

Report to Community
2025-2026









For over 13 years, I have been proud to work with the training team of the Child Care Resource Centre Program. Throughout many challenges — including advances in technology, the pandemic, political and funding changes, and our amalgamation with Westcoast Family Centres — our commitment has remained the same: to promote and support excellence in early care and learning. I am grateful to be part of a team that values learning. “Be curious and be kind” are the mottos that guide my work every day.

-Rosa Ng, Staff Member

I’m grateful to have a role where I can support families and make a meaningful difference in their lives. It’s an honour to be part of an organization that cares deeply about the community. I also feel fortunate to work with supportive colleagues in a positive and caring environment.

-Angel Li, 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

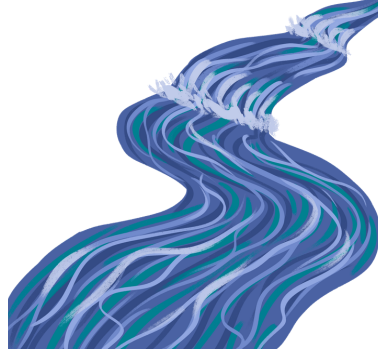
We are progressive, flexible, and committed to continuous learning. In crises, we act swiftly to remove barriers and find solutions.

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 42 years of service, reflection, and growth, it would be easy to settle into familiar patterns. But that has never been the way of Westcoast Family Centres. We continue to evolve—steadily, thoughtfully, and boldly—because the work we do is grounded not just in best practice, but in purpose.

This past year has been a powerful reminder of why that purpose matters. Families across our communities continue to face rising costs of living, housing instability, and complex mental health and substance-use challenges. These pressures have stretched service systems in profound ways. And yet, through it all, our staff, volunteers, and community partners have remained unwavering in their commitment to strengthening families and centring their voices.

Every day, we meet people where they are—with compassion, respect, and a belief in their strengths. Whether supporting parents through moments of crisis, helping children reconnect with culture and identity, or providing a safe place for youth to be heard, our work has continued with dedication and heart.

Community generosity continues to play a vital role in this impact. Our Holiday Hampers, Help Kids Play and Building Blocks programs have once again surpassed previous records, supporting more families than ever thanks to the kindness of local donors, businesses, and community groups. Together, we created moments of connection, stability, and hope for hundreds of individuals. These acts remind us that meaningful change is truly a shared effort.

Internally, this past year deepened our commitment to learning, reflection, and reconciliation. Our reconciliation and decolonization work remains central to who we are and who we are striving to become. Through Learning & Sharing Circles and ongoing staff development, we continue to foster a culture grounded in humility, curiosity, and relationship. We remain committed to ensuring Indigenous children, youth, and families experience safety, dignity, and belonging every time they interact with our organization.

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

Leadership and Partnerships: This year, we strengthened our presence across the community by building new relationships with funders, partners, and peer organizations. These collaborations deepen our impact and broaden our reach. We also continued to invest in developing future leaders by nurturing a healthy workplace culture and providing accessible, meaningful resources for staff.

Diversity and Inclusivity: As an employer and service provider, we reaffirmed our commitment to advancing diversity, equity, and inclusion. We expanded organization-wide learning opportunities and continued moving forward in our decolonization efforts—work that is ongoing, necessary, and foundational to how we serve families.

Financial Sustainability: Amid ongoing social and economic pressures, we remained careful stewards of our finances. Strengthening long-term sustainability practices and fortifying internal financial systems has positioned us to remain stable, resilient, and responsive to community needs.

Strategic Growth: Community needs continue to shift, and so have we. Our flexibility has enabled us to expand programming where it is most needed while ensuring services remain accessible, culturally informed, and family-centered. This growth allows us to support even more individuals during times of uncertainty.

Quality and Care: As a COA-accredited agency, we continue to uphold the highest standards of care. This includes ongoing training and professional development, regular program evaluation, and an organizational commitment to ensuring kindness, respect, and dignity guide our work every day.

As we embark on another year, together, we look ahead with optimism and gratitude that we get to take part in this important work. Next year - we are excited to share our new strategic planning and priorities to ensure our organization keeps pushing forward and improving the lives of as many families as possible.

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.

1,800+

recipients
served

31,500+

hours spent
supporting
families

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.

"The supports and services made a positive difference in my family and the parent-teen relationship. I appreciated the in-home parenting sessions and family sessions."

Supervised Visitation & Access

Our experienced Supervised Access workers can help children and their non-resident parents and caregivers maintain a connection through contact visits. The ultimate goal is to provide a safe, structured, and supportive environment where children can maintain and strengthen their relationship with their parents while ensuring their well-being and emotional security are prioritized.

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. We work with co-parents individually to uncover 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 law 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

Westcoast Family Centres aims to build connection and community with Indigenous Peoples and Nations by running groups and workshops specific to Indigenous families, such as building resilience, self care, accessing services, and caring for Indigenous children.



EARLY YEARS SERVICES

Early Years

Operated out of our Tri-Cities and Ridge Meadows locations, 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. Some examples of our offerings are: Family Navigation, Parent Education, Family Resource Drop-In Programs and Parent Ambassador Services.

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 2025-26, we supported 40 young parents and their families.

Children and Youth with Support Needs Program

Provides one-to-one services to children and youth who require teaching and reinforcement of pro-social and life-skills, transition and crisis support, or assistance to connect with specialized services or community supports.

Children and Youth Support Needs Parenting and Family Support Program

New stream of service provided under the Child and Youth with Support Needs. This service provides direct one-to-one support to families with children and youth with support needs through goal-oriented home, site-based and community-based services. Supports include concrete needs, mental well-being, and social connections, as well as providing support to caregivers in building daily living routines.

79%

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

109

Healthy Babies participants

40

Young Parents program participants

11,000+

hours spent supporting families with young children

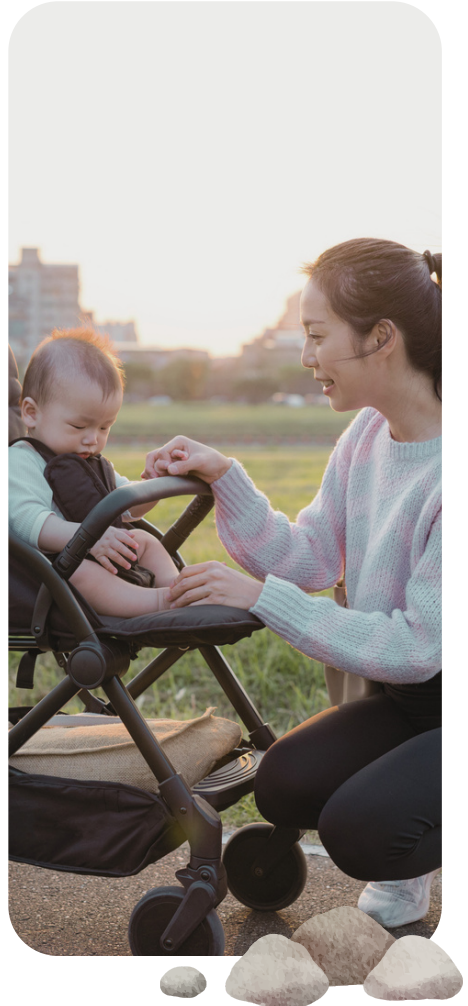
WORKSHOPS & GROUPS

Building Community

In addition to our individualized programs, we offered 108 engaging workshops and groups in 2025-26, 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.

"I learned how to interact with my child with more calmness and awareness, better understand their emotional needs, and use healthier parenting methods. This was very helpful for me."



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

Accessible Mental Health Support, Open for Everyone

The Westcoast Wellness Centre provides accessible, community-based clinical counselling for individuals and families. Grounded in a strengths-focused and trauma-informed approach, the Centre offers compassionate, professional support for those navigating life's challenges. With a commitment to enhancing emotional well-being and fostering resilience, the Westcoast Wellness Centre serves as a welcoming resource for anyone seeking pathways toward improved mental health.

Our fee-for-service support offers:

- ✿ Individual Therapy
- ✿ Play Therapy
- ✿ Parent Coaching
- ✿ Cognitive Behavioural Therapy

Our counselling services support individuals, couples, children, and families as they navigate life's challenges and work toward their fullest potential. To ensure accessibility across the province, we offer virtual appointments, making it easy for people in rural and remote BC communities to connect with our clinicians.

We also provide low-cost counselling through our internship program, ensuring high-quality, affordable support for those who need it.



"The Westcoast Wellness Centre represents everything we've hoped to offer our community. Our clinicians are exceptional, and it's an honour to make their expertise accessible to individuals and families throughout BC."

- Khristelle Hizon, Family Counsellor & Clinical Coordinator

Extra Support for Little Ones

Funded by United Way, our NEST program supports children aged 0–6 in building the foundational skills they need for Kindergarten and beyond. Our specialized staff work closely with families to set goals, create engaging activities, and connect them with meaningful resources and supports.

Last year, we worked with 10 children directly. We also facilitated a Kindergarten Readiness group and a support group for parents of children with a diagnosis, helping families feel more prepared, confident, and supported as their children grow.



Practicing fine motor skills with pens, scissors, and utensils



Working on receptive and expressive speech



Learning and practicing social, routine and independence skills



WESTCOAST CHILD CARE RESOURCE CENTRE

Child Care Referral and Resources

Westcoast Child Care Resource 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.

4,100+

people attended
learning events

139

courses &
workshops were
hosted

928

total hours of
learning



"Our teams show up for one another and our communities with care, flexibility, and generosity, supporting each others' workloads and stepping into their responsibilities with kindness and commitment. Their work makes a meaningful difference for children, families, and the educators who support children's development."

- 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.

2,709

members of the
library

28,818

items borrowed

1,900

new items were
added this year

WELL & The Vancouver Public Library



The WELL are developing a partnership with the Vancouver Public Library that has already begun with an introductory meeting with two of their librarians, setting a collaborative and welcoming tone. As the relationship grows, the WELL plan to support one another's efforts demonstrating an encouraging alignment between operational support and community access as this partnership continues to grow.



OUR IMPACT

A Letter From Our Programs & Services Team

This past year has been one of meaningful growth, resilience and tremendous strength. We extend our deepest appreciation to all of our programs staff, whose passion, commitment, and dedication ensure that we continue to meet families with challenging circumstances with reliability, and provide support they can count on through unprecedented times. None of the work that we do could be possible without our many community partners who enable us to provide a comprehensive, holistic, child, youth, and family-centred way of responding, helping us promote growth, independence, and stability for families.

This past year, all sorts of families have been impacted by our world's ever changing, political climate. Reducing barriers for families who are continuing to be impacted by the financial crisis and facing uncertainty is a challenge we hold most personally. The stressful and unpredictable nature of world events, such as conflicts and regional crises, the impacts of modern technology, and the rising demands of professional and personal lives has made work-life balance more difficult to achieve than ever. For example, there is a growing demand for mental health support while reduced funding for programs or community initiatives has directed staff to broaden and develop their knowledge base in several areas to best support our families and children. As an agency, we remain committed to increasing training and support opportunities for staff and feedback opportunities for families, helping strengthen relationships, understand family needs, and ensure we continue to provide evidence-based practice.

In spite of said challenges, Westcoast programs have achieved great success, 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)



Shannan Davies
Manager, Programs
& Services (North
Fraser)

An Afternoon of Recognition and Connection

Our 41st AGM held on June 24 at the Italian Cultural Centre, was a meaningful opportunity to bring together staff from all four of our locations alongside our Board of Directors. The event celebrated the dedication and impact of our team through milestone awards and peer-nominated awards, highlighting years of service, collaboration, and the everyday contributions that strengthen our organization.



We were also joined by Linh Huynh, who weaved her family's story, leaving Vietnam after the war, with her own incredible journey of becoming the first Canadian woman to compete in unique marathons around the world. Linh encouraged all of us to "Push your luck! Make the hard ask. Do the hard thing. Live your life to its fullest and don't let your own fear hold you back by self-rejecting."



BUILDING COMMUNITY

Indigenous Connection Family Dinners

Aaron Rivard, alongside WFC and Cedar Cottage staff, have brought together numerous families at our Indigenous Connection Family Dinners. Since March 2025, these gatherings have offered a welcoming space to enjoy a meal, connect, and share stories with other families.

Families take part in games and crafts, as well as drumming and singing traditional songs together. Celebrations, including honoring birthdays, sobriety milestones, and new job opportunities, deepen connection and create a powerful sense of belonging and community.

"My family and I look forward to the dinners every month and enjoy ourselves."

Help Kids Play

Our Communications & Development team has been running a Spring & Summer campaign called Help Kids Play to support WFC families whose children (Kindergarten – Grade 12) are looking to spend time outside, experiencing new and fun activities.

With the support of our community this past year, many low-income children receiving our services were able to join sports teams, attend classes/events, and buy new equipment for the first time, all thanks to local organizations that provided access to play-based activities through cash donations, vouchers or gift cards.

A big thank you to Pedalheads, The Vancouver Art Gallery, PNE, Royal Soccer Club and The Adventure Zone for their donations in 2025 that made a lasting and meaningful impact on the summers of many WFC families!



WE LOVE OUR COMMUNITY

Holiday Hampers - Our Most Successful Year Yet!

Our Holiday Hampers program has grown each year, and we are so excited to see what is in store for the future of this program.

This past season, we had 86 sponsors shop, wrap, and donate Holiday Hampers for 117 Westcoast Families, helping over 400+ children, parents and caregivers with items that supported their health, hygiene and overall well-being. Our donors include very generous individuals and families, as well as local teams and organizations that go above and beyond to make the holidays special and memorable.

Our donor list has continued to grow each year. This season couldn't have been possible without our loyal donors like Tugo, Clark Wilson, UBC's DAS Lab and so many more.



Something Special for the Holidays

During the holiday season, our "Something Special" initiative provided an extra layer of care to our families beyond the basic needs met through holiday hampers. Donations included toys, appliances, and gift cards. These thoughtful additions brought joy, comfort, and a sense of being truly seen.

85+
special items

\$3,000+
value



PERFORMANCE & QUALITY ASSURANCE



Improved feedback collection responses



Standardized logic model flow



Improved staff recognition



Increased frequency of team updates



Introduced virtual comment box



Improved CFI/FFI compliance



Improved PQI tracking



Improved client feedback data accuracy



Clearer committee role structures

The organization conducted a comprehensive review of program quality improvement (PQI) initiatives, highlighting measurable progress across key operational areas.

Performance Trends

Analysis of before-and-after data demonstrates notable improvements in feedback response rates, compliance with documentation standards, and timeliness of reporting. These gains reflect the effectiveness of enhanced tracking systems and structured processes.

Impact of Process Changes

Operational enhancements have led to improved data quality, stronger staff accountability, and more accurate client follow-up. These changes indicate a positive shift toward more consistent and reliable service delivery.

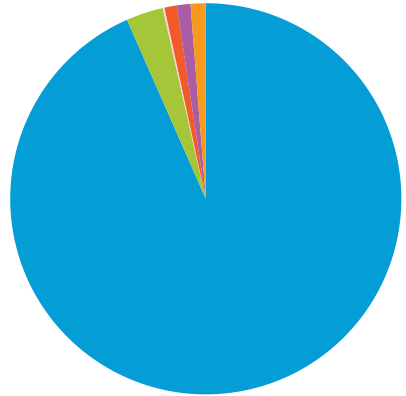
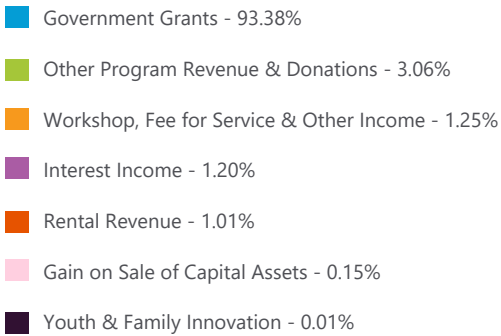
Forward-Looking Strategy

Future priorities include strengthening relationships in our community, innovating our people-centred programs, supporting our workforce, upholding truth and reconciliation, and elevating service excellence and public profile alongside it.

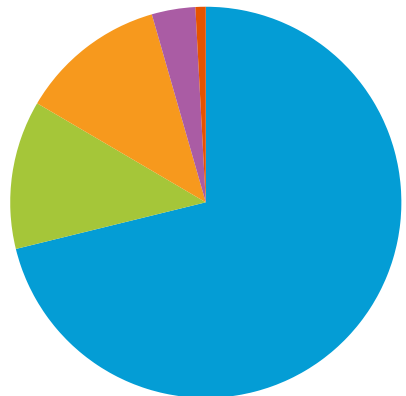
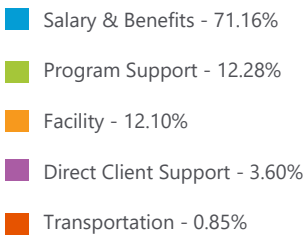
Summary of Improvement Areas

Nine priority quality improvement areas were addressed, focusing on feedback systems, compliance, logic models, staff engagement, and communication practices. Together, these efforts contributed to more streamlined operations and better-informed decision-making.

Revenue



Expenses



OUR TEAM

Board of Directors



Shannon Svingen-Jones
President



Major Brar
Vice President



Mikaela Taylor
Treasurer



Joanna Clark
Secretary



Gerri Anderson
Director



Gyda Chud
Director



Karen Norman
Director

Executive Team



Ann Kutcher
CEO



Crystal Janes
Senior Director of
Childcare Resources
and Referral



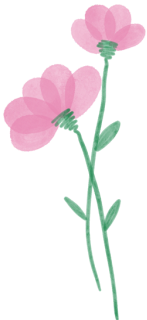
Gabriela Gutierrez
Director, Programs
and Clinical Services



Johnny Zheng
Director, Finance



Simon Weeks
Director,
Human Resources





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)
- Arca Climate
- Audit & Investigation Department at Legal Aid BC
- Baby Go Round
- BASA: The Bolton Academy of Spoken Arts
- BCAA Auto Service Centre
- BC Aboriginal Child Care Society (BCACCS)
- BC Gaming
- BC General Employee's Union (BCGEU)
- BC Housing
- Bunt & Associates Engineering
- 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
- Depression, Anxiety & Stress UBC Lab
- Early Childhood Educators of BC (ECEBC)
- Family Services of Great Vancouver (FSGV)
- Family Services of Northshore (FSNS)
- Fraser Health
- Government of Canada
- Greater Vancouver Food Bank
- Health Coach Alliance
- Hustle
- Hollyburn Family Services
- Janet Mindful Wellness
- Kids Up Front
- Mileu
- Ministry of Children & Family Development (MCFD)
- Ministry of Education and Child Care (MECC)
- MOSAIC

OUR PARTNERS (CONTINUED)

- NS Community Service
- One Warm Coat
- Pacific Community Resources Society
- Pacific National Exhibition
- Pedalheads
- Pilates Collective
- Place Maillardville
- PosAbilities
- Province of BC
- Public Health
- Public Health Agency of Canada (PHAC)
- QUEST
- Royal Bank of Canada
- Royal West Foundations
- Scott Park & Co Inc.
- Sequeira Partners
- SHARE Society
- Sheway
- Spin Society
- Step by Step Child Development Society
- St. George's Ladies Philoptochos
- SUCCESS
- Telus
- The Province
- Tri-Cities Chamber of Commerce
- Tri-Cities Services Community Co-Op
- Tri-Cities Family Place
- Tugo
- Tundra Technical Solutions
- 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 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

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

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Port Coquitlam BC V3B 1L6
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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
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F 604.466.7465

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@WestcoastFamCtr

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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

Charitable Registration Number: 131454555RR0001