visit to reach their family goals. Our access program continues to grow, within the past year we provided over **6000 direct service hours**.



Clients Served
772



Service Hours
14,908

Parenting Education & Support funded by MCFD our programs aim to provide practical and tangible skills to enhance positive parenting, and build resilience within the family. The programs are evidence-based, child-centered, and offered through a trauma-informed lens, our facilitators are equipped to assist clients navigate their parenting skills and strategies with the best interest of their child in mind. Within the past year, we held **142 Sessions**.



Participants
558

Number of Sessions
142



“ Thank you for everything. (Counsellor) helped me in so many ways! I'm a new improved person because of this program and the staff is so helpful. ”



Tri-Cities

Established in 1985

Programs offered:

- Family Preservation and Reunification Program
- Quick Response Program
- Pre-Teen Outreach Program
- Therapeutic Supervised Access Visitation Program
- Healthy Babies
- Child and Youth With Special Needs

Family Preservation and Reunification

Program provides support for families referred by the Ministry of Children and Family Development (MCFD). Our highly skilled staff work closely with parents/caregivers to build on the family's existing strengths and community connections, and provide goal-oriented support. Typical goals include connection to community resources, addressing and managing the impact of mental health or addiction concerns, establishing healthy relationships, establishing household routines or positive discipline strategies. In addition, our Resource worker connects families to necessary and relevant community information and services. Client goals include finding housing, finding daycare & completing subsidy forms, applying for government benefits, accessing food banks or accessing funding for children with extra support needs.

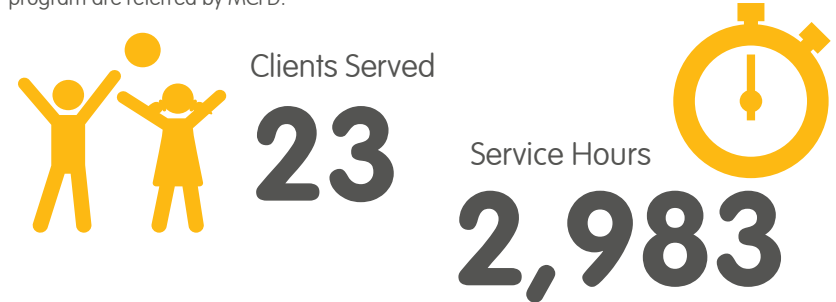


Quick Response Program provides immediate support for families when a child's protection concerns are imminent resulting in the removal of a child. The goal of the program is to provide frequent and lengthy service to address the intensive immediate concerns to reduce the risk of removal. This service is designed to be 8-12 weeks in length.

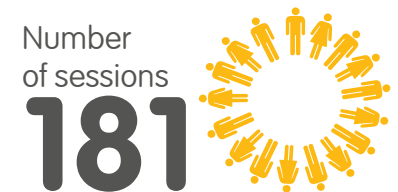
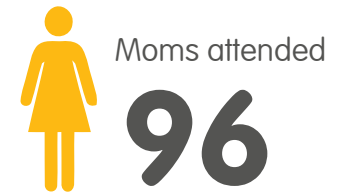
Pre-Teen Outreach Program began in August 2017. This program services children ages 10-12 who are engaged in problematic teenage behaviour such as criminal activities, substance abuse, and other forms of inappropriate behaviour. Our experienced staff work closely with the pre-teens one-on-one to create goals and strategies to minimize the high-risk behaviour.

Therapeutic Supervised Access Visitation Program provides a safe, neutral, and child-focused setting for visits between a child and non-custodial parent or other family member to occur. In some cases, the worker will engage with the family and provide interventions during the visit to reach their family goals.

Children and Youth with Special Needs Life Skills Development Program is offered in collaboration with Community Ventures Society. The program provides children and youth with special needs ages 6-18 with one-to-one support in the Tri-Cities area. Our goal is to improve on life and social skills, as well as connect them with community support and resources. Participants of the program are referred by MCFD.



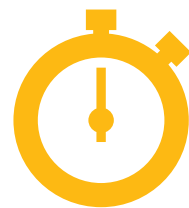
Healthy Babies Program is funded by The Public Health Agency of Canada and aims to support pregnant moms and moms with babies under six months of age who are facing barriers such as limited financial resources, isolation and mental health challenges. The focus of the program is to support women to have healthy pregnancies and gain knowledge around nutrition, pregnancy and new born care. The program activities include group discussions, educational sessions with guest speakers, and collective nutritious cooking. Participants also have access to food vouchers, vitamin supplements and referrals to community supports. Services are offered in the Maple Ridge and Tri-Cities community. The Tri-Cities groups had a total of **67 participants**, and Ridge Meadows a total of 29 participants.



“ I really enjoyed working with my WFC counsellor. She was very patient and helpful with our situation. We have taken a lot from this experience and are excited to move forward with what we have learned. ”



Clients Served
186



Service Hours
7,093

Ridge Meadows

Established in 1989

Programs offered:

- Family Development Response Program
- Aboriginal Intensive Family Preservation and Reunification Program
- Healthy Babies
- The Parenting Plus Program at Alouette Correction Centre for Women

Family Development Response (FDR) Program

provides short term intensive services to families who have been identified as being in need of intervention due to concerns of child's safety and wellbeing. Our staff work collaboratively with the family and MCFD to develop goals and activities to assist in reducing risks identified. The program is focused on keeping the child safe while the family builds on its strengths and works through their challenges together. Within the past year the program has provided service to **259 clients**, cases included addressing trauma and parenting, self-care, mental health and addiction issues.

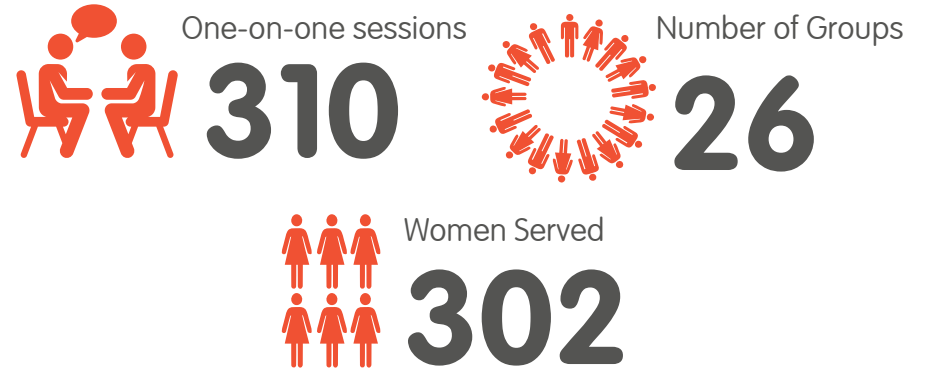
The Aboriginal Intensive Family Preservation and Reunification program aims to increase safety and permanency for Aboriginal children;



providing support as a preventative measure as well as reunification when the children have been placed out of the home. The service is 6 to 9 months in duration, with the option of extension. Our staff work collaboratively with the families to provide support and create developing goals and activities to assist in reducing risks and strengthening families.

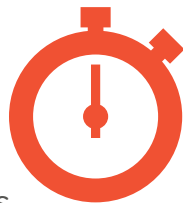
Healthy Babies Program aims is to support pregnant moms and moms with babies under six months of age who are facing barriers. Sessions are held in Tri-Cities and Ridg Meadows. A total **29 participants** attended sessions held in Ridge Meadows.

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 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. All education and supports are provided through a trauma informed lens. We continue to provide one-to-one sessions, groups, and ongoing support to our clients. The number of requests for one-to-one appointments exceeds the Family Counsellor's capacity to see all women.



Clients Served

290



Service Hours

4,672

“My counsellor was supportive. I felt so comfortable and trusted her to open up. She helped me with lots of different dynamics in my life and family.”

“Our WFC worker is extremely respectful and very knowledgeable in what she does. I could see that during our time together she really wanted us to learn and understand the skills she was teaching because she knows that using these skills in our family daily life makes for a happier home.”



North Shore

Established in 1986

Programs offered:

- Family Preservation and Reunification
- Family Support Services Program
- Therapeutic Supervised Access Visitation Program
- Parent Education and Support Groups

Family Preservation and Reunification Program

provides support for families with low to moderate risks referred by the Ministry of Children and Family Development (MCFD). Our highly skilled staff work closely with parents/caregivers to provide goal-oriented home based services to prevent out of home placements and reduce risks within families. These services include assessment and integrated service planning to address concrete needs; therapeutic interventions; linkages to formal and informal community support and resources; and parenting groups that focus on core parenting skills and education.

Family Support Services Program is a self-referral service for families within the community; families receive 8 sessions of service towards their identified concerns. Within the past year, we have witnessed cases to include parenting support, conflict resolution between couples, and assistance to access community services and resources.



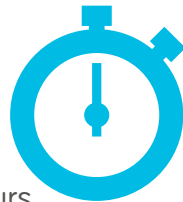
Therapeutic Supervised Access Visitation

provides a safe, neutral, and child-focused setting for visits between a child and non-custodial parent or other family member to occur.

Parenting Education and Support Groups topics vary depending on funding received and community needs. We offered parenting groups in Farsi on strategies of parenting and managing conflict and stress. In collaboration with Family Services of the North Shore, we have co-facilitated the *Helping You, Help Yourself* group for men, aimed at eliminating abusive behavior in relationships. In addition, we received funding and collaborative support from Vancouver Coastal Health – Child and Youth Mental Health and Addictions to administer a support group for *Families of Youth with Co-occurring Mental Health and Substance Use*. Participants who attend our group sessions also receive follow-up support from our counsellors.



Clients Served
194



Service Hours
3,074



My WFC Counsellor continues to be essential at this time to promote peace, health, and safety (emotional) for our young child and family as a whole. The non-judgemental attitude has contributed to building trust.



Family T.I.E.S. Program

(Trust, Innovation, Education, Support)

Established in 2011

The Family TIES Program is a client-centered counselling and strengthening program, built to address the unique and varied challenges faced by individuals and families in the Lower Mainland. This program requires no referral and offers a range of services that make it possible to tailor the program to you and your family's needs. These programs include:

- Individual & Family Counselling
- Parent-Child Interaction Therapy (PCIT)
- Play Therapy and Parent Coaching
- Supervised Access Visitation
- Workshops for Parents and Practitioners

Counselling Services are based on a foundation of evidence and research, which are provided by registered professional practitioners. This service is client-centered, collaborative, strength-based, and focuses on promoting the client's capacity for growth and resilience.

Parent Child Interaction Therapy (PCIT)

is a specialized service that uses in-the-moment coaching to help parents effectively manage their child's behaviours. Practitioners work with families for an average of 14-16 sessions through this comprehensive, assessment-based program focusing on reducing serious behavioral issues, improving parenting skills and enhancing relationships.

Play Therapy is offered to children ages 2-12 to help children explore thoughts, feelings, and

behaviours. Play therapy has been used to successfully address and manage fears, process traumatic experiences, and build self-confidence, and self-respect.

Parent Coaching is a goal-oriented, individualized service designed to help families create practical behavioural plans to address and achieve parenting goals. Some goals include reducing sibling rivalry, nurturing closer family connections, and creating consistency between parents.

Supervised Access Visitation aims to provide a safe, neutral, and child-focused setting for visits between a child and non-custodial parent or other family member to occur. Access visits are provided by highly trained staff who are sensitive to the needs of the children, support the visit, and report factual observations.

Workshops educate, and connect parents and practitioners with practical strategies on family and child development. Our parenting workshops are typically 2-3 hours and provide parents an opportunity to gain parenting skills and strategies alongside other parents in their community. Topics include Positive Discipline, Emotion Regulation. Additionally, we offer professional development workshops for practitioners and community leaders working in the social service field, as well as educational institutions training working professionals.

Client Services

2017-2018 for play/child therapy, PCIT and counselling.



Number of children

53



Number of adults

82



Service Hours

670

Supervised Access Visitation Services



Number of children

16



Number of adults

26



Service Hours

967

Workshops



Parent/Guardian Participants

225



Community Practitioners/
Professional Participants

38



Workshops

13

“ SO HELPFUL! I loved how much you reminded us that what we're experiencing is normal and that we're doing a good job - cannot hear that enough! I loved your confidence and humour and well-organized information. ”



Community Programs and Workshops

An integral part of building blocks for better lives is the variety of community groups and workshops offered, thank you to the generous support from our valuable community partners and donors. Programs are offered at various times during the year depending on funding, and include child minding to ensure accessibility for all families.

Baby & Me is a personalized parenting program to connect parents in the community to-get-together and discuss child development topics with an experienced facilitator and community guest speakers. Past topics include sleep patterns, postpartum care, infant development and child-care needs.

Food Skills for Families is a social-nutritious program funded by Diabetes Canada & BC Gaming Commission to bring together parents in the community. This program provides a hands-on experience at planning, budgeting, and cooking nutritious meals for families.

Healthy Relationship for Families funded by Indigenous and Northern Affairs Canada is a program developed by Westcoast Family Centres Society focused on building parenting and relationship skills for Indigenous families living off reserve. The program aims to reinforce healthy relationships between partners, and between parents and children, with an emphasis on self-awareness, trauma and resiliency, parenting strengths, communication and working through conflict.

Nobody's Perfect, funded by Fraser Health Authority, provides parents an opportunity to discuss behavioral challenges, child development, and successes with other parents in a non-judgmental environment.

Parent/Child Mother Goose, funded by United Way and BC Gaming Commission, 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 had a total of 436 adults and 498 children participate.

Strong Kids, a social emotional development learning program to provide children (6-12) with strategies to deal with situations such as bullying, peer pressure, family interactions, and making friends. We hosted three groups and 47 children participated.



Successful Co-Parenting, funded by City of North Vancouver and the District of North Vancouver, offered to families navigating their parenting while going through a separation or divorce, 28 adults participated in the North Shore.

Systematic Training for Effective Parenting (STEP) is a parenting program aimed for parents with children ages 6-12 to build skills and strategies focused on attunement with your child, developing your child's self-esteem and confidence, and learning positive parenting approaches.

Work Life Balance for Social Services Professionals funded by Envision Financial is a dynamic and interactive workshop for social service professionals aimed at strategies for personal wellness to prevent and minimize staff

leaves, burnout, and vicarious trauma in the helping professions. We held a session in Ridge Meadows and Tri-Cities with 42 participants. We aim to continue to offer professional development programs to practitioners and social service professionals.

You Make the Difference, funded by United Way of the Lower Mainland and the BC Gaming Commission, focuses on everyday activities to address the developmental and emotional needs of young children ages 0-5.



We offered 10 different topics of groups and workshops in the community



Number of Adults

696



Number of Sessions

229



Number of Children

756



After an abusive 7 years, this program gives me hope.



United Way Avenues of Change



The United Way of the Lower Mainland's Avenues of Change (UWAOC) initiative is a unique bottom-up, community-driven initiative that integrates local knowledge and expertise into programs and projects that aim to achieve a common objective of preparing more children to succeed by the start of school. Due to a number of factors including socioeconomic status, health, and vulnerability scores on the Early Development Instrument (EDI), the Coquitlam River neighbourhood was selected as a pilot site for the UWAOC initiative.

UWAOC is a place-based and responsive initiative, built on implementing projects, strategies, and activities based on research into early childhood development and wisdom gathered from the local community. Research proves that without additional support and care, children who demonstrate these vulnerabilities are more likely to experience future challenges in school and society.

Since the inception of this UWAOC project in 2013, there were numerous accomplishments and achievements made throughout the different phases of the project. Some of these activities

include networking tables, park-clean ups, #HiNeighbour Campagin. The UWAOC Coquitlam River Advisory Committee engaged the Social Planning and Research Council of British Columbia (SPARC BC) and the Human Early Learning Partnership (HELP) to evaluate their progress towards achieving the outcomes outlined in the Improving Child Well-Being Theory of Change (ToC). The Evaluation Team evaluated foundational community capacity, the preconditions and medium-term outcomes with a focus on the following theme areas: (1) Physical and Natural Environments; (2) Institutional Environment; and (3) Social Connectedness. Some of the results are displayed below.

We would like to thank the dedication and passion in our network of partner organizations within the Tri-Cities who over the last three years have been committed to the shared goal of creating a neighbourhood in which children and families will thrive. We also would like to extend our gratitude to the courageous support of our funder, United Way of the Lower Mainland, who continues to pave the path for social innovation and responsive services within the Tri-Cities.

Precondition #11: Moderately strong achievement has been made towards ensuring community leaders were engaged and involved.



Strong achievement has been made towards improving the community supports and services so that the needs of children and families are met.



Moderately strong achievement has been made towards improving access to safe and clean spaces for children and families.



Tri-Cities Child Care Needs Assessment

In May 2016 Westcoast Family Centres Society convened a Child Care Panel in an effort to better understand the child care needs of the Tri-Cities community. This project was a key part of the Coquitlam River United Way Avenues of Change initiative. This process identified the difficulty families' face in finding affordable, high quality childcare in their neighbourhood. In September 2016, we contracted Jane Beach and Associates in collaboration with Barry Forer from the Human Early Learning Partnership (HELP) at UBC to conduct a needs assessment. The primary purpose of the child care survey was to collect basic demographic information about the households in the Tri-Cities with children 0-8 years old, and detailed information on respondents' child care use, needs, and preferences. There were 988 valid respondents, representing 1,550 children aged from 0 to 8 years old in the Tri-Cities community.

Respondents provided their views and opinions of their child care arrangements: **46.7%** Parental Care, **39.6%** Licensed Care and **13.7%** other Child Care Arrangements. The results of the report provided a brief understanding of the child care needs of the community. Attention to quality was identified as an important attribute towards the expansion of licensed child care alongside cost, enrollment process, and hours of operation. The report also identified a distinct need for respondents who have been in Canada for less than 10 years. It was clear from the report the need for more dialogue and collective willingness of planners and key stakeholders is required to address the lack of accessible and affordable child care within the Tri-Cities. This report is an instrument towards dialogue of the future of child development needs in the Tri-Cities community.



Foundational community capacity #1: Moderately strong achievement has been made towards strong assessment and planning.



Precondition #1: Moderately strong achievement has been made towards ensuring playgrounds are accessible and safe.



Foundational community capacity #2: Moderate achievement has been made towards collaborate synergy.



Precondition #5: Moderately strong achievement has been made towards ensuring sufficient services are available to address the needs of children and families.








“UWAOC was very impactful for our organization. It broadened our reach to the community, provided us an avenue of dialogue and interaction with partners, community members, and gave us the capability to promote social services from a different lens.”



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 Deborah Fowler | Helen Rex | Lori Bennett
-  25 Nancy Ross
-  10 Huong Thi Lee
-  30 Diane Montgomery
-  20 Anna Johnson | Wendy Fitzjohn

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Vice President

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Treasurer

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Director of Development and Communications

Zameena Dadani

Director of Information Technology

Aleta Bombase

Director of Human Resources

Kam Gillis

Controller

Johnny Zheng



Agency Financials 2017-2018

(Year Ended March 31st 2018)

REVENUES	2018	2017
Ministry of Child and Family Development Government Grants	5,365,882	4,375,529
Other program revenue, rental, and donations	780,890	867,434
Interest and other income	15,017	11,061
Share of income (loss) of Child, Youth and Family Innovation Centre Co-operative	(16,963)	(3)
Fee for Service Revenue	109,699	56,898
Total	6,254,525	5,310,919

EXPENDITURE	2018	2017
Amortization	34,039	27,277
Automobile and Travel	98,749	83,718
Computer expenses	113,709	57,626
Consulting fees	51,461	61,482
Education and Recreation	7,689	5,152
Equipment & Technology services	204,751	156,143
Food and Kitchen	39,726	26,768
Insurance	37,456	37,456
Interest and Bank charges	4,720	3,780
Membership fees	11,679	10,056
Office and general	63,621	34,573
Professional fees	24,567	21,865
Program supplies and services	70,068	49,197
Rent and occupancy	384,234	380,488
Repairs and Maintenance	67,396	51,258
Salaries and Benefits	4,932,120	4,186,019
Sub-contract services	33,532	76,752
Training, recruitment and Accreditation	90,122	44,548
Total	6,264,623	5,314,158
EXCESS OF REVENUE OVER EXPENDITURES	(10,098)	(3,239)

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.gov.bc.ca/mcf/



Indigenous and Northern Affairs Canada
www.aandc-aandc.gc.ca



United Way Lower Mainland
www.uwlm.ca



Kids-Up Front
www.kidsupfront.com



BCAA
www.bcaa.com



NorthShore Optimist Club
www.facebook.com/NorthShoreOptimists



Canadian Tire Jumpstart
www.jumpstart.canadiantire.com



Pacific National Exhibition
www.pne.ca



City of North Vancouver
www.cnv.org



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



Diabetes Canada
www.diabetes.ca



Public Health Agency of Canada
www.phac-aspc.gc.ca



District of North Vancouver
www.dnv.org



The Province
www.theprovince.com



First Books
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Travel Underwriters
www.tugo.com



Envision Financial
www.envisionfinancial.ca



VanCity
www.vancity.com



Fraser Health
www.fraserhealth.ca



Vancouver Coastal Health
www.vch.ca



"Real life strategies to walk away with and use in daily life. I'm leaving with small, achievable goals and nothing felt overwhelming or daunting"

"I really enjoyed all the materials that were taught. As a new parent, its great to get insights, guidance on parenting. Thank you so much!"

"Really enjoyed working with (My counsellor). She was very patient and helpful with our situation. We have taken a lot from this experience and are excited to move forward with what we have learned."

"Our counsellor had demonstrated a vast knowledge and understanding of child development and relationship stability. I believe that her coming into our lives has made a tremendous difference and strengthened our longevity as a couple."

Notes

**“Thank you for everything.
I’m a new improved person
because of this program.”**



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