

ANNUAL REPORT



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VISION STATEMENT

BC Families in Transition is the province's premier agency for all family members facing change and challenges in their relationships. BCFIT's professional staff combines current knowledge with training to provide a wide range of caring, timely, and effective services.

MISSION STATEMENT

BC Families in Transition helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure. Our highly qualified staff, working with other community agencies, provides information and practical and emotional support so people facing these challenges can make the decisions that are best for everyone. BCFIT believes all individuals can find ways to move forward in their lives when family relationships have changed or are changing.

OUR TEAM

Richard Routledge, M.A., R.C.C. – Executive Director

PUBLIC EDUCATION DEPARTMENT

FIRST RESPONSE SERVICES

Raji Goel, Dip. Office Admin
Sandra Teiffel, B.A, Dip. Ed.
Rhoda Waddington*, B.S.W.
Jan Handley
Deborah Puymon*, Legal Assistant
Jackie Bush*, Ph.D. (candidate)

PARENTING AFTER SEPARATION

Lionel Zelniker, M.A., M.S.W.
Donnarose Law, B.A., B.Ed.
Paula Murphy, M.A., R.C.C.
Doug Woodall, M.S.W.,
Dip. Process-Oriented Psychology
Jane Taylor Lee, M.A.

LEGAL SUPPORT SERVICES

Pam Rudy, B.Ed. – Legal Support Services Coordinator
Doug Woodall, M.S.W.,
Dip. Process-Oriented Psychology
Laura Luz, M.A., F.R.M.,
Member of BC Mediator Roster
Marie-Christine White,
Comprehensive Family Law Mediator
Maureen McDowell*, LL.B., family lawyer
Sandy Germain*, Legal Assistant
Craig Vaughn*, B.A.
Leigh Wilkins*, Dip. Legal Assistance

COUNSELLING & THERAPY SERVICES

Barbara Green, M.A.
Cary Wright*, M.A. (in progress)
Digby Clarke*, Ph.D., L.L.B., C.T.
Elicia Loiselle*, M.A. (in progress)
Erin Laird, M.A., R.C.C.
Hazel Loewen, M.A., R.C.C.
Helen Lennie, M.A., C.C.C.
Ian Symons*, B.A.
Jackie LeBlanc*, M.A. (in progress)
Jacqueline Nikolejsin, M.Ed., R.C.C.
Jette Midtgaard, M.Sc. (Clin. Psych.),
R.C.C.
John Ricker, M.A., R.C.C.
John Scheunhage*, M.A.
Lara Feldman*, M.DIAC.
(Master's in Play Therapy), R.S.W.
Laurie Truant, M.A., R.C.C.
Lionel Zelniker, M.A., M.S.W.
Mitra Jordan, M.A., R.C.C.
Nick Ruedy, M.A., R.C.C., C.C.C.
Paula Murphy, M.A., R.C.C.
Rebecca Corcoran*, M.A. (in progress)
Sophie von Herrmann*, M.A., R.S.W.,
Advanced Training in Expressive
Therapies
Susan Farr, M.Ed., R.C.C.

"BEHIND THE SCENES"

Amy Collins*
Public Relations, Newsletter
Hellen Diaz*
Public Relations, Newsletter
Laeticia Reid, B.A.
Fund Development Officer
Leslie McGrath* – Newsletter
Melvin Klassen*, B.Sc.
Computer Technician
Michael Berry*, M.A., M.Ed.
Program Development

*Volunteered their time during the past year

STATEMENT OF VALUES

Safety and Well-being – We are committed to the ideals of safety, well-being, and justice for all family members, with the welfare of children our top priority.

Responsibility – We are committed to the highest standards of excellence in service-delivery and organizational management. This includes responsible, compassionate, and ethical care for everyone who uses our services as well as a commitment to ongoing training and support for our staff and volunteers.

Autonomy – We believe people are responsible for making decisions that are right for them in their own lives. Our role is to support this process.

Diversity – We embrace diversity, including that of culture, race, ethnicity, gender, age, religion, ability, income, and sexual orientation.

Inclusion – We are committed to creating an inclusive workplace that welcomes input from all staff, contractors, volunteers, members, and clients. As a team, we draw on the resources, skills, and abilities of our team members in order to best serve our clients.

Respect – We are committed to respectful behaviour and communication, both within our workplace and in our community.

PRESIDENT'S REPORT



I have the rare privilege to be able to report as Board President that we have not only survived a very difficult period for non-profit agencies in British Columbia, but continued to grow and prosper. Our annual budget has even grown slightly, and as all presidents over the last few years have reported, our services have expanded, again. The work of our board is made far easier by the fact that front-line staff and volunteers are unrivalled in their compassion, professionalism and skill and our executive director and support staff are simply exceptional.

It has been a pleasure to serve with dedicated board colleagues who share a vision for the future of the agency while bringing a wide range of perspectives and skills to the table.

Bruce McGuigan, President

EXECUTIVE DIRECTOR'S REPORT



This has been a challenging year, with huge financial uncertainty everywhere in the non-profit sector as in other industries in the midst of a global economic crisis. Every one of our funding partners felt the impact. I am grateful to report that despite this uncertainty all of them were able to maintain their pre-existing levels of support and moreover to collaborate with us to help us move forward. We emerged at the end of the year unscathed and in excellent shape with overall growth across all program areas. This is a feat which could only be achieved through diligent effort and unparalleled teamwork in every part of our agency.

BC Families in Transition (BCFIT) now consists of more than 40 personnel, not counting the 8 who comprise our Board of Directors. Just over half of our personnel are highly-trained professionals who donate 100 percent of their time. The other half are about evenly divided between staff members (mostly part-time) and program contractors. Together we are a multidisciplinary unit which includes 3 areas of distinct specialty: a

professional Counselling and Therapy Department, a Legal Support Services Department, and a Public Education Department (Parenting After Separation and First Response Services). We also have a 'behind-the-scenes' crew of important volunteer workers who take on such diverse tasks as I.T. management, newsletter development, and research. Meanwhile, the Board of Directors shares a critical role with me in building long-term sustainability for the organization: a task that necessitates a primary focus on financial growth.

The economic crisis affected the families who need our help, too. The demand for affordable services in our community has continued to grow and our agency has developed moderate wait lists for our counselling services (typically up to 3 weeks for adults and up to 2 months for children and youth). For the 4th year in a row we have observed significant expansion in all departments, and the range and complexity of the family circumstances we are seeing in all program areas has also grown during this time. Economic barriers have exacerbated the issues for many of the families we have served in the past year.

What is most important to highlight is not our continued growth in our quantity of service-delivery, however. What is more important, though harder to document, is the success we have had in managing to "make things work" for each person—whatever age, gender, race, or ability to pay—and each family, when they walk through our door. Our reputation as an agency is exceptional and our referrals from outside sources have quadrupled over the last 3 years as a result. This is a notable achievement given the nature of our work, which routinely entails highly litigious issues of child safety, reports and allegations of violence, murky distinctions among legal and clinical categories, ethical dilemmas, and emotionally-charged issues involving considerable conflict. **Quite simply there is no margin for error in the work we do. Everything matters.** There is no allowance for a trade-off between quality and quantity, and the demands on our team to continuously and consistently succeed in ensuring the very highest quality of service, given these staunch realities, are higher than I am able to succinctly convey. I am extremely grateful to each member of our team, paid or volunteer, for the superior level of professionalism and the sheer determination that makes this outcome possible.

At the same time, we must operate within our limits and accept that we have them. That means partnering with other service-providers and attempting a seamless integration. BCFIT now partners with about 50 other service-providers in the course of our work, allowing our team members to make and receive referrals as part of a large network.

Given that we now serve well over 10,000 people per year, our total funding amounts to **less than \$1 per person per week** despite the calibre of our personnel and the services they provide. In the year ahead, we will move forward with our Strategic Plan by venturing into the realm of social enterprise—including Employee and Family Assistance Provider services and an educational product line—in an effort to enhance the sustainability of our organization and better support the caring, devoted, and versatile team members who make it work. We are thankful to Robin Holden and the Source Group for their key role in facilitating the first of our two Strategic Planning sessions held during the year; to Laetitia Reid for coordinating it, and to Chris Poirier-Skelton from the United Way of Greater Victoria and Janna Cumming from the Law Foundation of BC for

their participation in it. Thanks are due also to the Law Foundation of BC and the University of Victoria for contributing funds for this initiative.

The list of people and organizations that deserve acknowledgement and recognition for their help grows with each passing year. An exhaustive list would be onerous but the following is a worthy start: our individual donors and the many people who donated to us through the United Way; Mel Klassen, our longstanding volunteer in computer support; the law firm of Brown, Henderson, Melbye for their ongoing “Jeans Day Friday” fundraisers; the Source Group; the Downtown Victoria Business Association; Robert Klassen and the Victoria Collaborative Family Law Group; the Black Press; our renovations contractor Chuck MacGillivray; our painter Betty Randall; our newsletter and public relations volunteers Hellen Diaz, Amy Collins, and Leslie McGrath; and Gail Atkinson-Ireland, a past intern and current consultant in developing our social enterprise.

Our enthusiastic and devoted Board of Directors in particular deserve a very special note of thanks, as they provided essential help throughout the year in monitoring our financial health, developing our Strategic Plan, and sustaining the team. Four of our Board members have now reached the end of their tenure, although we hope they may decide to rejoin the Board in a future year, and they are Dr Richard McGuigan, Jane Taylor Lee, Christina Dorsch, and Ken Harper. Each of them has contributed significantly to the organization over the past several years in important individual ways and will be missed. Over the past few years our successive Board presidents—Dr Richard McGuigan, Jane Taylor Lee, and Bruce McGuigan—have worked very hard in supporting me as well as the team as a whole, and I am grateful to them and to the entire Board for their diligence, keen attention, analytical skill, and creativity in helping me to keep BCFIT moving forward.

Richard Routledge, Executive Director

PUBLIC EDUCATION DEPARTMENT

This department consists of 2 major programs: First Response Services and Parenting After Separation. In total this department directly provided services to more than **11,000** people this year.

FIRST RESPONSE SERVICES

“Erin” is 15 and her world has changed dramatically since her parents separated 6 months ago. She and her mother have moved to Victoria, which meant a new school and loss of friends. Her 17-year-old brother and her father are still in Ontario, as are members of the extended family. Erin has become very withdrawn and is no longer taking an interest in sports or school activities. Dana, her mother, calls our office and speaks with our intake worker, a retired school counsellor named Sandra. She explains to Sandra that Erin won’t come in for counselling but might respond to a teen group BCFIT is planning for the summer with a counsellor who specializes in working with teens. In the meantime Dana feels stuck and Erin continues to recede. Sandra spends a half-hour on the phone with Dana, providing her with phone numbers for other community resources for teens and parents and exploring some options. During the conversation Dana reveals that she is having financial difficulties since losing her job in Ontario, has not received child support payments, and wants to resolve these issues and finalize the divorce. She does not want to tell Erin about a new boyfriend and feels generally stressed and unhappy. Erin has been asking why they don’t just move back to Ontario and be a normal family again. Sandra tells Dana about our adult counselling and legal support services, arranges back-to-back appointments for Dana, puts Erin on the waiting

*list for the teen group, and connects Erin with an individual counsellor while waiting for the teen group.**

**Throughout this Report, names & details of actual clients are disguised to protect confidentiality.*

“First Response Services” is the name we have given to our front-end services team in order to accurately describe what they do. Our staff and volunteers in this department are comprehensively trained to respond to the thousands of phone calls and drop-ins we receive each year, which include many crisis calls and other urgent requests for help in complex circumstances. Like a triage team in a hospital, the first response personnel must not only attend to the details presented but also anticipate the complications that might arise and make decisions about how best to organize services for each person or family in a short period of time. We have come to recognize the work of this department as public education, crisis intervention, and referral. This year the First Response Team handled about the same number of phone calls, drop-ins, and e-mail inquiries as last year for a combined total of approximately **11,000** first response contacts. The variety and complexity of these contacts are increasing and this year we received inquiries from many parts of North America. We are becoming more visible as a front-line resource.

When our First Response Team receives a call, they identify current and potential issues, provide a support service, assist in handling stress and strong emotions, and generate referrals to other community resources, taking into account cultural and other variations. This is a critically important process as approximately 1 in 8 adults who use our services express thoughts of suicide, at least half report some difficulties with addiction, and about 1 in 3 of the children we see either have been abused or are the subjects of abuse allegations.

Raji Goel is the department’s full-time staff member and supervisor and has served with the agency for more than 15 years. He is affectionately known as the ‘glue’ that keeps things together as he ably fulfills many roles at once, including handling our bookkeeping and coming in early each morning to take care of the janitorial and building maintenance tasks. He is expertly assisted on the front lines by retired school counsellor Sandra Teiffel, retired customer relations worker Jan Handley, and 3 volunteers: retired social worker Rhoda Waddington, legal assistant Deborah Puymon, and doctoral student Jackie Bush. Ken D’Sa, a volunteer with a broad background in banking, accounting, and human resources, has assisted Raji with some of the accounting and bookkeeping over the past several months.

Sandra’s role has grown over the duration of 4 years as she has become our intake coordinator *par excellence* for our individual, couple, and family counselling services. Rhoda, who has volunteered for 3 years by commuting from Pender Island at her own expense, not only assists with the front line but also devotes several unpaid hours each week to writing applications and giving presentations to raise money for our child counselling program. All of our staff and volunteers in this program are exceptionally dedicated and we are truly very lucky to have them with us.

It has proven difficult to secure funding for our First Response Services department, and we are grateful to the Victoria Foundation for providing us with a grant and access to consultants for help with this task.

PARENTING AFTER SEPARATION

“Mario” and “Michelle” separated a year ago with 2 children, aged 8 and 11. Both parents have alleged the other to have pressured or manipulated the children to take sides. Meanwhile, both parents have new partners and the children have been very much in the middle of everyone’s expectations. The conflict has been difficult and Mario and Michelle are aware their children are suffering and angry. They saw a counsellor in private practice who recommended they each individually attend “Parenting After Separation” in order to get a basic overview of the issues and options, then come back to see him to continue the sessions. They did this, each attending a different identical workshop, and learned about legal channels such as mediation and collaborative family law that can help mitigate conflict during the divorce. They also acquired a deeper awareness of some of the ways their interaction with their children and with each other might be unhealthy for the children during the divorce, and were able to begin to problem-solve and develop new strategies with the help of the facilitators during the workshop. When Mario and Michelle returned to see the counsellor together, they were able to share what they had learned and piece together a more effective strategy for their divorce and for co-parenting in the best interests of their children. To augment their plan, they also met with one of BCFIT’s legal advocates to clarify the legal options and choose the one that would best suit them. They reported later to their counsellor that they are trying hard to implement what they learned and that the children have appeared somewhat less stressed and angry. They are considering Caught in the Middle as an additional step after the divorce process is complete.

Parenting After Separation is a province-wide program for which the Ministry of the Attorney General has contracted us since 1997. It is an intensive 3-hour information session with some group interaction and individual assistance. Unlike the rest of our services this program’s content is standardized by the province. It includes an introduction to the family legal system and a large amount of information about co-parenting, with group discussion and a problem-solving focus. There are always 2 presenters—1 male, 1 female—and on most occasions there is a guest speaker from the Family Justice Centre.

During the past year we recorded our **highest-ever registration and participation rates**. A total of **817** people registered and **619** attended, marking an increase over last year’s record of 761 and 503 respectively. The registration figure is **7 percent** higher than last year while the attendance figure is some **23 percent** higher, which further indicates an improved rate of follow-through after the initial phone call. Most (**65 percent**) of the registrants were mandated by the court system to attend, but **35 percent** did so voluntarily. Once again this year over **90 percent** of the evaluations state the program was very helpful and many participants wish it could have been longer than 3 hours. This feat is a huge tribute to the expertise with which our facilitators conduct the sessions.

Parenting After Separation is a necessary step for people applying for (or responding to) a court order for custody, access, or maintenance of a child, and we are starting to see many more grandparents and extended family members attend. This trend sheds light on how many children are not being raised by their biological parents, and how many families are in fact “in transition” even when there has been no parental separation or divorce.

Raji Goel coordinates and reports on the program, and our First Response Team handles participant registration and confirmation call-backs. Lionel Zelniker has been facilitating the program since 2002 and Donnarose Law since 1999. Doug Woodall has facilitated as back-up during the last 3 years when Lionel is away. We had 2 additional

female facilitators this year: Paula Murphy and Jane Taylor Lee. All the facilitators did a wonderful job and are to be commended for their skill in presenting information and managing group discussions with wide-ranging participants.

Our expenses for this program have grown to exceed revenues and it has become an important priority to address the shortfall. Additionally, we are still contracted to run *Parenting After Separation* only **33** times per year and we would prefer to run it more frequently to keep up with rising demand.

Richard Routledge, Executive Director

Raji Goel, Executive Assistant

(Anecdotes provided by the First Response Services Team)

LEGAL SUPPORT SERVICES DEPARTMENT

This section is divided into 2 parts: our longstanding *Legal Advocacy and Information Services* and a new program called *Balancing the Budget*. The department assisted **4,391** people in the first component and **74** in the latter, for a combined total of **4,465**. This combined number is **5 percent** higher than last year’s total of 4,267 and well over double the number we were able to serve prior to the fiscal year 2007-2008. Despite this growth, we have once again found that **99 percent** of our evaluations in this department state our participants are very satisfied with the services (4 or 5 on a 5-point Likert scale across several subcategories).

LEGAL ADVOCACY AND INFORMATION SERVICES

Two grandparents, Mr and Mrs P, lost a son to suicide. To make matters worse, he himself had a son (Mr and Mrs P’s grandson), who was left an orphan. Mr and Mrs P obtained interim custody and guardianship of their grandchild and the couple came to BCFIT to learn how to get an income subsidy for him. They had previously attempted to apply for a subsidy program but had been turned down. Our advocates were able to obtain income for this family in a similar subsidy program, but at the same time the biological father applied for custody though he had never met the boy. Mr and Mrs P decided to contest his application, as they had been actively involved in the boy’s life since he was born. The grandparents have been in regular contact with our advocates to this day for help with the custody process and have found great support during tumultuous times.

The coordinator and full-time advocate for our Legal Support Services department is Pam Rudy, who has been with us since the beginning of 1987. Our other 3 advocates—Marie-Christine White, Doug Woodall, and Laura Luz—work part-time and collectively these 4 people have over 100 years of related experience. Marie-Christine handles our toll-free Legal Information Line (assisted this year by Leigh Wilkins), handles drop-in clients, and provides client interviews. Laura and Doug also provide client interviews, as well as court support on family remand days and back-up availability for the Legal Information Line. All advocates participated in program development and gave presentations and workshops. Together the team is supervised by a family lawyer, Crystal Buchan, who has provided this service to us for 5 years and had previously served as our Board president. The Law Foundation of BC is our major funder for this program and additionally provides yearly specialized training for our advocates. Other important funding for this program comes from the BC Gaming Commission. We wish to also thank the law firm of Brown, Henderson, Melbye and our individual donors for contributing additional funds.

Our Legal Support Services team conducts some of its work inside the BCFIT office and some of its work at the courthouse and at other community agencies. Inside our office our advocates provide in-depth face-to-face appointments, workshops, telephone support in both English (90 percent) and French (10 percent) using our Legal Information Line, and the use of a computer workstation for legal research. In the face-to-face and telephone meetings we provide pre-separation consultation, financial information, lawyer preparation, court preparation, court support, legal research, and more. Although most of our calls to the Legal Information Line come from Vancouver Island and the Gulf Islands, over time we have been receiving more from the BC mainland and the Kootenays. This growth arises partly as a result of networking at the Provincial Advocacy Conference in Vancouver.

We held several noon-hour presentations at our office this year. One was a panel presentation on options for Alternative Dispute Resolution featuring 4 presenters: Anne Reuvekamp from Victoria Family Justice Centre; Jane Dutly from South Island Dispute Resolution Centre; Robert Klassen, who is a family law lawyer mediator and the founding member of Victoria's Collaborative Family Law Group; and Laura Luz, a private mediator and selected candidate for the Distance Mediation Pilot project. Another outside guest was Dr. Peter Meuser, psychologist, who gave a noon-hour presentation on Custody and Access Reports, Parenting Capacity Reports, and Views of the Child Reports.

Outside the office our Legal Support Team spends a great deal of time at court, and conducts workshops and in-service presentations for the staff and clients of our partnering organizations. This year the presentations and in-services took place at the Single Parent Resource Centre, Victoria Immigrant and Refugee Centre Society, Victoria Women's Transition House, Intercultural Association, Bridges for Women Society, Victoria Collaborative Family Law Group, Law Centre Student Assisted Program (3 times), Saanich Neighbourhood House, Victoria Family Justice Centre, Department of National Defence, Credit Counselling Society, Soroptimist International of Greater Victoria, and Grandparents Raising Grandchildren. Our team also networked at interagency meetings including the Association of Family Serving Agencies (AFSA) Community Forum.

Many people do not realize how much of the work of Legal Support Services takes place outside of our building. With the energetic help of court volunteers Craig Vaughan and Leigh Wilkins, our team worked face-to-face with **1,154** unrepresented men and women at court this year. We linked them with duty counsel and provided much-needed support and procedural information, on family remand days at the Victoria and Western Communities courthouses. We received a lot of appreciation from the people we helped as the courthouses were frequently quite busy on the remand days.

Our Legal Support Services department has several new initiatives to report this year. First, in April BCFIT hired University of Victoria law student Paddy O'Reilly for a summer project, using special funding made possible through the Law Foundation of BC. The project was titled "*Developing Family Law Resources for Persons and Families with Reduced Income.*" During her research, Paddy organized 2 focus group meetings, facilitated by our executive director, to get input from professionals working with clients. More than 30 professionals from the community participated in the focus groups, including lawyers, government employees, a senior government administrator, and not-

for-profit agency staff members. A by-product of these focus groups was the strong desire to continue to have regular focus group meetings to work more collaboratively together, as well as develop better community awareness and access to various services. BCFIT was nominated to lead this process and we have been looking for new funding to do this.

Second, after our executive director gave a presentation at Cox, Taylor law firm 2 of their key staff became interested in volunteering with BCFIT. The 2 staff members are family lawyers Maureen McDowell and paralegal Sandy Germaine. Pam arranged with them to provide an additional service in the form of a Pro Bono Law Clinic held at BCFIT on Thursdays from 5:30 to 7:30 P.M. Through this clinic we arrange free appointments for clients who have questions related to financial responsibilities, particularly spousal support. Seven clinics were held in a 6-month period with a total of 17 clients.

Third, we had several public awareness opportunities to promote our *Legal Support Services* program this year. Pam and our executive director appeared on a CFUV radio program hosted by law student Michelle Bain on the topic "*Mediation, Collaboration and Family Law*". Pam also organized an agency display and participated in "*Law Day*," an all-day public event at the Victoria courthouse, together with Leigh Wilkins. Pam attended the Provincial Advocacy Conference, and all our advocates, joined by 2 of our counsellors and a Board member, attended 2 seminars organized by the Victoria Collaborative Family Law Group and presented by U.S. attorney Bill Eddy. The first seminar was on the topic "Understanding and Managing High Conflict Personalities in Legal Disputes," and the second was a training overview of Bill Eddy's program "New Ways for Families in Legal Disputes." We are thankful to the Victoria Collaborative Family Law Group for providing a subsidy which made it possible for us to attend.

We wish to acknowledge everyone at the Law Foundation of BC for their ongoing support and belief in our program and our team members, and to our valued associates at the South Island Dispute Resolution Centre and in the Victoria Collaborative Family Law Group. We also wish to thank Dr Allan Wade for his availability to the team, as he has provided valuable support to our advocates over the last few years.

BALANCING THE BUDGET

After 40 years of marriage Mr and Mrs Smith agreed to a separation. However, neither was willing to leave the family home. Both had retained lawyers, but formalizing a separation agreement had come to a halt. They were stuck on how they could finance his keeping the house and her being able to purchase her own place, when they already had a mortgage debt load resulting from helping their daughter acquire her first home. Mrs Smith heard about our program through a friend, so she met with the financial advisor once and immediately encouraged Mr Smith to attend as well. The financial advisor helped them think outside the box so that instead of focusing on what they wanted individually, they were able to start by working together to help their daughter take on her own mortgage. BCFIT checked with Mr and Mrs Smith recently to see where things were at. They confirmed they will be able to extricate themselves from their daughter's mortgage within a month at which time Mr Smith will re-mortgage the matrimonial home to pay out Mrs Smith. They are both optimistic to have this accomplished by the end of the summer.

With new funding from the United Way of Greater Victoria in August, we began offering a 4-part package called *Balancing the Budget* to help adults understand and make decisions about the financial aspects of a separation or divorce. The program is offered at a subsidized rate of \$25 and the components are:

- an initial Legal Support Services appointment,
- a 3-hour financial planning workshop called “Separated with Children: Dealing with the Finances,”
- 1 or 2 appointments with a certified financial planner who specializes in separation and divorce work, and
- a follow-up Legal Support Services appointment and evaluation.

Clients have the option of choosing either or both the workshop and the appointments with the certified financial planner. The workshop was originally developed by the Justice Education Society and provides a wealth of information on the financial stages of separation, how to become financially literate and organized, and how to communicate with the other party about finances during the transition. Marie-Christine and Laura facilitate this workshop, having been intensively trained during the previous fiscal year at their own expense, and have proven skilled in tailoring the material to meet the needs of the participants. The Justice Education Society provided a small amount of funding in return for using our experience as a pilot project for the Victoria area.

The certified financial planner for this program, Theo Schmidt, is part of the Garry Oak Financial Group and is also a member of the Victoria Collaborative Family Law Group. Clients meet at his office and have been very pleased with his ability to make complex material transparent and manageable.

As stated earlier, **74** people took part in the *Balancing the Budget* program between August and March. Although this number is on-target with our expectations we have come to realize the program itself can be improved, and we have negotiated with the United Way of Greater Victoria to use our second year of funding to make significant improvements to it. We will expand the scope of the program, to not only assist people to make financial decisions during separation but also to assist them to talk with their partners *about* financial issues while they are still together, and we will give the program a new name. We began a series of program development meetings in March and will have more to report this fall. We wish to thank consultants Ellie Parks and John Billings, both of whom were provided by the United Way of Greater Victoria, for their help in evaluating the program and expanding its scope. Also we wish to thank Amy Collins, a professional writer who volunteers her time at BCFIT, for her help in rewriting promotional materials.

In a year where many clients have suffered the financial setbacks of the economy as well as the financial stresses of supporting two households after separation, it has been a rewarding experience implementing the *Balancing the Budget* program and Pro Bono Clinics to augment our existing client services.

*Pam Rudy, Legal Support Services Coordinator
Richard Routledge, Executive Director
(Anecdotes provided by the Legal Support Services Team)*

COUNSELLING AND THERAPY SERVICES DEPARTMENT

We have provided some group counselling for 31 years, but it is only in the last 4 years that we have developed a therapy team to provide versatile services for individuals of all ages and for all family configurations. Three fiscal years ago in 2006-2007 we introduced a new staffing model that included a therapy team, and that year we provided

individual, couple, and group counselling for a total of 577 people. By comparison, the department served **1,193** people this year, which is more than double that number. It represents an increase of **10 percent** over last year and **26 percent** over the last 2 years. We served **986** people in individual, couple, and family sessions this year, which is **more than 30 times** the number we provided with “emotional support” sessions a few years ago. The largest area of expansion has been in our child and youth counselling services, which is the fastest-growing program in our agency.

During the past fiscal year, our Counselling and Therapy Services team members included staff members Paula Murphy, Jette Midtgaard, Susan Farr (previously Duffy), Hazel Loewen, and John Ricker, all of whom are experienced Registered Clinical Counsellors; contracted clinical counsellors Lionel Zelniker, Helen Lennie, Jacqueline Nikolejsin, Laurie Truant, Barbara Green, Mitra Jordan, Nick Ruedy, Laurie Truant, and Erin Laird; and a range of experienced therapists and interns who volunteered 100 percent of their time: Dr Digby Clarke, Rebecca Corcoran, Lara Feldman, Sophie von Herrmann, Elicia Loiselle, Cary Wright, Teresa Norris, John Scheunhage, Jackie LeBlanc, and Ian Symons. The volunteers were selected from a diverse pool of nearly 300 applicants, nearly all of whom were interviewed in person by our executive director either this year or last year.

Unfortunately we lost one key staff member—Paula Murphy—at the beginning of January and we miss her. She contributed mightily to the development of our therapy programs and the reputation of our organization, and she leaves behind a lasting legacy of impeccable work.

The role of this department is often extremely complex and challenging, involving child safety, court and ministry involvement, intergenerational and intercultural conflict, and many varieties of clinical, practical, and ethical issues. Clinical supervision is very important and is provided both in individual and large group meetings. The individual supervision meetings are conducted by our executive director, who is an experienced family therapist and Registered Clinical Counsellor, and by Susan Farr for interns who are involved in our *Caught in the Middle* program. Our group clinical supervision meetings are conducted by an internationally-known family therapist, the distinguished but humble Dr Allan Wade, RCC, who has increasingly been recognized for his contributions to the field. The code of ethics and practice standards for all members of the counselling team are those established by the BC Association of Clinical Counsellors.

We provide counselling and therapy services in the following formats: individual counselling for children, youth, and adults; counselling for couples and families; and groups. Some of our team members are specialists in particular areas—for example, play therapy for children or group counselling for adults—and others provide a broad range of counselling services. Our team is multitalented and our therapists work closely together to support each client or family.

Our Counselling and Legal Support teams collaborate together actively. It is extremely useful for our counsellors to be able to instantly consult with our Legal Support staff on a legal issue, or arrange an appointment for a client with one of our advocates after a session. Similarly, our legal supervisor Crystal Buchan volunteers some of her time to consult with our Counselling Team about legal matters and Dr Allan Wade

contributes some of his time to provide support for our legal advocates. We have a truly effective multidisciplinary environment.

INDIVIDUAL, COUPLE, AND FAMILY THERAPY

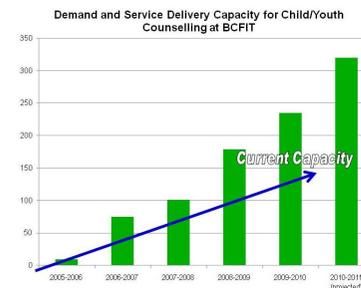
"Madison" is a 30-year-old "stay-at-home" mom with one preschool child, "Devon." "Ian," her husband of 5 years, has just confessed to having an affair and Madison insisted that he leave. She came to BCFIT because she was in crisis: her whole world was upside down, she feared for herself financially and emotionally, and she could not see how to get through each day. She was hurt, angry, ashamed, sad and confused. Her family and friends were telling her to "dump the jerk" and she agreed with this advice most of the time. But she did not entirely trust this as the best plan for the long term. Madison wanted to know: "When you have been betrayed by you partner, can you ever forgive, heal and re-establish a positive relationship?" Madison met with one therapist while Devon worked with a play therapist, both at BCFIT. At first, our work with Madison consisted of supporting her through the emotional crisis, inviting her to express what she could not to her family or friends and identifying ways that she could stabilize her life and come to terms with the harsh reality of what Ian had done. As the dust settled, Madison began to look more closely at what her position was with regard to Ian's affair. She believed she and Ian had a good foundation to their relationship and wanted to know if it was possible to work through the affair, to maintain her dignity and self-respect while acknowledging the ways both she and Ian needed to change. She needed to know that she had tried her best to heal this relationship before she "threw in the towel". Our goal was not to take a stand on whether Madison and Ian should get back together or separate. Instead our goal was to help Madison stay true to herself, and to express her needs and values as assertively and clearly as possible to Ian. First, Madison identified what she needed from Ian to proceed to the first step: she needed him to accept responsibility for his behaviour, to re-earn her trust, and to understand how her life had changed in response to the affair. Our therapist supported her to hold her position and as she talked to Ian about these things, he was challenged to address her concerns and he asked to see a counsellor at BCFIT himself. Then, they embarked on a parallel journey of healing, exploration, and ultimately re-building. Ian and Madison, to their credit, moved past the first phase of healing and began looking at other issues in their relationship that had been dormant but still problematic before the affair. Eventually, Ian was able to ask Madison to look at her pattern of withdrawing whenever there was conflict and she was able to own this issue and address it. Interestingly, we never did see Ian and Madison as a couple although this was always available to them. They seemed to manage to do that work themselves as they worked at their individual concerns. "Success" for Madison meant finding answers and, after 1 year of living separately, she and Ian have moved back together to live as a family again. Meanwhile, in play therapy Devon was able to express her feelings and reactions about her parents' separation, including her confusion about her mother's sadness and about her father being a good or a bad person. She, too, was able to heal, aided by the play therapist's arsenal of paints, toys, and other tools, by finding her "voice" for self-expression and a medium for achieving stability in an otherwise turbulent experience for her. Ultimately, the whole family has been able to stay together and develop stronger relationships.

What started as a 3-person Counselling Team in 2006 has grown to a diverse ensemble of 18 people, spanning a variety of backgrounds, clinical orientations, areas of specialty, and hours of work. We have created a team that is versatile enough to be able to serve almost any family situation, with a choice of practitioners who are united with a common value set and who work together exceptionally well. Some are staff members, some are adjunct independent clinical counsellors, some are fully-credentialed volunteer therapists, and some are clinical interns completing graduate-level practica. The

following chart shows a breakdown of who provided individual counselling and therapy during the fiscal year, together with their areas of expertise.

	Adults	Couples/ Families	Children (5-12)	Youth (13-19)
Cary Wright	✓	✓		✓
Dawn Cox	✓	✓		
Dr Digby Clarke	✓	✓		
Elicia Loiselle				✓
Erin Laird	✓	✓		✓
Hazel Loewen	✓	✓		✓
Jackie LeBlanc	✓			
Jette Midtgaard	✓	✓	✓	✓
John Ricker	✓	✓		✓
John Scheunhage	✓			
Lara Feldman			✓	✓
Mitra Jordan	✓	✓		
Nick Ruedy	✓	✓		✓
Paula Murphy	✓	✓	✓	✓
Rebecca Corcoran	✓	✓	✓	✓
Sophie von Herrmann			✓	
Susan Farr	✓			
Teresa Norris	✓	✓	✓	✓

In 2007 when we changed our name from Separation and Divorce Resource Centre to BC Families in Transition and simultaneously expanded our mandate to include services that help families to stay together, we opened the door to a much wider range of counselling for families. We now accommodate families with transition issues that include loss of a family member through death, incarceration, military deployment, and other changes besides separation or divorce, and we are seeing more and more couples who wish to be proactive in addressing marital issues together in order to build a stronger future together. We are seeing more men (although fewer than women), more children and teenagers, and a wider range of cultural and ethnic diversity than was the case in previous years. At this time the proportion of our clientele who identify as non-Caucasian is about the same as for the population of Greater Victoria as a whole.



As stated above, child and youth counselling is our fastest-growing program. Since 2007 we have been able to provide professional play therapy, thanks to a few incredible volunteers, and when word of this new service reached the public it did not take long for referrals to exceed capacity as shown in the following chart.

We are extremely fortunate to have in our team Lara Feldman, a fully-certified play therapist, and Sophie von Hermann, a fully-certified expressive arts therapist, both of whom have volunteered all of their time. With their help, we are able to work with children ages 3 and up. We are fortunate, too, to have volunteers Rebecca Corcoran, Teresa Norris, and Elicia Loiselle, as well as staff members Jette Midtgaard, John Ricker, and others in our team who are experienced in working with children and youth. We are now at a point where it is vitally important for us to increase our funding for child and youth counselling, and we are grateful to the United Way of Greater Victoria and Telus Corporation for their assistance. Rhoda Waddington's tireless fundraising efforts, too, have helped.

Given the rapid expansion of this program and the size of the department, the challenges in internal coordination are greater than ever before, and we are very much indebted to Sandra Teiffel in First Response Services for her relentless devotion to the task of managing our intakes and wait lists. This is a pivotal role and Sandra has taken it upon herself to make it an efficient process, taking full advantage of her background as a school counsellor to do so.

The number of counselling sessions people can access at our centre is not restricted, provided the therapy is within our mandate and, based on client feedback as well as consultations with the team and executive director, deemed to be productive. The evaluations from our clients have been consistently very positive: over 90 percent of responses are scored as "satisfied" or "very satisfied" on a 5-point Likert scale across several subcategories. In the coming months we will be expanding our follow-up evaluation process with the help of First Response Services, a volunteer, and a more detailed evaluation form developed by Dr Digby Clarke. Thanks are due to Donnarose Law, Susan Farr, and Digby for their help in improving our procedures.

We would like to extend our deepest appreciation to Dr Allan Wade for his generosity and valuable services in clinical supervision. We would also like to thank Jim Browne and John Gawthrop from the BC Association of Clinical Counsellors, and all of our funders for this program, which this year included not only our major partners—the United Way of Greater Victoria and the BC Gaming Commission—but also Telus Corporation, the Pender Island Legion, the Victoria Central Lions, the Central Saanich Lions, Gonzaga University, the California Institute of Integral Studies, and our private donors.

GROUP COUNSELLING PROGRAMS

"Sarah," a mother of 2 children aged 7 and 9, came to BCFIT because she was frustrated with the way she perceived the children's father ("Dan") to behave around them. She complained that Dan tended to show up late to pick the kids up, feed them unhealthy foods, and make comments to pressure them into taking his side in the separation. Sarah met with our Caught in the Middle coordinators, hoping the program would help change Dan's behaviour. The coordinators explained that Caught in the Middle is not about changing the other parent, but rather about improving the relationship the parents have with the children, about empowering the parents to determine what they can control and what they cannot, about handling their emotional responses, and equally importantly, about helping the children to do the same. Sarah went home and discussed what she had learned about the program with her mother, "Mary," the kids' grandmother. Mary felt it is important for everyone to be "on the same page" and that she might have a role in helping Sarah if she were able to take the program as well. Ultimately Sarah, Dan, and Mary all took the program

with Dan coming on a different night than Mary and Sarah, and both the children took the program too. The family was given a "take-home toolkit" to help them even before the program started. At the end of the group, Sarah and Dan reported a decreased amount of conflict between them, which they said benefited the children by helping them to "have their own side" rather than having them align with either of them. Mary reported feeling encouraged that the family would start to heal and that she might be better able to help.

"Blair" came to BCFIT describing himself as "a failure in the game of life." He was 50 years old, had just lost his wife and child in addition to his job, and was struggling to control his drinking. He was terrified that he had ruined his life, and that he would never recover from the difficulties of his past few years. He committed to weekly individual counselling sessions for awhile, then decided he was ready for the next step and joined the Evolutions group. As he learned more about himself and found inspiration from the group, he developed the courage to embrace and more fully understand his relationships both with himself and with others. He started to pull his life back together. He was able to greatly reduce his drinking, begin a new career path, and commit to a solid parenting plan in regard to his young son. This man courageously examined a difficult past and went on to create a better future both for himself and for his son. He is now much more involved in his son's life, is building a career he can be proud of, and has opened up to new relationships. He has fully dedicated himself to his healing, and was able to accomplish all this in a matter of a few months.

BCFIT provides the following group counselling programs:

- **Caught in the Middle:** an 11-week, a multi-component program for up to 3 generations—children, parents, and grandparents—in families in which there has been a parental separation and the children are, in a manner of speaking, "caught in the middle" between their parents. The 11th week is an optional one for follow-up interviews, reassessment, and further referrals.
- **Evolutions:** an 8-to-10-week program to assist separated or divorced adults to understand and handle long-term grief and loss associated with the end of a relationship.
- **Single Again Support Group:** an 8-to-10-week program for adults who are in the early phases of separating from their partners.
- **Parenting with a New Partner:** an 8-week program for parents in step-families and blended families.
- **Teen Life Counselling:** a 6-to-8-week program to assist youth aged 13 to 19 to deal with the emotional and complex process of family separation or divorce.
- **Putting the Magic Back into Your Holidays:** a 3-hour experiential workshop to assist adults with the loneliness, sadness, and other emotions that commonly arise from awareness that one's family is in disrepair during the holiday season.

This year we served **207** participants in our group counselling programs. The year was an extremely busy one for *Caught in the Middle*, particularly in the area of development and expansion. We completed the 2nd of a 3-year major expansion of this program made possible by the United Way of Greater Victoria, adding a grandparents' group and making this a massive program for 3 generations in families that have experienced a separation or divorce.

This program originated as a children's group in 1985 and grew to a 2-generation program in 1987 when we added a parent group. The configuration then entailed 8 subgroups each time the program was run—2 children's groups and 2 parents' groups on Tuesdays, 2 children's groups and 2 parents' groups on Thursdays—and the intake and

coordination ultimately required 2 part-time staff. In 2008 the United Way of Greater Victoria granted us multi-year funding to expand the program even further in over a 3-year period by adding the following new components: (1) a take-home resource kit for families to use at home to prepare for the group and enhance communication skills before the program starts; (2) a preliminary 2-week psychoeducational workshop for the parents; (3) individualized counselling for children who attend an intake appointment but are either not ready or not a good 'fit' for the group; (4) a follow-up component designed to evaluate the program's success and help determine next steps for each family; and finally (5) the grandparents' group. Over the coming year we will continue to refine and integrate the various elements.

The number of men coming into *Caught in the Middle* has grown over the last few years, which is encouraging. In fact, we had 2 *Caught in the Middle* groups this year in which the number of men was greater than the number of women, and this has not happened before. Step-parent interest in this program has increased as well over the past year.

The entire team of *Caught in the Middle* deserves special acknowledgement for their tireless hard work and skill in pulling together all the complexities of the program into a seamless whole. Coordinators Susan Farr and Jette Midtgaard have once again succeeded in working miracles to make this possible. Lionel Zelniker, Helen Lennie, Barbara Green, Jacqueline Nikolejsin, Erin Laird, Laurie Truant, Ian Symons, Rebecca Corcoran, Cary Wright, Jackie LeBlanc, Jette Midtgaard, and Susan Farr all not only provided expert group facilitation but also spent numerous hours in preparation and team debriefing. We are grateful to all the facilitators for their continued hard work and dedication, to those who imparted their knowledge and experience through training, and to our students whose enthusiasm and interest in the program help to solidify its future in the agency and the community. A heartfelt thank you to you all.

Last year we acquired an external member of the *Caught in the Middle* team: Rotem Regev from the University of Victoria. Rotem is a graduate student in the Department of Psychology, supervised by Dr Marion Ehrenberg and working with us through a partnership with the university's Office of Research Services. Her task was to work closely with the program coordinators and executive director to develop outcome measures for the program, and this project evolved into her master's thesis. The university contributed funds for the collaboration, and Rotem completed her data collection and preliminary findings during the 2009-2010 fiscal year. Overall the findings confirm the program's effectiveness and provide valuable input for further program development.

Our long-term funders for *Caught in the Middle* are the BC Gaming Commission, the United Way of Greater Victoria, and the Ministry of Child and Family Development. We continue to look for additional funding sources.

Our other group programs, each of which is funded by the BC Gaming Commission, have remained unchanged during the past year. *Evolutions* and *Single Again* are best understood together and serve a similar purpose for different clientele: *Evolutions* is a group for adults who are having great difficulty moving forward in their lives long after a separation or divorce has taken place while *Single Again* is for adults who are still in the early stages of grieving a lost relationship. *Evolutions* is a mixed group (men and

women), whereas *Single Again* is a same-sex group each time it is run. We have run *Evolutions* since 1979 and *Single Again* since 2007. Paula Murphy coordinated both programs prior to her departure in early January, and that task is ably handled now by Susan Farr. Lionel Zelniker provided the group facilitation in the past year, and in the year ahead Helen Lennie joins the facilitation team in this program area. The evaluations this year have once again been very positive, showing consistently the participants did move forward in their lives to achieve greater fulfilment and independence.

The focus of *Parenting with a New Partner* is to aid parents who have formed a 'blended family' by adding a new partner into the home. This is typically a difficult process and the group provides a context to examine and enrich their relationships and implement ideas for effective co-parenting. Typically the group consists of couples who have come to our agency for conjoint counselling and wish to develop their parenting and relationship skills further. John Ricker coordinates this program, and this year Barbara Green and Jette Midtgaard co-facilitated it. The program began in 2006 with funding from the Queen Alexandra Foundation for Children and we have continuously refined the content. The evaluations this year reflected that participants gained new insights and ideas, and that some of them would like an extension of the group to continue the process over a longer time frame.

When family relationships are strained, the stresses and challenges teenagers experience differ from those of children or adults and it is useful to have a counselling service specially tailored for their age group. In response to this need, in 2005-2006 we designed *Teen Life Counselling* to be provided either in a group format or in one-to-one counselling using materials and approaches specifically developed for teens 13-19. A grant that year from the United Way of Greater Victoria funded the program development and start-up, using materials designed to parallel the major themes in *Caught in the Middle* and incorporating activities that can be used either in groups or in individual appointments. Elicia Loiselle, a clinical intern who specializes in teen counselling, is in charge of this group and is currently working with our executive director, Sandra Teiffel, and Jette Midtgaard for continued program development.

Putting the Magic Back into your Holidays is not an ongoing group but a stand-alone, 3-hour session offered only during the winter holiday season. It is largely the brainchild of one of our established facilitators, Helen Lennie, who in 2005 developed an exceptional workshop for people who feel alone when they no longer have their family members during the holiday season. Raji Goel coordinates this workshop, and Helen facilitates it on select Saturday afternoons in November and December.

We are starting to receive requests to run our group counselling programs on other organizations' premises. This is an important development, in part because one of our major constraints is a shortage of space and in part because of the opportunities to develop stronger partnerships with other agencies and businesses. In the coming year we are exploring such arrangements with the Intercultural Association and with the Boys and Girls Club, and potentially with other agencies and private businesses. Also in the coming year we will bring back our *Building Healthy Relationships* workshop series, a popular program which we have offered in collaboration with the South Island Dispute Resolution Centre.

PARTNERSHIPS WITH OTHER ORGANIZATIONS

BCFIT has grown and evolved in partnership with other organizations. Developing partnerships has been an important focus in recent years and we are starting to collaborate more closely with private as well as public and non-profit organizations. As we look to the future, this trend will continue as we are developing several new strategies for collaboration with the private sector.

A partial list of our community partners includes Single Parent Resource Centre; Victoria Immigrant and Refugee Centre Society; South Island Dispute Resolution Centre; Victoria Collaborative Family Law Group; Men's Trauma Centre; Women's Sexual Assault Centre; The Cridge Centre for the Family; Hill House Transition House; Victoria Women's Transition House; Bridges For Women; The Pacific Centre for the Family; Big Brothers, Big Sisters; Child and Family Counselling Association; Disability Resource Centre; Surrounded by Cedar Society; School Districts 61, 62, and 63; Intercultural Association; Victoria Native Friendship Centre; Blanshard Community Centre; Burnside-Gorge Community Centre; Capital Families Association; Child Abuse Protection and Counselling Society; Citizen's Counselling; Military Family Resource Centre; Ministry of Children and Family Development; James Bay Community Project; Parent Support Services; Boys and Girls Club; Esquimalt Neighbourhood House; Phoenix Community Services; Legal Services Society; Law Courts Education Society BC; BC Provincial Courthouse; ProBono Students Canada; The Need Crisis Line; Together Against Poverty Society; Esquimalt Neighborhood House; Ronald McDonald House Charity; Garry Oak Financial Group; Community Social Planning Council of Greater Victoria; University of Victoria; City University; Royal Roads University; and other universities in connection with internships, practica, faculty and student projects, committees, and speaking engagements. We have also started discussions with corporations for potential sponsorships, capital projects, public-education projects, and services for employees.

Richard Routledge, Executive Director

COMMENTS FROM OUR SUPERVISOR IN LEGAL SUPPORT SERVICES

It has been my great privilege to again this year provide legal supervision to our excellent team of legal advocates. Every year, I find myself in awe of the number of clients served and the consistently excellent service that the clients report receiving.

In last year's Annual Report, I cited the importance of supporting the team to continue in their difficult work by providing continuing education and training, technical and administrative support, and time for debriefing, reporting, and contemplation. With the support of the Victoria Collaborative Family Law Group, the advocates have attended two workshops with Bill Eddy: Understanding and Managing High Conflict Personalities in Family Law Disputes, and New Ways for Families. The former focused on learning the skills to work with so-called high-conflict personalities, which takes time and patience and is the opposite of what one feels like doing, but which makes an amazing difference. The latter is a unique program to help families avoid a high-conflict cycle and learn to co-parent effectively. We are privileged in Victoria to be the first community trained in the latter program by Mr Eddy,

Continuing education is critical to ensure that our advocates have the skills, training, and experience to support our clients in the challenging and ever-changing family law processes. Among many other things, this year our advocates are becoming familiar with the new Supreme Court Rules, which come into effect on July 1, 2010, in readiness to support those of our clients who are challenged in negotiating the new rules.

Another crucial component to our quality of service comes from a deep and sincere caring for the clients and their families. The calm, caring, and respectful approach taken by the advocates allows them to model that approach and genuinely connect with the clients. This approach also allows the team to be most supportive of each other, both personally and professionally, and is key to the team's success and longevity.

Crystal Buchan, Legal Supervisor

COMMENTS FROM OUR CLINICAL SUPERVISOR

I have been in the lucky position of doing clinical supervision with the counselling team, and sometimes with the legal support team, at BCFIT for 4 years now. In the meantime, BCFIT has grown tremendously, providing new opportunities for families and placing new demands on staff. Without exception, I have been tremendously impressed with the professionalism and high quality practice provided by the entire counselling and legal support teams. I am confident the families who come for assistance meet with compassionate and informed staff and benefit from ethical and skilled service in the various programs.

The purpose of supervision is to give staff the opportunity to discuss clinical and ethical issues, and especially challenging situations, in a confidential setting. Ideally, supervision enhances the services families receive by supporting and enhancing the ability of staff to carry out their work. Supervision works best when everyone joins the conversation and brings good questions about their own practice and the work in general. For this to occur there must be an atmosphere of safety and shared ethics and a focus on providing the highest possible level of service. I am consistently impressed by the thoughtful and creative discussions that take place in supervision meetings, and grateful to be a part of the important work of the organization. Thank you.

Dr Allan Wade, Clinical Supervisor

FINANCIAL STATEMENTS

BALANCE SHEET AS AT MARCH 31ST

INCOME STATEMENT

	Unaudited 2009-2010	Unaudited 2008-2009
Revenue		
BC Gaming	\$135,550	\$109,816
United Way	94,362	85,796
Law Foundation	91,200	115,133
Ministry of Attorney General	20,179	20,123
Fees & Miscellaneous	55,917	59,202
Ministry of Children and Family Development	12,000	12,000
Foundations (other)	37,410	12,950
Service Canada	0	29,672
	\$446,618	\$444,692
Expenses		
Program Delivery Personnel	\$254,591	\$258,601
Rent & Utilities	32,765	30,150
Contractor Fees	56,577	42,940
Administration*	15,182	18,056
Accounting/Audit	5,525	6,200
Supervision, Legal	5,000	5,000
Supervision, Clinical	2,556	3,547
Telephone, Fax, Internet	5,790	6,042
Amortization	2,775	3,000
Advertising	2,334	2,761
Security	2,486	2,615
Training & Travel	3,640	5,188
Memberships	691	732
Insurance	1,275	1,275
Program Development	4,803	3,573
Office Improvements	981	2,500
Deferred Revenue	50,500	38,000
	\$447,471	\$430,180
Surplus (Loss)	(\$853)	\$14,512

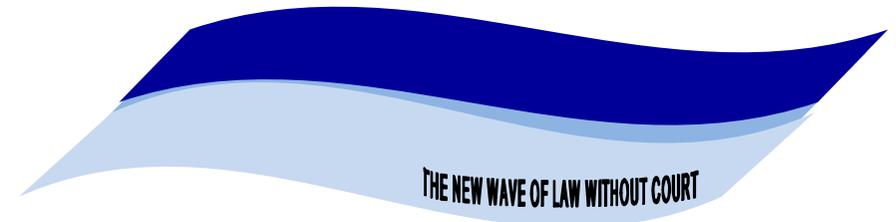
*includes bank charges, supplies, etc

	2010	2009
Assets		
Bank Acct, Cash, GST Receivable	\$ 64,362	\$ 51,699
Term Deposits	12,106	14,761
Funding Receivable	9,333	8,151
TOTAL ASSETS	\$ 85,801	\$ 74,611
Liabilities		
Fixed Operating Costs Payable	\$ 11,000	\$ 16,268
Variable Operating Costs Payable	2,700	2,205
Deferred Revenue	50,500	38,000
TOTAL LIABILITIES	\$ 64,200	\$ 56,473
Unrestricted Net Assets	\$ 21,601	\$ 18,139
	\$ 85,801	\$ 74,611

Once Again, Thank you to all our volunteers!

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