

## **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 ADDRESS**

After six years on the Family Services of Greater Victoria board, four as president, this is my final address to the AGM, at least for the immediate future. And I am happy to say that the agency is in better shape than when I began my six-year term on the board back in 2013.

In 2013, we were in leased offices and paying almost \$100,000 a year in rent. Today, we are in a new home with yearly rental costs that are already well below our previous cost, and this expense should fall even more as more tenants are attracted to the Innovation Centre. That means that, in the long run, Family Services of Greater Victoria should not just survive but prosper for the immediate future and long-term.

Another piece of good news: the new “trauma-informed” day-care centre on the second floor will, if all goes as planned, open in late August or September. This will not only provide badly needed child-care spaces for the community but is a key piece of the puzzle for the long-term viability of the Innovation Centre, and therefore FSGV's own long-term success.

Another piece of the survival puzzle is fund-raising and here again there is good news: our charitable auction in the fall raised about \$12,000 and thanks to other initiatives by Jane, including jewelry sales, gifts and donations to the agency have gone over \$40,000 in the past year.

That said, in the past six years we've faced a crisis or two or three in terms of funding and occasionally the sheer survival of the agency. But we've come through these crises, in part because we've been fortunate to have two superb executive directors.

Previous ED Bruce McGuigan did much of the heavy lifting to make the Innovation Centre a reality, while also fashioning FSGV into a leaner (and occasionally, but only occasionally, meaner) machine in terms of our finances and staffing.

When Bruce retired from the ED position last year, we had another piece of very good fortune when Jane Taylor Lee agreed to take over as executive director. Like Bruce, Jane is a dynamo, but a calmer type of dynamo. Under her leadership, FSGV is moving ahead both in offering its current programs, in developing new programs that help children, families, and the community we serve, and in tirelessly reaching out to the community so that more people know about the work that we do.

I've also been fortunate, both as a board member and president, to have worked with a fine team of fellow board members, and I'd like to acknowledge them by name:

Shauna Tucker (who has agreed to run for president), Samantha de Witt, Malcolm McMicken (who, alas, is also leaving the board after six years), Donna Miller, Bronwyn Taylor, and our newbies, Ken d'Sa (who was treasurer during a previous board term and agreed to come back and resume the financial portfolio), Patrick Tucker (no relation to Shauna), and finally our board member *ex officio* and the centre of a web of social-service contacts that extends across the galaxy, June Preston.

I am grateful to all of them for making my time as president considerably more enjoyable, or at least stress-free, that it could have been.

I'd also like to acknowledge another terrific team of people, our agency's staff and volunteers without whom we could not serve the families of Greater Victoria.

So, I am saying goodbye, but also saying "thank you" for the opportunity to serve the community with such a fine group of board colleagues, with two amazing executive directors, bolstered by an excellent team of staff and volunteers. I know that as I leave, FSGV is in good hands.

*Thank you.  
Paul MacRae,  
President*

## EXECUTIVE DIRECTOR'S REPORT

The past 10 months have been really busy, challenging, productive and rewarding. Our 40<sup>th</sup> anniversary celebration dinner and auction raised almost \$12,000 in October and our fundraising committee has already procured an MC and auction items for our next big event, so mark your calendars for February 13<sup>th</sup>, 2020 at the Da Vinci Centre.

We are so fortunate to have 2 new additions to our counselling team and have been able to expand our services and support to children, their caregivers and families. In January, we commenced All About Me services in Langford and that service is going well. It meets the demand to provide support and resources to clients in the western communities. A big "thank you" to Peter Monk for MCFD's ongoing confidence and support of our agency and staff. A huge "thank you" to Amira and Julia, our UVIC second year Masters in Child and Youth Care students. We are grateful to UVIC for, once again, placing their students with us and supporting our clinical programs and services.

We have recently re-introduced our facilitated access program, under the guidance and expertise of Pam Rudy and we are pleased with the support from lawyers and other professionals who understand the value of this service. We want to facilitate the parent/child connection and who better than Pam to head this up? After all she does have more the 5000 hours of supervision under her belt. No one else can claim that distinction and honour! We have continued on with our regular Separation Resource services and look forward to expanding our services in the future. We are so grateful to Crystal Buchan, who continues to provide superb legal supervision and support of this agency.

We are always looking to increase service delivery and to improve and expand existing programs and to look for new funding opportunities to welcome new initiatives! Of all the challenges I have faced in my new role, identifying and wooing potential donors takes top honours! We are, indeed, fortunate to have the history of support from long term donors and are always delighted to learn of new funding opportunities. Bruce McGuigan is truly a force of nature and I am so grateful to him for supporting me in my role. This agency was in solid and sound financial shape before I started and it is my expectation that the agency will continue to thrive.

The trauma-informed Daycare project has been the greatest challenge of all. It has been, at times, a very time consuming project, but when complete, will be the first of its kind in Canada, and perhaps in North America. With UVIC's involvement, we can promulgate successful practices and potentially influence how daycares operate across Canada. Our vision and mission is to create a centre of daycare excellence. We have had many conversations with the University of Victoria and are working towards using the site for longitudinal research as well as for training and practicum placements.

We have worked closely with Victoria Immigrant & Refugee Centre Society (VIRCS) in doing presentations to their Pathways 2 Professions & Trades (P2PT) cohort and in partnering on grant applications. Our partnership with VIRCS has created opportunities for clients of both agencies and we look forward to future collaborations.

I would like to express gratitude to our board, who have welcomed and supported me over the past year. They are a dedicated group and have been terrific to work with. I wish and need to give special mention to Paul MacRae and Malcolm McMicken, two 6 year serving members, whose time has come to leave the board. I have served with them as a fellow board member and now as ED. Their energy, expertise and commitment to this agency have been outstanding. I shall miss them, the board and staff shall miss them but their families will be thrilled to get them back!

Finally, I wish to express my sincere gratitude to our staff, contractors, and volunteers, for their tremendous work and support over the past year. Family Services is a great agency and I anticipate exciting challenges and achievements in the years to come.

*Jane Taylor Lee, MA, CCC  
Executive Director & Clinical Supervisor*

### **CAUGHT IN THE MIDDLE**

We introduced changes to the format and running time of our flagship program and the feedback has been very positive. This program continues to make such a difference in the lives of children and their parent(s). We have a terrific team of facilitators who bring commitment, energy and expertise to the program. We are, indeed, fortunate to have had many with us for several years and, with our practicum students, it was a great combination of experience and new energy!

I would like to mention and thank all the facilitators by name: Luciana, Yuko, Barb, Frankie, Deanna, Amira and Julia. Thank you for making such a huge contribution to these families and for changing lives!

*Jane Taylor Lee, MA, CCC  
Executive Director & Clinical Supervisor*

## PARENTING AFTER SEPARATION

Parenting after Separation is a province-wide program sponsored by the Ministry of Justice, and we have been contracted since 1997 to provide sessions in Victoria. It is a 3-hour information session with some group interaction and individual assistance. The attempt of Parenting After Separation is to provide participants with alternate dispute resolution methods, so the Courts can only handle cases where all other attempts at reaching an agreement have failed.

Our contract specifies there must always be 1 male and 1 female presenter, and whenever possible there is a guest speaker from the Justice Access Centre.

Parenting After Separation is mandatory for people putting an application in court to obtain change, a child support order or and order about parenting arrangements, contact or support. As a result of this rule, we have grandparents, step-parents, and aunts and uncles needing to attend this program.

This year we ran 24 sessions. 282 people registered and 177 people attended bringing an average of 7 people per session. Each participant receives a certificate which is valid at court for 2 years. We are continuing to see people having to re-attend when their certificate expires and are again needing it for court purposes.

Raji Goel coordinates the Parenting after Separation program and our First Response Services team handles participant registration and confirmation call-backs. Lionel Zelniker—a social worker and group counsellor for over 40 years—has been involved with Parenting After Separation since 2002. Frankie Kelley, Yuko Kawasumi, and David McCoy have been doing a great job in this program as well. All facilitators are exceptionally talented and this is evident once again in the program evaluations. Most participants are compelled by court order to take the program but in the end over 90 percent of them state the workshop was very helpful. In the evaluations we are frequently told by participants that they wish the workshop could have been longer.

*Raji Goel  
Programs Co-ordinator*

**LEGAL ADVOCACY & SUPPORT SERVICES**  
**\*NEW\* SEPARATION RESOURCE SERVICES &**  
**FACILITATED PARENT – CHILD CONNECTIONS**

This program report is unusual in the sense that from September to December 2018, the program was known as Legal Advocacy and Support Services which was funded by the Law Foundation of BC. We are very grateful to the Law Foundation for providing the majority of funding for this program since 1988. However, as of December 31, 2018, the Law Foundation's funding ended and we re-named the program **Separation Resource Services**.

January was a month of new beginnings for me in revamping intake forms for Separation Resource Services and also revamping a service contract to begin providing facilitated access and calling it **Facilitated Parent-Child Connections**. Developing this program was exciting because it brought back a service that we had been providing over 15 years ago. As new funding sources for these programs needed to be explored, we implemented a fee structure on a sliding scale basis.

In addition to developing the Facilitated Parent-Child Connections program, I worked on scheduling pre-mediation meetings and mediation sessions that I could observe and co-mediate with experienced mediators in order to obtain the 40 hours "practicum" required to apply to be on Mediate BC's roster. Once this process is complete, our office could begin offering mediation services again. In February, I attended my convocation ceremony for completing my Family Mediation Certificate at the Justice Institute of BC.

Our advocacy services were greatly enhanced by part-time advocate, David McCoy, as well as long-term court volunteers, Roy Asselstine and Diana Paterson. This team, including myself, attended Victoria provincial court family remands on Thursday mornings to inform self-represented litigants about court procedures and to assist them in meeting with family duty counsel prior to their cases being called. From September to December 2018, there were **275** self-represented litigants who received our services. Many thanks to David, Roy and Diana.

For her long-term commitment as our legal supervisor, we gratefully thank Crystal Buchan for being available to the legal advocacy team and look forward to her continued involvement in providing legal supervision for our Separation Resource Services.

*Respectfully submitted by,*  
*Pam Rudy*

## **COUNSELLING SERVICES**

This past year, Family Services provided 1950 hours of individual and couples counselling. We have assembled a terrific team of staff, contractors and students and are doing some of our finest work to date. The complexity of the referrals and the often, intense family dynamics make our work challenging and rewarding. We support our clients and we support each other. Providing clinical supervision to this group is a privilege. I get to witness their professional and personal growth and am confident that an enrichment and expansion of programs and services will be carried out by committed and hardworking clinicians, who strive, every day to do their very best work with children, youth and adults, presenting with challenging circumstances, behaviours and expectations.

We are currently working on 2 new programs, both of which we hope to run in January and for which I am seeking funding and support. One of our many strengths is identifying areas of need and actively seeking ways to create and run the programs. We are partnering with VIRCS on initiatives which would involve our counsellors facilitating groups and providing emotional support to VIRCS clients and their families.

*Jane Taylor Lee, MA, CCC  
Executive Director & Clinical Supervisor*

## FINANCIAL STATEMENTS

### Income Statement

	Draft 2018-2019	Reviewed 2017-2018	Reviewed 2016-2017
<b>Revenue</b>			
BC Community Gaming Grant	\$99,000	\$99,000	\$99,000
United Way	50,935	60,475	30,000
Law Foundation	60,000	80,000	75,000
Ministry of Justice	15,600	16,900	20,331
Fees & Miscellaneous	74,486	79,444	84,585
Ministry of Children and Family Development	60,785	89,277	42,977
Foundations (Donations)	31,286	47,595	34,669
Amortization of deferred contributions	0	30,401	13,686
Fundraising	11,703	9,269	
Skills for Changing Families	10,000		
	<b>\$413,795</b>	<b>\$512,361</b>	<b>\$400,248</b>
<b>Expenses</b>			
Program Delivery Personnel	\$256,555	\$266,982	\$233,218
Rent & Utilities	89,415	72,412	93,890
Contractor Fees	10,943	25,545	36,708
Administration*	16,830	9,049	18,215
Accounting/Audit	8,163	7,592	8,059
Supervision, Legal	3,750	5,000	5,000
Supervision, Clinical	0	5,770	5,330
Telephone, Fax, Internet	4,485	4,622	3,745
Amortization	1,102	4,981	14,553
Advertising	1,102	3,343	1,673
Security	0	504	1,008
Training & Travel	36	2,142	130
Memberships	0	1,084	544
Insurance	1,355	1,256	1,254
Program Development	0	178	847
Skills for Changing Families	5,661	0	0
Moving Expenses	0	8,495	0
	<b>\$399,397</b>	<b>\$418,955</b>	<b>\$424,174</b>
<b>Surplus (Loss)</b>	<b>\$14,398</b>	<b>\$93,406</b>	<b>(\$23,926)</b>
Write Down of Leasehold Improvements		(\$27,901)	
Final Surplus (Loss)		<b>\$65,505</b>	

## Balance Sheet as at March 31<sup>st</sup>

	2019	2018	2017
<b>Assets</b>			
Bank Acct, Cash, GST Receivable	\$142,736	\$133,774	\$106,191
Funding Receivable	\$3,617	0	0
	\$ 146,354	\$ 133,774	\$ 106,191
<b>Capital Assets</b>	64,249	64,249	51,248
<b>TOTAL ASSETS</b>	<b>\$ 210,603</b>	<b>\$ 198,023</b>	<b>\$ 157,439</b>
<b>Liabilities</b>			
Fixed Operating Costs Payable	\$ 6,547	\$ 7,582	\$ 7,062
Variable Operating Costs Payable	589	6,421	8,271
Deferred Income	99,000	111,200	114,000
Deferred Revenue	27,500	27,500	47,901
<b>Total Liabilities</b>	<b>\$ 133,636</b>	<b>\$ 152,703</b>	<b>\$ 177,234</b>
<b>Unrestricted Net Assets</b>	<b>\$ 76,967</b>	<b>\$ 45,320</b>	<b>-\$ 19,795</b>

### TREASURER'S REPORT

On behalf of the Board and the leadership, I would like take this opportunity to submit the Financial Report of Family Services of Greater Victoria for the fiscal year ending March 31, 2019.

Currently, the financial statements are still being reviewed by the Accountant. We will make them available once they have concluded their task and ensure a copy is posted on our website. Meanwhile, the draft of the 2018 – 2019 statements is provided for your information and review.

Please note the following points of interest:

1) Revenues:

(a) Our contract with the Law Foundation has now ended.

(b) We received a one time injection of funds from the Ministry of Children and Family Development last year. Our new contract with them is now more sizable.

2) Expenses:

Due to a decrease in Revenues, correspondingly, we saw it fit to put in cost-containment measures to ensure that we are good stewards of the finances available. Below are three things to note:

(a) We implemented changes to our workforce plan while ensuring we did not compromise on the delivery of our core services.

(b) Rent may appear to have increased but this was due to the one time "loan" to the Social Innovation Centre. This will be returned during 2019-2020. Once done, our rent will again be significantly lower.

(c) Clinical Supervision is now being done by our Executive Director, Jane Taylor Lee.

3) Other:

Similar to last fiscal year, we had Jane and friends of Family Services of Greater Victoria, put together a fundraising event in 2018 that raised close to \$12,000. For this creative and innovative effort by the team, we deeply appreciate and thank them for working to generate funds for the work we do.

Finally, on behalf of the Board, our leadership team, our esteemed staff and those who receive our services for their family or individual needs, I would like to thank our current corporate and individual funders for their support during the year. We hope their support will continue and even increase in future. Needless to say, increased funding will be a strong factor to help us provide much needed services to families and individuals to make them happy, strong and fulfilled persons in the whole cycle of life.



- Community Gaming Grant
- Ministry of Children & Family Development
- Ministry of Justice



The Allen and Loreen Vandekerkhove Family Foundation



Ken D'Sa  
Treasurer