

# ANNUAL REPORT



## 2019-2020

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"Family Services of  
Greater Victoria"

### VISION STATEMENT

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Family Services of Greater Victoria (FSGV) is the province's premier agency for all family members facing change and challenges in their relationships. FSGV's professional staff combines current knowledge with training to provide a wide range of caring, timely, and effective services.

### MISSION STATEMENT

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Family Services of Greater Victoria (FSGV) 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. FSGV believes all individuals can find ways to move forward in their lives when family relationships have changed or are changing.

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## STAFF AT YEAR END

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### Executive Director

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*Jane Lee, MA, CCC*

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### Public Education

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#### First Response Services

*Raji Goel, Dip. Office Admin*

*Sandra Teiffel, BA, Dip Ed*

#### Parenting After Separation

*Colleen D Kelley, BS, BSW, RSW*

*David McCoy, RN, BHS, MA*

*Lionel Zelniker, MA, MSW*

*Yuko Kawasumi, MA, RCC*

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### Separation Resource Services

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*Pam Rudy, BEd.*

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### Counselling & Therapy Services

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*Ava Razavi, MA, RCC*

*Barbara Green, MA*

*Charlene Hickey, ECE, BA, MA (in progress)*

*Corrine Palatchi, MSW (in progress)*

*Deanna Leippi, MA, CCC\**

*Jane Lee, MA, CCC*

*Jonathan Percy-Brother MA (in progress)\**

*John Ricker, MA, RCC*

*Julia Dillon, MA (in progress)\**

*Luciana Daghum, MA, CCC*

*Vahini Govender,  
MC:AT, BA (Psych.), DVATI, RCC*

*Yuko Kawasumi, MA, RCC*

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### “Behind the Scenes”

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#### Computer Technician

*Melvin Klassen, BSc\**

#### Bookkeeping

*Rena Tiemer, CPA, CGA, BBA*

*Sheena Bellingham, PCP, Bookkeeper*

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**\*Volunteer during the past year**

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## 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

We try to have our AGMs within a few months of the financial year-end. Last year, our AGM was in June. Last June I anticipated making this report to you in about June 2020 – and telling you that things were the same – different, because each year is different – but also the same.

Instead, here we are in October 22, 2020, not June 2020, because of delays caused by a global pandemic and we are on Zoom. Things are different. We talk a lot in 2020 about how things are hard, constantly evolving, and different.

My message to you is that in 2020 things are also different, but, the same. In face of, or perhaps because of, the pandemic FSGV has found a way to renew its commitment to the community and people it serves, put people first, and move forward. You will hear from the Treasurer that we are doing this while, unlike so many of our counterparts in NFP sector, we are staying afloat:

I will not go on at length about anything, as you will hear the details about finances and our services from our Treasurer and our Executive Director, but here are some highlights in the “year-and-a-bit” since our last AGM.

**(a) Services:** FSGV has continued to operate its full slate of services since the last AGM, with a short service disruption in March and April and a few changes to the way services are delivered after that time. Some of the bigger changes/ adjustments include that:

\*\* Services substantially moved online. FSGV began counselling through tele-health. The platform, necessary paperwork (consents) and training for staff who had not performed online counselling were in place by mid-April.

\*\* Caught in the Middle – change from an in-person group format to a 1-1 psycho- educational sessions.

\*\* Men's Programme – Eugene Ford, has been contracted to work with our former ED Bruce McGuigan on this programme which has been a gleam in Bruce's eye for some time, and will now reach fruition.

\*\* Mediation and facilitated parenting access services are performed for FSGV by Pam Rudy. We have offered mediation for sometime and previously offered facilitated parenting services (aka supervised parenting time). There is a significant demand for this service in the city. Pam has responded to this need, and supported by Jane and others in the agency, got this service up and running in January of this year.

**(b) Social Innovation Centre & the Little Phoenix Daycare:** We became a partner in the VSICS in 2017 to be in community with other social service agencies, but also so that we could, through the VSICS, own our own home. Having a home in our North Park building means FSGV will not have to move again in the future, and gives us more control over our own costs.

You will recall from last year's AGM, that the partners in the VSICS have been renovating part of our North Park building, so we can open the Little Phoenix Daycare in that space. We are very pleased to say that renovations should be complete before the end of the year.

Over the last 18 months, there have been "construction glitches" – meaning delays and extra expenses associated with the project. The glitches, however, have been overcome. With the end in site, the partners have turned their minds to staffing the Daycare.

With completion of the project:

- FSGV anticipates reduced expenses in 2021 as our contribution to overhead drops.
- Our ED Jane, who has been very heavily involved in the Daycare project, will be able to redirect time and energy to fund-raising directly for FSGV; and,
- The VSICS partners will have another addition to our service and family oriented "community-hub". I look forward to hearing more about "community informed daycare" later this evening from Dr. Gerlach.

(c) **Finances:** In sum, we have remained financially healthy in the past 18 months.

We did experience a temporary drop in revenue generated directly from clients. During the same time we experienced that drop, however, expenses were reduced. Most significantly, much of our funding is contractual and we continued to receive our revenue from the United Way, MCFD, the Vandekerkhove Foundation and Gaming.

The FSGV did apply for COVID funding. We were fortunate to receive the CEBA grant and wage subsidies. The latter were a significant assistance. The former, as funds that substantially need to be repaid by 2022 are being held and will be used only if necessary.

(d) **Fund-raiser:** There was a pre-COVID period in the time this report covers. Nothing epitomizes that like the very successful fund-raiser in February 2020 called “Family Matters”. The fund- raiser was in the format of a dinner gala and auction with an MC, musical performances and great talks from Dr. Jennifer Charlesworth, Representative for Children and Youth, and Raven LaCerte and her Dad Paul LaCerte who founded the Moosehead Campaign. This event was not only among our most successful fund-raisers – but an outstanding event by any metric of success. It was just a great time.

### **Really Big Thanks:**

You will hear more about everything I have said from other speakers tonight. I've said it, not to subject you to repetition, but because if I don't lay that groundwork, I can't say the only thing that I think it is really necessary to my report.

The FSGV can only do what it does, and it only survives to do it, because so many people step up – and then go beyond. It is a privilege to be involved with this organization and learn from all of the people to whom FSGV owes thanks:

Jane – who has had a hand in everything I mentioned above, and Bruce, the ED who came before Jane.

Raji and Sandra – who work at the front end of FSGV and who, in this year, have also had to deal directly with the Covid related issues

Donna Miller & the Fundraising Team who organized Family Matters; and, All of the employees and contractors who work so hard for FSGV.

*Thank you.  
Shauna Tucker,  
President*

## EXECUTIVE DIRECTOR'S REPORT

This report can essentially be divided into two parts: pre COVID-19 and then the significant challenges and changes Family Services has made to adapt to a new way of doing business and continuing to serve our clients and their families, while at the same time keeping our staff safe and employed.

Family Services has proven, once again, that it is a financially sound and stable agency that has met these challenges head-on and without skipping a beat. We could not have done so without the sheer determination, hard work, commitment and flexibility of our staff and contractors. These challenges were made easier by tremendous support of the board and our funders.

Pre COVID, our counselling numbers and revenue were on track from the previous year there is more competition now for adult counselling and those numbers have fallen and we started offering couples counselling using a male/female co-therapist model and were able to offer services over the past year.

We are grateful to Peter Monk for MCFD's continued support of our clients and for our All About Me contract. I believe we have one of the strongest counselling teams in the agency's history – a fine group of experienced, dedicated and compassionate professionals, who demonstrate daily what is of paramount importance to our clients, their families and the broader community – a strong commitment to providing the finest programs and services available anywhere in Victoria.

Thanks to the tremendous efforts of my predecessors and the vigilance of the board, Family Services is in good financial shape and at a stage where, despite COVID-19, we can put our time, energy, expertise and funding, to ensure that our flagship programs continue and be in a position to develop new services that meet the ever changing needs of our community.

In meeting and listening to clients, families and funders, we are always looking at new ways to provide services and support and, in so doing, build on our success and deepen our reputation as a premier agency in BC.

Little Phoenix daycare is still under construction and continues to require a lot of my time and energy. The United Way has officially partnered with both Family Services and the Victoria Immigrant and Refugee Centre (VIRCS) to raise funds to complete the daycare and we are extraordinarily grateful for their generous commitment to this project. It is exciting to see the community, provincial and national interest that this project has created and thanks to the United Way, the media coverage has been extensive and successful!

We have strengthened our collaboration and partnership with VIRCS and FSGV is seeing the benefit of creating the Victoria Social Innovation Centre and being in our forever home.

Family Services continues to seek new funders, while enriching and strengthening our relationships with existing ones. Sincere thanks to the United Way, Victoria Foundation, Vandekerkhove Family Foundation and Coast Capital Savings for their support of this agency during difficult and uncertain financial times.

I am honoured to serve our community with you and can only imagine the new challenges that the COVID-19 pandemic will bring. My sincere thanks to the board, staff, contractors, students and volunteers for their dedication, expertise and energy.

Respectfully submitted, *Jane Lee, MA, CCC*  
*Executive Director & Clinical Supervisor*

### **PARENTING AFTER SEPARATION**

Parenting after Separation was a province-wide program sponsored by the Ministry of Justice, and we had been contracted since 1997 to provide sessions in Victoria. We received notice in the fall of 2019 that effective November 01<sup>st</sup>, 2019 that the province would no longer be contracting agencies to provide in-person sessions available anywhere in British Columbia. Before people had the option of attending an in-person session or completing the program online. Effective November 2019 people could only take the program online.

A certificate from a Parenting After Separation is still mandatory for people putting an application in court to obtain change, a child support order or an order about parenting arrangements, contact or support. As a result of this rule, grandparents, other extended family members, and step-parents may need to complete the program as well.

Our last session was run in October 2019. Up until then we ran 16 sessions. 161 people were registered and 115 people attended. Whether attending in-person or doing the program on-line, certificates are issued and are valid for 2 years.

I would like to thank all of our presenters who and our First Response Services team that 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*

## SEPARATION RESOURCE SERVICES

During my four-day work week over this fiscal year, I provided 246 individual legal information appointments for clients not yet separated, or recently separated; or those who were in the midst of some process (mediation or court) who wanted information about post-separation parental responsibilities, child support, spousal support, and division of property. In addition to in-person appointments, there was a monthly average of 78 telephone/email enquiries from parents, grandparents, and other service providers seeking legal information. For in-person or email enquiries,

It was invaluable to use DivorceMate software that our office subscribes to in order that I could provide estimates of what someone could expect to receive (or pay) in spousal support depending on whether eligibility criteria were met.

As a member of Family Mediation Canada (FMC) I took advantage of professional development webinars they offered by attending three of their webinars held monthly from January to March 2020. The webinars were a series taught by Dr. Michael Saini on understanding high conflict and working effectively with high conflict parties. In March I attended Continuing Legal Education Society of BC's webinar on *Access to Justice for Children 2020: Best Interest of the Child* which was delivered by a panel of presenters. Last November 2019, I was fortunate to get a free seat to attend the Canadian Elder Law Conference in Vancouver presented by Continuing Legal Education Society of BC in collaboration with the Canadian Centre for Elder Law.

Over many years of providing advocacy services, I was often in touch with the staff in the Courthouse Library, so I was delighted to receive an invitation from them to attend the Law Libraries 150 year celebration held at the University of Victoria Faculty Club on October 30, 2019 which was a wonderful opportunity for networking.

To better understand how Victoria's *Early Resolution and Case Management Model* helps parties resolve issues related to parental responsibilities, child support, and spousal support, I arranged through Family Duty Counsel to attend two Family Management Conferences in order that I could prepare clients for what to expect. Justice Lowe welcomed me for attending to observe. In February I was honoured to be included in a teleconference to provide feedback regarding the *Early Resolution* program. In May I gave my annual presentation to Victoria Justice Access Centre staff about my Separation Resource Services and other services provided by FSGV.

In our *Facilitated Parent-Child Connections Program*, I provided supervised parenting time for 7 families for a total of 58 sessions.

I began doing family mediation, starting by co-mediating with Joan Cotie, a private mediator with her own business—Joan Cotie Mediation & Consulting Ltd. We co-mediated four sessions involving four families. I also co-mediated one

session with Shauna Tucker, lawyer and collaborative family separation professional. I want to thank both Joan and Shauna for their support and mentoring.

Originally intended for small group classes, I modified the *New Ways for Families Decision Skills Class* for three clients who were keen on learning the skills and found it inconvenient to have to wait till there were at least four people wanting to participate. I provided 9 individual sessions for these clients.

Though the fiscal year ended in a Covid-19 lockdown, I was encouraged by the motivation and resilience that clients exhibited when dealing with their separation/divorce issues. Their willingness and/or resignation to move forward continually inspired me as I had to conquer my technology discomfort and learn to provide *Separation Resource Services* via virtual means.

*Respectfully submitted by,  
Pam Rudy*

## FINANCIAL STATEMENTS

### Income Statement

	Draft 2019-2020	Draft 2018-2019	Reviewed 2017-2018
<b>Revenue</b>			
BC Community Gaming Grant	\$ 99,000	\$ 99,000	\$ 99,000
United Way	50,818	50,935	60,475
Law Foundation	-	60,000	80,000
Ministry of Justice	14,705	15,600	16,900
Fees & Miscellaneous	82,944	74,486	79,444
Ministry of Children and Family Development	62,234	60,785	89,277
Foundations (Donations)	30,611	31,286	47,595
Amortization of deferred contributions	-	-	30,401
Fundraising	13,883	11,703	9,269
Skills for Changing Families	-	10,000	-
	<b>\$354,195</b>	<b>\$413,795</b>	<b>\$512,361</b>
<b>Expenses</b>			
Program Delivery Personnel	\$204,355	\$256,555	\$266,982
Rent & Utilities	62,689	89,415	72,412
Contractor Fees	23,363	10,943	25,545
Administration*	22,250	16,830	9,049
Accounting/Audit	8,612	8,163	7,592
Supervision, Legal	-	3,750	5,000
Supervision, Clinical	-	-	5,770
Telephone, Fax, Internet	4,862	4,485	4,622
Amortization	-	1,102	4,981
Advertising	480	1,102	3,343
Security	-	-	504
Training & Travel	501	36	2,142
Memberships	-	-	1,084
Insurance	-	1,355	1,256
Program Development	-	-	178
Skills for Changing Families	2,357	5,661	-
Moving Expenses	-	-	8,495
		<b>\$399,397</b>	<b>\$418,955</b>
<b>Surplus (Loss)</b>		<b>\$14,398</b>	<b>\$93,406</b>
Write Down of Leasehold Improvements			<b>(\$27,901)</b>
<b>Final Surplus (Loss)</b>			<b>\$65,505</b>

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

	2020	2019	2018
<b>Assets</b>			
Bank Acct, Cash, GST Receivable	\$154,811	\$142,736	\$133,774
Funding Receivable	1,694	\$3,617	0
<b>Capital Assets</b>	18,865	64,249	64,249
<b>TOTAL ASSETS</b>	<b>\$175,370</b>	<b>\$ 210,603</b>	<b>\$ 198,023</b>
<b>Liabilities</b>			
Fixed Operating Costs Payable	\$ 8,104	\$ 6,547	\$ 7,582
Variable Operating Costs Payable	877	589	6,421
Deferred Income	99,000	99,000	111,200
Deferred Revenue	12,200	27,500	27,500
<b>Total Liabilities</b>	<b>\$ 120,181</b>	<b>\$ 133,636</b>	<b>\$ 152,703</b>
<b>Unrestricted Net Assets</b>	<b>\$ 55,189</b>	<b>\$ 76,967</b>	<b>\$ 45,320</b>

\*Clinical Supervision is provided by the Executive Director

\*Legal Supervision was as a result of funding by the Law Foundation

### TREASURER'S REPORT

On behalf of the Board and the Leadership of our Family Services of Greater Victoria Society, I would like take this opportunity to submit the Financial Report for the fiscal year ending March 31, 2020.

Currently, the financial statements are 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 year ended March 2020 statements is provided for your information and review.

Please note the following:

Revenues:

(a) Our contract with the Law Foundation ended in December 2018 and there was no revenue from them during this year. Our focus is now to provide Facilitated Access, Mediation and legal information (all on a Sliding Scale fee for service).

(b) Our Contract with the Ministry of Justice to provide 'in-person' Parenting After Separation ended in October of 2019. This was a province wide decision. The Parenting After Separation is now an online course only.

(c) Fee Revenue and Fundraising are both up from last year.

Expenses: Several things to note:

(a) Our Rent has decreased significantly. This was expected and is now more in line with what our rent is going to be moving forward.

(b) Clinical Supervision is now being offered by our Executive Director, and we no longer require Legal Supervision (it was a requirement as per our contract with the Law Foundation).

Once again, this year we have ended with a surplus. Given the impact of COVID-19, we are all aware that the future has brought and will bring more uncertainty. The Agency did have to suspend offering in-person sessions to accommodate the Health Guidelines for BC. However, since the time of the financial year end, we are now back to providing in-person sessions. We have installed appropriate safety protocols to comply with the recommendations of the health authorities thus ensuring the safety of both, our employees/service providers and our clients. Further, we have pro-actively pivoted to a multiple service delivery by offering more on-line and phone support. Currently we are in a good financial position, and we will continue to monitor that and to make sure that our programs and services are being offered in a Healthy, and safe manner.

Thank you everyone for your continued faith, financial and other support of the work done by the Agency to build and enhance the quality of life enjoyed in healthy families that use our services.

Sincerely yours,

Ken D'Sa  
Treasurer.





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## Board of Directors 2019 - 2020

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**Shauna Tucker, LLB** - President  
Lawyer

**Samantha de Wit, LLB** - Secretary  
Lawyer

**Ken D'Sa, BComm** – Treasurer  
HR, Accounting

**Bronwyn Taylor, MEd** – Director  
Retired Teacher

**Donna Miller** – Director  
Former School Principal

**Jim Wallace** - Director

**Katie Elmhurst** - Director

**Patrick Tucker** – Director  
Lawyer

**Susan Metzger** - Director

**June Preston, MSW** – Board Community Liaison  
Social Worker

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### AGENCY FUNDERS

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THE  
ALLEN AND LOREEN  
VANDEKERKHOVE  
FAMILY FOUNDATION



VICTORIA  
FOUNDATION



BRITISH  
COLUMBIA  
The Best Place on Earth



United Way  
Greater Victoria  
Funded Program

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

### Individual Donations

*Our thanks to those who financially supported our organization*

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