

ANNUAL REPORT



2020-2021

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"Family Services of
Greater Victoria"

VISION STATEMENT

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

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.

EXECUTIVE DIRECTOR

Jane Taylor Lee, MA, CCC

SEPARATION RESOURCE SERVICES

Pam Rudy, BEd, Cert. Family Mediation

FIRST RESPONSE SERVICES

Raji Goel, Dip. Office Admin

Sandra Teiffel, BA, Dip Ed

COUNSELLING & THERAPY SERVICES (APRIL 2020 – MARCH 2021)

*Alexa Verstraten,
MA(in progress)*

*John Ricker,
MA, RCC*

Anna Glenny,
BA, MA(in progress)*

Julia Dillon,
MA(in progress)**

*Ava Razavi,
MA, RCC*

Mike Johnston,
MA(in progress)*

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

Samuel Van Ginkel,
MA, RCC(in progress)*

Daisy Song,
MA*

Shelley Fischbach,
BEd, SPED, MA CYC(in progress)*

*Deanna Leippi,
MA, CCC*

*Sydney Boothroyd,
MA (in progress)*

*Hannah Peterson, BA, PGCEi,
Gr Dip in Youth Work(in progress)*

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

*Ian Mackintosh,
MA, CCC, RCC(in progress)*

*Yuko Kawasumi,
MA, RCC*

*Jane Taylor Lee,
MA, CCC*

“BEHIND THE SCENES”

Computer Technician

*Melvin Klassen, BSc**

Bookkeeping

Tiemer & Co

Sheena Bellingham, PCP, Bookkeeper

***Volunteer during the 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 ADDRESS

Family Services of Greater Victoria (FSGV) has had another "pandemic year" meaning a year in which the delivery of services, the financial picture of the organization, and Board activities were impacted by ongoing Covid-19 restrictions. Despite the restrictions, and in the context that this is a not-for-profit organizations, FSGV is thriving. In sum:

1. FSGV is financially healthy. In the not-for-profit sector, what this means is that we are doing better than keeping our heads above water. We have reasonable cash flow, thanks in part to government Covid-related subsidies, but because the FSGV has kept its programs running, through a combination of remote and in-person delivery, and it has continued to receive the necessary gaming and other grants that we rely on to operate. FSGV is blessed to have an ED, Jane Taylor Lee, who excels as a fundraiser. For more details with respect to the financial health of FSGV, see the Financial Report of the treasurer and the Financial Statement of the organization for the past fiscal year.
2. The programs delivered by FSGV remain strong and healthy. Again, this is related to the fact that we were able to transition to remote services in 2020 as reported at last year's AGM. It is also attributable to the fact that we have such a hard working staff, led by Jane, including a number of students from UVIC who come to FSGV to their practicums. Please see the ED Report, and the FSGV web-site to get more details on our programs.

3. We have a Day-Care! FSGV is a partner in the Victoria Social Innovation Centre (VSIC), the society that owns the building out of which FSGV operates. As reported at the last few AGMs the partner members of the VSIC have long planned to put a trauma informed daycare in the building both to offer a much needed service to the community, but also to ensure that our building space is fully occupied. We are pleased to say, and again very significantly due to the extraordinary efforts of Jane Taylor Lee and the general contractor for the project, that the daycare is now substantially finished and the necessary approvals are almost in place. Little Phoenix Daycare is anticipated to open in 2021. Please see the ED's report for more details about Little Phoenix, its new manager and plans with respect to opening.
4. With respect to the board of FSGV itself, the Board had eight meetings in the last year, which is typical for us. All but one of our meetings was by Zoom. Our last meeting was in person so that we could tour the great new daycare space. It foreseeable that at least some of our meeting with continue to be held by Zoom in the coming year.
5. Holding a fundraiser is one of the larger undertakings taken by the board in recent years. In this year, like last year, we were not able to organize the fundraiser due to Covid 19 restrictions. We are hoping that may take place next year. Not only is the fundraiser a source of income for the FSGV, it is important for the organization to celebrate those who work for it, and the community that supports it. We all look forward to being together again soon.
6. The board organized and conducted a review of the Executive Director. We would like to acknowledge the efforts of board member, Donna Miller, in pulling the review together. The health of any organization is linked to the ability of the board, Executive Director, and staff to share meaningful comments with each other about our respective roles in the organization. We hope that internal reviews of other roles and other structures in FSGV will be ongoing within the organization.
7. The president of FSGV is, by virtue of the bylaws of the VSIC, on the board of the VSIC. That board is currently very small, comprised only of the EDs of FSGV and a partner organization, Victoria Immigrant Refugee Centre Society (VIRCS) and the presidents of both those organizations. I have attended at that body's board meetings in the last year. VSIC reports to its member organizations rather than to this membership directly. Nevertheless, it seems important to report that VSIC is in good financial health, largely due to the equity in the building the partner organizations owns. VSIC is looking forward to even greater financial health as the daycare gets up and operating.

8. With a Daycare to operate and a building to run, FSGV recommends that the Board of VSIC be restructured, to include more people and more voices - and to share the load. It is anticipated that amended bylaws will be prepared for consideration by the member partners of VSIC within the next fiscal year.
9. Finally, speaking of boards, it is possible there will be attrition on the board of FSGV this year. Membership on the board is limited to six consecutive years (being three, 2-year terms). Both Samantha de Wit and I have completed six year tenures on the board and Mr. Patrick Tucker is not returning.

We are aware of two people who hope to join the Board for the coming year. There is room for more. If you are interested in working with this great group of people, and for this important organization, please do not hesitate to contact any board member. While we will be electing new board members tonight, it is also possible for people to join the board at any point during the year.

*Thank you.
Shauna Tucker,
President*

EXECUTIVE DIRECTOR'S REPORT

Well, we have made it through another challenging and uncertain year. We have adapted very well to a new way of doing business and both our staff and clients deserve enormous credit for making this happen. COVID-19 has changed everything from how we move through our daily lives to the impact of the pandemic on our physical and mental health. It has been through the sheer determination, hard work, commitment and flexibility of our staff and contractors that we have been able to offer first rate services and support during a very stressful personal and professional time. These challenges were made easier by tremendous support of the board and our funders.

We remained steadfast in our determination and commitment to our clients and their families and to honour our commitments to our funders, who provided additional COVID-19 support and allowed much needed flexibility in how our programs were delivered. Additional funds were sought to provide either free or heavily subsidized counselling and legal support at a time when our clients needed us the most. To all our funders, we give sincere thanks for your unwavering support, patience and understanding as we continue to navigate through very challenging and anxiety-ridden times.

We have fought through the strained financial times and remain a sound and stable agency. COVID-19 remains a constant reminder of how important this stability is and why we must always be seeking and securing funding and managing the agency in a fiscally responsible way. Sincere thanks to my board

for asking the tough questions and expecting detailed and timely responses. Family Services is extremely fortunate to have board directors who take their work seriously and I am grateful to all of them for their support and commitment to this agency. We have had a lot of challenges and changes and the board has shown once again how important our work is in the community. Thank you for understanding the challenges and complexity of my role and for providing the leadership necessary to keep the agency viable.

No one knows when our lives will return to normal but we can anticipate the longer term impacts of COVID-19 on the lives of our clients and their families. We have just seen the very tip of the iceberg of mental health challenges on top of other overwhelming life changes, like separation and divorce, unemployment/underemployment, poverty, housing, to name a few.

What COVID-19 has taught us is the importance of community and what we can all do to serve it. Service comes in all forms, from providing what we do as agency to board service to volunteering, all equally important and valuable. I am honoured to serve our community with you. My sincere thanks to the board, staff, contractors, students and volunteers for their dedication, integrity, expertise and energy.

I wish to make special mention of Shauna Tucker and Samantha deWit, two 6 year members, whose time has come to leave the board. I have served with them as a fellow board member and for the past 3.5 years, as Executive Director. Their energy, expertise and commitment to this agency has been outstanding and they shall be missed. Sincere thanks as well to Patrick Tucker who is stepping down after 3 years. We hope our paths will cross again!

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

SEPARATION RESOURCE SERVICES

This first full year of providing services during the Covid-19 pandemic was a major learning curve. Providing client interviews for legal information, supervised parenting time intakes, and mediation sessions were adapted by using virtual technology, particularly Zoom. However, the clients seemed to adapt better than I did since it took me a long time to feel comfortable in setting up and hosting Zoom meetings.

When Covid-19 hit, more time was available for professional development through webinar training sessions. The majority of the 24 webinars that I attended over the year were free:

- Co-Parenting and Parenting Plans in a Tough Environment
- Working Remotely in the Face of Covid
- Cybersecurity in the Face of Covid
- Family Law during Covid (Parts 1 & 3)
- Intersection of Technology, Domestic Violence and Family Courts
- Reflections on Working with Families Involved in High Conflict (interactive session)
- Provincial Court Urgent Hearings during Covid
- Planning Now for the Echo Pandemic: Tips for Family Court Professionals
- Intimate Partner Violence and Family Mediation for Separating/Divorcing Parents
- Parental Alienation
- Assessing and Responding to the Best Interests of the Polarized Child
- Prudent Early Intervention in Resist-Refuse Cases
- Best Practices in Online Mediation
- Sociopaths: The Con Artists of Family Law
- Mediating High Conflict Disputes
- Hot Topics in Family Law: Navigating the Financial Landscape
- How Parental Conflict Impacts Brain Development in Children
- Child Benefits and Credits after Separation/Divorce
- Managing Anxiety in a Time of Uncertainty (for legal professionals)
- New Ways for Families—Coaches Training
- DivorceMate Masters Series (3 sessions) on income determination, shared custody calculations, and calculating special expenses.

Client services consisted of the following:

Legal Information:

-104 individual appointments -565 calls/emails

Facilitated Parent-Child Connections:

-61 supervised sessions -460 calls/emails

Mediation:

-22 sessions -447 calls/emails

In our *Facilitated Parent-Child Connections Program*, I provided supervised parenting time for 7 families. Despite the pandemic, there were minimal service refusals or cancellations than I expected might happen. It was wonderful seeing

the children, who were all adorable anyway, to now see them wearing their cute masks to show off.

Family Mediation Canada introduced monthly virtual lunch meetings by Zoom which I began attending. The attendance varied from across Canada as we networked on mediation practices. I also received professional support by attending the monthly Q&A sessions hosted by Bill Eddy, co-founder of *New Ways for Families*. Although no longer in an official capacity as legal supervisor under previous Law Foundation funding, Crystal Buchan has also been invaluable to consult with on all aspects of Separation Resource Services.

*Respectfully submitted by,
Pam Rudy*

FINANCIAL STATEMENTS

Income Statement

	2020-2021	2019-2020	2018-2019
Revenue			
BC Gaming	\$ 99,000	\$ 99,000	\$ 99,000
United Way	51,050	50,818	50,935
Law Foundation	-	-	60,000
Ministry of Justice	-	14,705	15,600
Fees & Miscellaneous	33,268	83,491	74,486
Ministry of Children and Family Development	65,379	62,234	60,785
Foundations (Donations)	29,030	30,612	31,286
Fundraising	3,986	16,884	11,703
Skills for Changing Families	-	-	10,000
COVID Relief Income	120,878	-	-
	\$402,591	\$357,744	\$413,795
Expenses			
Program Delivery Personnel	\$231,689	\$204,358	\$256,555
Rent & Utilities	61,500	79,606	89,415
Contractor Fees	11,268	23,363	10,943
Administration*	9,795	18,547	16,830
Accounting/Audit	11,387	8,613	8,163
Supervision, Legal	-	-	3,750
Telephone, Fax, Internet	5,303	4,862	4,485
Amortization	7,955	5,242	1,102
Advertising	178	480	1,102
Security	-	782	-
Training & Travel	1,846	501	36
Memberships	2,945	1,553	0
Insurance	1,457	1,174	1,355
Program Development	29	-	-
Skills for Changing Families	-	2358	5,661
	\$345,352	\$351,439	\$399,397
Surplus (Loss)	\$57,239	\$6,305	\$14,398

*includes bank charges, supplies, etc

Balance Sheet as at March 31st

Assets

Bank Acct, Cash, GST Receivable	\$ 255,588	\$1 57,007	\$ 142,736
Prepaid Expenses	2,094	1,694	-
Funding Receivable	4,203	-	3,618
	\$ 261,885	\$ 158,701	\$ 146,354

Capital Assets

	\$ 60,910	\$ 68,073	\$ 64,249
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TOTAL ASSETS

\$ 322,795	\$ 226,774	\$ 210,603
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Liabilities

Fixed Operating Costs Payable	\$ 12,732	\$ 12,395	\$ 6,547
Variable Operating Costs Payable	4,350	2,905	589
Deferred Income	129,700	132,700	126,500
Loan Payable	40,000	-	-
Total Liabilities	\$ 186,782	\$ 148,000	\$ 133,635

Unrestricted Net Assets

\$ 136,013	\$ 78,774	\$ 76,968
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TREASURER'S REPORT

On behalf of the Board and the leadership, I would like to take this opportunity to submit the Financial Report of Family Services of Greater Victoria for the fiscal year ending March 31, 2021. The statements will be made available once the Auditors have completed their review and we will ensure a copy is posted on our website.

I would like to speak briefly about some items of interest to all of us. It has been a steady year despite the impact that we have faced from COVID19, which has impacted us, society, and the world around us.

Please note the following points of interest:

Revenues:

1. **Law Foundation** – Our contract with them to provide Legal Information ended in 2018.
2. **Ministry of Justice** – Our contract with them to provide In-Person Parenting After Separation sessions ended in October 2019. However, the sessions are only offered online.
3. **Fees & Miscellaneous** – due to the pandemic, we were unable to provide in-person sessions for about 3 months. We had offered more free sessions than normal to those adversely affected by the pandemic and had qualified for some COVID relief funding from the government.
4. **Fundraising**: This is down as we were unable to hold events during the pandemic and this may continue to impact us given the present COVID

compliance requirements that are provided from the Provincial Health Officer.

Expenses:

1. **Program Delivery Personnel** – This has continued to remain steady over the three comparative years and thanks to Jane and her leadership, we are able to attract and retain dedicated professionals and team members to invest in providing our services to the families and individuals that need them.
2. **Rent** – this item continues to show a decrease. The amount for this year is what we can expect going forward. Once the Phoenix Daycare is fully operational, we expect to see a further decrease in this line item.
3. **Accounting/Audit** – this item increased due to a change in auditors who have done an amazing job in reviewing our books and ensuring these are balanced and accurate. A big shout out of thanks to them. Also, a big thank you to our diligent bookkeeper who keeps our books accurately and provides the data to us for review in a timely manner.

Other:

We took advantage of the interest free loans provided by the Government under the Canada Emergency Business Account and have received \$60,000. We note that a total of \$20,000 will be forgiven, if the balance of \$40,000 is paid by the end of December 2022. Funders are humbly requested to take note and consider supporting this obligation.

That is a snapshot view of the financials. On behalf of the Board, I would like to thank everyone for the financial support during the year. I just want to remind us that the agency exists to help children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure. Our team provides information and practical or emotional support so people facing these challenges can make the decisions that are best for everyone. We strongly believe all individuals can find ways to move forward in their lives when family relationships have changed or are changing. We hope this support will continue and perhaps increase in future. Perhaps you can spread the word to others in your circle of influence or community. Increased funding will be a strong factor to help us provide these much-needed services to families and individuals.

*Sincerely yours,
Ken D'Sa
Treasurer.*

BOARD OF DIRECTORS 2020 - 2021

Shauna Tucker, LLB - President
Lawyer

Patrick Tucker – Vice 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

Susan Metzger – Director

June Preston, MSW – Board Community Liaison
Social Worker

AGENCY FUNDERS



The Allen and Loreen
Vandekerkhove
Family Foundation

-Community Gaming Grant
-Ministry of Children and
Family Development

Individual Donations

Our thanks to those who financially supported our organization