



Report to Community  
2024-2025











*When I joined Westcoast, I liked the experience of meeting [the CEO] and I appreciated how the staff wanted to work together to promote the Mission statement of respecting each other and the community we work with. I still feel the same.*

- Bruce M., Staff Member

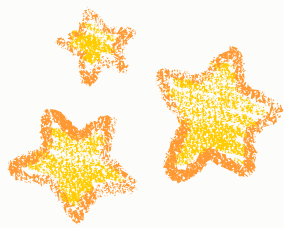


# OUR MISSION

To strengthen relationships between children and families and between families and their communities.

# OUR VISION

All families reach their full potential.



# OUR VALUES

## Dignity

We meet families, youth, children and other professionals where they're at, and we treat all people with respect, compassion, and with open hearts.

## Collaboration

We work with colleagues, families, community members, and peers to ensure the people we serve have every opportunity to reach their full potential.

## Inclusivity

We believe that communities are stronger when everyone is welcome. We actively listen, we celebrate others' successes, and hold one another accountable.

## Curiosity

We are progressive, flexible, and committed to continuous learning. In crises, we act swiftly to remove barriers and find solutions.

# WITH GRATITUDE

Westcoast Family Centres is privileged to offer person-centered services on the shared, asserted, and unceded territory of the Coast Salish Peoples including kʷikʷəłəm (Kwkwetlem) First Nation, qícəy (Katzie) First Nation, Kwantlen (qʷɑ:ńłən ) First Nation, as well as the territories of the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and səłilwətaʔ (Tsleil-Waututh) Nations.

Our agency stands in solidarity with all Indigenous Nations to repatriate their children back to their home communities and nations.



## DEAR SUPPORTERS

After 41 years of service, reflection, and growth, it would be easy to settle into a rhythm, to simply maintain the status quo. But that has never been the way of Westcoast Family Centres. We are an organization that evolves—steadily, thoughtfully, and boldly—because we are rooted in something greater than policy or practice. We are rooted in purpose.

Over the past year, we've lived that purpose every single day—through uncertainty, rising community need, and systemic challenges. While the past year has brought its share of difficulties, we have come through it stronger, more unified, and more certain than ever of the importance of the work we do.

Rising costs of living, housing insecurity, and the growing mental health and substance use issues continue to strain families and service systems across the province. And yet, despite these pressures, our staff, volunteers, and community partners have shown immense resilience and resolve.

Through this, we have continued to provide essential services to families who are navigating complex and often painful realities.

In addition to delivering direct services, we continue to find ways to connect with the broader community and provide opportunities for local businesses, families, and other donors to change people's lives directly. For example, our Holiday hampers program broke records this past season. As a community, we supported more families than ever before, providing 151 hampers to over 500 individuals. This was only possible because of the generosity of 66 donors and the hard work of our team.

This past reporting period, we continued to reflect, learn, and adapt internally. Most notably, we continued to prioritize our reconciliation and decolonization work. We recognize that meaningful change takes time, honesty, and humility. Through Learning & Sharing Circles, we are fostering awareness, empathy, and action.

We are building a culture that values relationship over hierarchy, curiosity over assumption, and listening over speaking. We do this work so we can do our best to ensure Indigenous children, youth, and families feel safe and respected when they walk through our doors.



We continue to be motivated by our 2024-2026 Strategic Priorities, which guided all of the work we do.

**Leadership and Partnerships:** We continue to expand our reach in the community by working with new funders, partners, and peers. We continue to invest in nurturing future leaders by fostering a robust workplace culture and providing readily available staff resources.

**Diversity and Inclusivity:** As an employer and service provider, we're dedicated to continuous diversity, equity, and inclusivity training, and we're moving towards an organization-wide decolonization effort.

**Financial Sustainability:** We remain vigilant custodians of our finances, ensuring long-term fiscal health and robust organizational financial systems.

**Strategic Growth:** Acknowledging the ongoing uncertainty affecting many, we've adapted to the evolving needs of our communities. Our flexibility has enabled us to expand our programs, supporting as many individuals as possible.

**Quality and Care:** As a COA-accredited agency, we persist in our pursuit of the highest standard of care by emphasizing staff training and education, routinely assessing our programs, and upholding respect and kindness as fundamental values of our service.

As we embark on another year, together, we look ahead with optimism and gratitude that we get to take part in this important work.

With warm regards,

*Ann Kutcher +  
Shannon Svingen-Jones*

Ann Kutcher, CEO  
Shannon Svingen-Jones, Board President



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## ABOUT US

### Westcoast Family Centres Society

Established in 1984, the Westcoast Family Centres Society (WFC) has been dedicated to offering support services that are focused on the strengths and needs of marginalized and vulnerable youth, children and families, with the aim of helping them achieve their utmost potential.

Our organization delivers a range of programs across four communities in the lower mainland, all designed to fortify family bonds and enhance community well-being.

We are renowned for our Family Preservation & Reunification Programs, our Family Development Programs, Child Care Resource & Referral, as well as numerous other programs which cater to families in vulnerable situations. These families are typically referred to us by government ministries and may be grappling with issues such as substance abuse, mental health concerns, trauma, housing instability, gender identity challenges, or experiences of violence, neglect, and abuse.

Our team engages in a cooperative approach with each family, offering support and collaborating to set objectives and plan activities that aim to mitigate risks and bolster family resilience.

# FAMILY SERVICES (BY REFERRAL)

## Family Services by the Numbers

The following are totals across all family services programs and locations.

891

families worked  
with us

36K

hours spent trying  
to keep families  
together

450

families no  
longer needed  
our help

## Family Preservation & Reunification Program

Our Family Preservation team works individually with families to deliver a range of services, usually in the family's own home and community. We help families address child protection needs, access concrete needs (e.g. food, shelter) as well as parent training, providing therapeutic interventions, supervised access, and linking them to formal and informal supports in the community. Families are referred by the Ministry of Children and Family Development (MCFD) in Vancouver, North Vancouver, Tri-Cities, and Ridge Meadows.

*"[Our worker] really helped us realign our perspective to feel like we could regain some sense of order."*

## Supervised Visitation & Access

Our experienced Supervised Access workers can help children and their non-resident parents and caregivers maintain a connection through contact visits. They can provide coaching, modeling, and education for parents as well as ensuring parameters are in place to keep children physically and emotionally safe. The ultimate goal is for families to work on their goals as a reunited and thriving family. In 2024-25, we provided support to 131 children and 206 adults.

## Home Support

We provide short-term wraparound services offering skill-based training around home management and basic parenting skills. This is offered to families whose home environment poses a risk to the children.



# FAMILY SERVICES (BY REFERRAL)

## Crisis Response Program

Our crisis response program is a time-sensitive and short-term service with the primary goal to prevent child(ren) from entering Ministry care. Our trained staff work with families to address the pressing risk factors in the family and within the home environment over a 2-week period.

## Group-Based Parent Training

We offer a wide range of educational and therapeutic groups for parents. Parent education groups focus on helping parents facing challenges gain the skills and strategies they need to reach their full potential.

## Co-Parenting Support

Formally known as FLA, our Co-Parenting Support program helps families navigate separations and divorce. This service is referral-only and is also completely voluntary. The family will uncover several topics, including the impact of separation on children and how to support them, communication skills, co-parent plans, and have access to a mediator and family lawyer information sessions.

## Clinical Counselling & Play Therapy

Our clinical counsellors, including Master's level interns, provide specialized therapeutic services to family members experiencing trauma due to the impact of the family's circumstances. This is by referral only. Adults can access up to 10 sessions and children can access up to 20 sessions. During this reporting period, we supported 94 children and 45 adults with counselling.

## Indigenous Family Preservation

When working with Indigenous families, we aim to increase safety and permanency for Indigenous children. For children who have been placed out of the home, we aim to reunite them with their families and/or communities.

For example, in 2024, we coordinated with our partners to support a single father of 10 children move out of homelessness and find a safe and comfortable home, including financial aid to help with upfront costs.



# EARLY YEARS SERVICES

## Early Years

Operated out of our Tri-Cities location, we provide a range of child-centered, community-based services for children 0-6 years old and their families. This program is free and aims to reduce as many barriers as possible.



**79%**

early years' survey respondents said the services greatly supported their families well-being

## Healthy Babies

Funded by the Public Health Agency of Canada, we support pregnant moms and moms with babies under six months who are facing barriers such as limited financial resources, isolation, and mental health challenges.

## Young Parents Program

We provide young parents up to the age of 26, with a child or children under six years of age, an opportunity to enhance their parenting skills in a supportive environment. We focus on the early years of child development because of how crucial they are for long-term success. In 2024-25, we supported 31 young parents and their families.

## Child and Youth Support Needs: Life Skills Development

In collaboration with Community Ventures Society, we provide one-to-one support for children and youth with special needs referred by MCFD aged 6-18 in the Tri-Cities area. Our goal is improve on life and social skills, as well as connect children and youth with community support and resources. Last year, 33 youth cooked, played sports and board games, and attended social events in the program - it was a lot of fun too!



# WORKSHOPS & GROUPS

## Building Community

We offered 88 engaging workshops and groups in 2024-25, both virtual and in-person, that provide resources for parents and families in the Lower Mainland. Our programs range from parent education to parent support groups to activity programs for children. Our evidence-based programs and workshops are focused on strengthening your connection with your child and family, and foster connections with other families in your community.

Our Child Care Resource Centre also offers several workshops, webinars, and events for Early Childhood Educators each month.



*"This group session showed me that we're not alone. It was great connecting with other parents going through similar journeys, and to connect with professionals. I haven't yet had the opportunity to connect with others in this way."*



### Join a Workshop or Group Today!

Learn more about our upcoming virtual and in-person workshops and groups and sign up online by using the QR code. We'd love to see you there!



# WESTCOAST WELLNESS CENTRE

## A New Program, Open for Everyone

We recently launched a new program open to the public called Westcoast Wellness Centre. Previously known as Family T.I.E.S., the Westcoast Wellness Centre provides clinical counselling services to anyone in the community. Our long history of empowering families is what makes us so unique.

We have a specific focus and expertise in the following areas, and more:

- \* Individual Therapy
- \* Play Therapy
- \* Parent Coaching
- \* Couples Therapy
- \* Cognitive Behavioural Therapy

Our new program intends to support families, couples, children, and adult navigate their lives and reach their full potential. We also offer virtual appointments, so folks in rural BC are welcome to access our clinicians too.

Currently, we offer the lowest pricing possible and we're working hard behind the scenes to bring sliding-scale financing in the upcoming year.



*The Westcoast Wellness Centre has been a dream in the making for a long, long time. Our counsellors are so caring and I'm thrilled to offer their expertise to those across BC.*

- Gabriela Gutierrez, Director of Programs & Clinical Services



## Extra Support for Little Ones

Funded by United Way, our pilot NEST program was launched in August 2024 with the aim of supporting children aged 0-6 prepare for Kindergarten and beyond. Our specialized staff supported multiple children 1-1, we hosted 'School Read' and 'Mini Olympics' groups, and supported families with goal setting, activities, resources and other forms of support.

Last year, we worked directly with 4 families and spent 1-1 time with 4 children. We worked on the following tasks together:



practicing fine motor skills with pens, scissors, and utensils



working on receptive and expressive speech



learning about healthy + nutritious food options



# WESTCOAST CHILD CARE RESOURCE CENTRE

## Child Care Referral and Resources

Westcoast Child Care Referral Centre connects families with child care options by providing tailored referrals to child care providers and community resources. This includes offering high-quality resources, lending libraries, workshops, and drop-in programs to equip families and child care providers with essential tools for child development.

## Training & Professional Development

WCCRC also offers ongoing training sessions, networking opportunities, and consultations to child care providers. These services aim to enhance providers' skills and ensure the delivery of quality, inclusive care. We also remain committed to supporting Indigenous educators across the province by ensuring access to the BC ECE Professional Development Bursary and offering culturally relevant training tailored to the needs of Indigenous families and communities. We were happy to provide 4,035 people across 77 communities professional development that was either free or low cost in the form of a bursary.

2,436

people attended  
learning events

101

courses &  
workshops were  
hosted

723

total hours of  
learning



*This year, our CCRC program thrived, bringing a deep sense of accomplishment to all involved. Our amazing staff, supportive partners, and the many early years professionals in our communities continue to put their hearts into their work with children and their families. Together, we've made a remarkable impact.*

- Nora Mejia, Manager of Programs & Services



## Westcoast Early Learning Library (WELL)

The Early Childhood Educator (ECE) curriculum library houses British Columbia's most comprehensive, publicly accessible collection of materials related to early childhood education and care. Our collection has thousands of quality, purposely curated resources for early learning and play, and includes a broad range of materials that support anti-bias education and recognize the human and cultural diversity around us.

The WELL is open to Early Childhood Educators, ECE students, caregivers, families who live, work or study in Vancouver.

4,411

members of the  
library

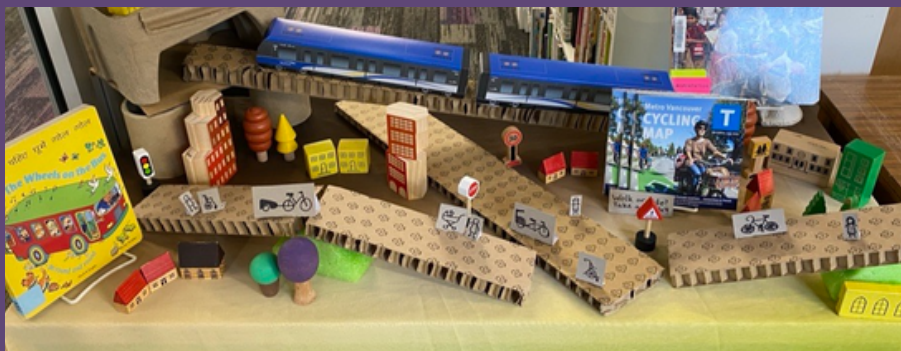
26,765

items borrowed

645

new items were  
added this year

### *WELL Teams Up with TransLink & Vancouver Coastal Health*



When the Westcoast Early Learning library team collaborated with TransLink and Vancouver Coastal Health to create a transportation-themed display using recycled materials, it sparked more than just local interest—it ignited regional enthusiasm.

The display was so well-received that it's now serving as a template for other resource centres in the region.





## OUR IMPACT

### A letter from our Programs & Services Team

For the programs team, this has been a year of change. We extend our deepest appreciation to the exceptional programs staff, whose flexibility, passion, commitment, and dedication ensure that we continue to serve families in multiple ways. We are also grateful to our many community partners who enable us to provide a comprehensive, holistic, child, youth, and family-centred way of responding, to help promote growth, independence, and stability for families.

Staff and families alike have been impacted by the financial crisis, facing uncertainty in the ever-changing political climate that we live in. The stressful and unpredictable nature of these events and the rising demands of professional and personal life have made work-life balance difficult to achieve for many. For example, the reduced funding for many community initiatives has meant that staff increasingly need to broaden and develop their knowledge base in several areas, which previously would not have fallen under Family Preservation. As an agency, we are committed to increasing training opportunities for staff and feedback opportunities for families, which will help strengthen relationships, understand family needs, and ensure we continue to provide evidence-based practice.

In spite of the above challenges, this was a successful year for us and we thank you for your continued support.



**Jill Summerwill**  
Manager, Programs &  
Services (Vancouver  
Coastal)



**Ali Bonesky**  
Team Lead,  
Supervised Access



**Michelle Picard**  
Team Lead,  
Programs & Services  
(Ridge Meadows)



**Khristelle Hizon**  
Team Lead,  
Programs & Services  
(Tri-Cities)

# CELEBRATING 40 YEARS

## We Celebrated 40 Years in Style and in Solidarity

In 2024, Westcoast Family Centres celebrated its 40th Anniversary as an agency. This event brought together staff and collaborators to commemorate the past 40 years of accomplishments, set the stage for future initiatives, and honour staff who have gone above and beyond for the organization.

To host and uplift the event, Westcoast brought Jaylene Tyme to the stage who gave us an incredible and memorable performance, as well as an afternoon filled with laughter, tears, and so much joy.

Jaylene is a Métis, two-spirited drag queen who is a survivor of the Sixties Scoop. She recently participated in Season 5 of Canada's Drag Race, where she was awarded Miss Congeniality! Thank you, Jaylene, for entertaining and educating us too.



# BUILDING COMMUNITY

## WFC Represented at CSSEA

Our Indigenous Education Consultant, Aaron Rivard, was recognized for his contributions to the community last year when he received the BC Community Social Services Awards of Excellence's Hero Award.

"A hero I am not," Aaron shared in his thank-you speech. "I am just a person who, exactly fifty years ago, was a six-year-old boy who came home from school one day and told his mom that he wanted to grow up and help children just like him."

Congratulations, Aaron!



*It is extremely evident that [my family worker] truly cared and not only has the child's best interest in mind, but the family as a whole.*

## Keeping Families Strong

This year, thanks to the incredible generosity of a dedicated donor, we proudly launched the Single Mother's Fund—a new initiative under our Building Blocks for Better Lives program. This fund enables us to provide direct support to single mothers facing challenging circumstances, helping them access essential resources, stability, and hope for a brighter future. Through this initiative, we continue to build stronger families and more resilient communities, one block at a time.

We are deeply grateful for the opportunity to walk alongside these resilient women and their families, and we look forward to growing this fund to reach even more lives in the years to come.



# WE LOVE OUR COMMUNITY

## Tugo Creates Holiday Magic for 60 Families

This year, we were honoured to be part of TuGo's 60th anniversary celebration with our holiday hamper initiative. In a remarkable show of generosity, TuGo and its employees came together to support 60 families in our programs, one for each year of their service. From donations to assembling and wrapping hampers, their team poured care and thoughtfulness into every package. The result was a meaningful and memorable holiday season for families facing challenging times. We are deeply grateful for TuGo's continued partnership and their unwavering commitment to making a difference in our community.

*"Thank you, Tugo, for making the holidays brighter for 60 families. This is a powerful reminder of the difference organizations in our community can make for families"*

Ann Kutcher, CEO



## You Helped Kids Play

Thank you to our generous donors for helping kids thrive through play. Your support of our Help Kids Play program ensures children in our communities have access to the joy, connection, and healing that come from recreational activities. Your generous contributions have made children feel the joy of recreational activities they may otherwise not be able to enjoy, whether attending swim camps with Pedalheads, visiting the Vancouver Art Gallery, or letting loose at the PNE.



## WHAT IT TAKES

### Performance & Quality Assurance

Our Performance & Quality Assurance (PQI) committee is a critical branch of our organization that measures our agency's performance throughout the year and recommends ongoing improvements. This attention to detail, accuracy, and efficiency has ensured Westcoast Family Centres is a five-time accredited agency by the Council of Accreditation (COA).

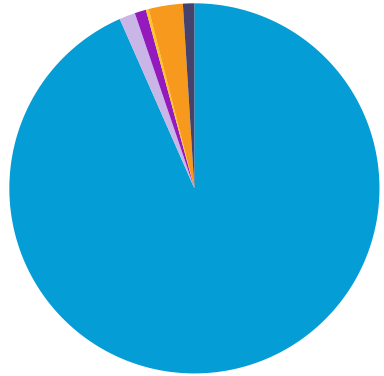
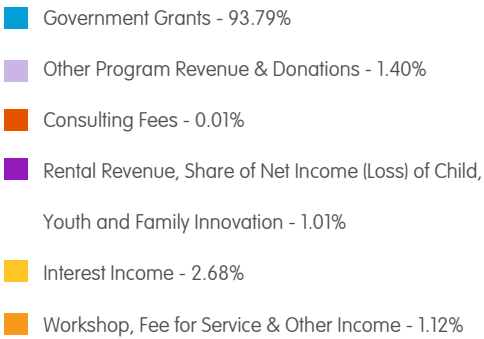
This year, the committee has highlighted several areas that warrant recognition.

The committee has reported several wins, including exceptional feedback for staff and group facilitators on client surveys, and there were zero grievances this reporting year from either staff or clients. All Occupational Safety and Health site inspections were conducted consistently throughout the year, and we saw scores of 100% compliance.

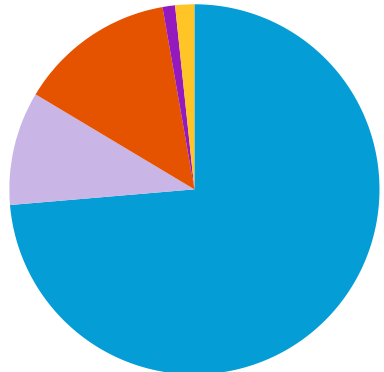
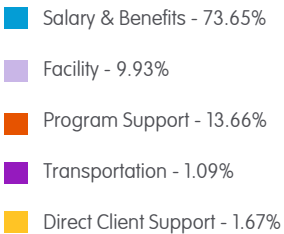
Additionally, the committee developed several new tools, including a training video to assist new staff in reviewing files accurately, a user-friendly quarterly report template was developed to better illustrate our data, and a new facilitator procedure was developed to address the historically low number of participant feedback surveys collected.



## Revenue



## Expenses



# OUR TEAM

## Board of Directors



**Shannon Svingen-Jones**  
President



**John Clark**  
Vice President



**Major Brar**  
Secretary



**Mikaela Taylor**  
Treasurer



**Gerri Anderson**  
Director



**Joanna Clark**  
Director



**Gyda Chud**  
Director



**Trish Wallace**  
Director



**Karen Norman**  
Director

## Executive Team



**Ann Kutcher**  
CEO



**Crystal Janes**  
Senior Director, WFC  
and Director, CCRC



**Gabriela Gutierrez**  
Director, Programs  
and Clinical Services



**Johnny Zheng**  
Director, Finance



**Simon Weeks**  
Director,  
Human Resources



**Kala Servansingh**  
Director, Advancement







## OUR PARTNERS

Our programs and services would not be possible without the generous support of our committed funders, donors and partners. Each day, your generous support strengthens families and communities – thank you! In alphabetical order we'd like to thank:

- Aboriginal Friendship Centre
- Aboriginal Mother's Centre
- Aboriginal Service Initiative (ASI)
- Audit & Investigation Department at Legal Aid BC
- Baby Go Round
- BC Aboriginal Child Care Society (BCACCS)
- BC Gaming
- BC General Employee's Union (BCGEU)
- BC Housing
- Canonaco/Romas
- City Reach
- City of Vancouver
- Child Youth & Family Innovation Cooperative (The Link)
- Clark Wilson
- Community Social Services Employers Association of BC (CSSEA)
- Community Ventures Society
- DAS UBC Lab
- Early Childhood Educators of BC (ECEBC)
- Family Services of Great Vancouver (FSGV)
- Family Services of Northshore (FSNS)
- Fraser Health
- GeoComply Solutions (Legal Team)
- Government of Canada
- Greater Vancouver Food Bank
- Hollyburn Family Services
- Kids Up Front
- Mileu
- Ministry of Children & Family Development (MCFD)
- Ministry of Education and Child Care (MECC)
- MOSAIC
- Mr Wolf VFX
- NS Community Service
- One Warm Coat
- Pacific Community Resources Society
- Pacific National Exhibition
- Pedalheads
- Place Maillardville
- PosAbilities
- Province of BC
- Public Health
- Public Health Agency of Canada (PHAC)
- QUEST
- Royal Bank of Canada
- Royal West Equipment
- Scott Park & Co Inc.
- Sequeira Partners
- SHARE Society
- Sheway
- Step by Step Child Development Society
- St. George's Ladies Philoptochos
- SUCCESS
- The Province
- Tri-Cities Chamber of Commerce
- Tri-Cities Services Community Co-Op
- Tri-Cities Family Place
- Tugo
- United Way
- Urban Native Youth Society (UNYA)
- Vancity
- Vancouver Art Gallery
- Vancouver Aboriginal Child and Family Services Society (VACFSS)
- Vancouver Aboriginal Health Society
- Vancouver Board of Trade
- Vancouver Coastal Health
- Vancouver School Board
- Venture for Canada
- YMCA

# ANNUAL AWARDS 2024

Westcoast Family Centres, as well as our CEO, celebrated 40 years of service in 2024, and many staff also reached significant milestones this year. Thank you to you all for your long-time service: you truly make a difference in the community.

## 5 Years

Jaspret Birdi  
Shawna Comey  
Carmella Van Drunen  
Kimberly Germann  
Natasia Guzina  
Kayla Heska  
Shanna Hickey  
Ying Ming (Catherine) Ho  
Marlena Holynski  
Siranoush Moradmand

## 15 Years

Jessica O'Briain

## 20 Years

Sheela Dodd  
Bruce MacLeod  
Colleen Neely  
Sue Tan  
Wayne Wong

## 40 Years

Ann Kutcher



## AWARDS OF EXCELLENCE 2024

Every year, Westcoasters nominate their peers for our internal awards program that recognizes employees' big hearts, commitment to making a difference, and leadership skills. Congratulations to all!



**Biggest Heart Award**  
HUONG LE



**North Star Award**  
MARCIE KIM



**Legacy Award**  
JILL SUMMERWILL



**Natural Leader Award**  
ALI BONESKY



**Social Impact Award**  
KIM GERMANN

# ANNUAL AWARDS 2025

As we enter into the next forty years, we continue to celebrate our dedicated team members for the exceptional effort and passion they bring to our organization. Congratulations to all for these exciting milestones, as well as those who were recognized among your peers.



## 5 Years

Kristy Ambrose  
Kevin Doan  
Diana Kao  
Aaron Rivard  
Sandra Rivera  
Solomon Su  
Jill Summerwill

## 10 Years

Jamica Ho  
Delaine Dunbar

## 20 Years

Morena Mejia

## 25 Years

Annette Matthew

Join our exceptional team, learn more at  
[westcoastfamily.org/careers](https://westcoastfamily.org/careers)

## AWARDS OF EXCELLENCE 2025

Every year, Westcoasters nominate their peers for our internal awards program that recognizes employees' big hearts, commitment to making a difference, and leadership skills. Congratulations to all!



**Biggest Heart Award**  
NOVEM FUNG



**North Star Award**  
LYNN MAROIS



**Legacy Award**  
ANNA JOHNSON



**Natural Leader Award**  
KHRISTELLE HIZON



**Social Impact Award**  
KRISTY AMBROSE

# Strengthening Communities Since 1984

## Our Locations

### **Vancouver – The Link**

2780 E Broadway  
Vancouver BC V5M 1Y8  
T 604.254.5457  
F 604.254.6169

### **Tri-Cities**

2062 Manning Avenue  
Port Coquitlam BC V3B 1L6  
T 604.944.2500  
F 604.944.2507

### **North Shore**

203-1111 Lonsdale Ave  
North Vancouver BC V7M 2H4  
T 604.985.2202  
F 604.985.3742

### **Ridge Meadows**

22323 119th Avenue  
Maple Ridge BC V2X 2Z2  
T 604.466.7328  
F 604.466.7465

**Facebook:**

@WestcoastFamilyCentres

**Instagram:**

@WestcoastFamCtr

**LinkedIn:**

Westcoast Family Centres Society  
[linkedin.com/company/westcoast-family-centres](https://www.linkedin.com/company/westcoast-family-centres)



Learn more on our website:  
[www.westcoastfamily.org](http://www.westcoastfamily.org)