

ANNUAL REPORT

2007 – 2008



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VISION STATEMENT (adopted August 2007)

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 (adopted August 2007)

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.

BOARD OF DIRECTORS

Richard McGuigan, Ph.D.: President
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Executive Director
Richard Routledge, M.A., R.C.C.
Executive Assistant
Raji Goel, Dip. Office Admin.
Coordinator, Legal Support Services
Pam Rudy, B.Ed.
Lead Counsellor/Facilitator
Paula Murphy, M.A. (Hons), R.C.C.

Counsellors/Facilitators
Sue Duffy, M.Ed., R.C.C.
Hazel Loewen, M.A., R.S.W.
Alistair Findlay, M.A., R.C.C.
Jette Midtgaard, M.Sc. (Clin. Psych)

CONTRACTORS

Barbara Green, M.A.
Donnarose Law, B.A., B. Ed.
Doug Woodall, M.A., M.S.W.
Helen Lennie, M.Ed., C.C.C.
Lionel Zelniker, M.A., M.S.W.

Susan Grady, M.Ed., M.S.W.
Susan Payne, M. Ed.
Jacqueline Nikolejsin, M.Ed., R.C.C.
Laura Luz, M.A., F.R.M., Member of BC Mediator Roster

Marie-Christine White,
Comprehensive Family Law
Mediator **Legal Supervisor**
Crystal Buchan, LL.B.

Clinical Supervisor

Allan Wade, Ph.D., R.C.C.

CLINICAL INTERNS

Deborah Weis, M.A., C.C.C.
Jillian Mickelborough-Sugiyama, LL.B., M.A. (in
progress)
John Ricker, M.A.

Laurie Truant, M.A., R.C.C.
Maria Melo, M.F.S.S.
Tamara Knott, M.A. (in progress)

OFFICE SUPPORT VOLUNTEERS

Jan Handley
Jaret Clay, M.S.W.
Laeticia Reid
Mel Klassen, Computer Consultant

Laurie Moniz
Sandra Teiffel, B.A., Dip. Ed.
Rhoda Waddington, B.S.W.

VICE-PRESIDENT'S REPORT

I am delighted to report that in our 30 years as a respected, community non-profit agency, we have never been in a healthier and more financially sound position. The Board has demonstrated tremendous commitment and diligence in maintaining the financial strength and integrity of this agency. The commitment and passion shown by our executive director, staff, supervisors, contractors and volunteers is clear evidence that we have a very bright future. I wish to thank Richard Routledge, our executive director, for his leadership and for assembling a very fine group of individuals, who make a dynamic and unstoppable team. I look forward to another year of outstanding programs and service.

I wish to thank all of those who are our past, our present and our future.

Jane Taylor Lee, Board Vice-President

EXECUTIVE DIRECTOR'S REPORT

What a landmark year for our growing organization. Looking back over the past 12 months, the milestones are many: a new name, a significantly-expanded community mandate with a new Vision and Mission, an enlarged office space, monumental growth and development in our counselling and legal support programs, new interagency partnerships, services in French, extended office hours, an expanded staff, and new volunteers from all over the world. Our achievements spring from the passionate efforts and tireless cooperation of all members of our organization—staff, contractors, volunteers, and Board—and we have much to celebrate as we approach our 30th anniversary in September.

In July 2007 we proudly announced our new name, BC Families in Transition, heralding not only a broader scope of services than those that were possible as the Separation and Divorce Resource Centre but also a more current ideology in terms of how we think about families. The new name reflects three important facts:

- (1) The definition of "family" in our world is continuously evolving and now encompasses a growing multitude of forms.
- (2) Families continue to exist after a separation or divorce, although fundamentally transformed (for example, they adopt a more businesslike arrangement that enables co-parenting with two or more households).
- (3) We now provide services that assist families to change in ways other than separating or divorcing. Specifically, our agency now helps couples and families to stay together with stronger relationships if that is what they choose to do. We have expanded our mandate to include a large 'preventative' component: assisting many families to *avoid* separation or divorce by enhancing communication, facilitating self-knowledge and mutual understanding, developing conflict-management strategies, and so forth.

The community has responded to our new name and expanded role with overwhelming approval, and referrals from outside sources have quadrupled in the past year. Our overall service-delivery during this time has increased by **more than 60 percent** and it has indeed been a challenge to keep up with the pace. Yet we have done so, managing for the most part to provide appointments within one-to-two weeks of a request. Moreover, we have not only maintained our high standard of service but have enhanced it through diligent teamwork, collaboration with other agencies, and ongoing program development.

We achieved these important milestones with an operating budget only **26 percent** larger than that of the previous year. This feat has been possible only by widening our pool of talented and enthusiastic volunteers—including professionally-trained and experienced therapists, retired professionals who provide front-line intake, court preparation workers and various others—to whom we are broadly indebted. Quite simply, the team effort exhibited in all parts of the organization throughout the year has been stunning.

We would be hard-pressed to undertake a 60-percent expansion of our service-delivery in one year without also increasing the size of our office. Thanks to our landlord, the Vancity Credit Union, we were able to do that this year at the same low cost per square foot to which we have been accustomed. We are grateful to Vancity for this very substantial in-kind contribution to our operating budget, as we could not continue to function without it.

Our Board of Directors, too, has worked hard this year to keep ahead of the many changes and new demands that go hand-in-hand with a successful, rapidly-evolving organization. In particular Dr Richard McGuigan, our Board President for the last three years, deserves very special recognition. It is in large measure thanks to his steadfast leadership, specialized knowledge, and analytical skill that we have been able to radically transform and redefine our agency during these three years. Although recently he has needed to resign his post as Board chair, I am grateful that our industrious vice-president, Jane Taylor Lee, will be taking his place in the year to come.

To our knowledge we are one of only three non-profit organizations in North America—indeed, one of very few in the world—that combine both counselling and legal support services for families and family members in distress. Together we are blazing a trail, spearheading a model of interdisciplinary teamwork that is informed by current ideology and methods of practice and fuelled by deep commitment to a comprehensive value system. In the years ahead we seek to enhance our involvement in research and training, in part through collaboration with the University of Victoria and other universities, as well as through our participation in innovative interagency partnerships. I am profoundly honoured to serve this unique and vital organization.

Richard Routledge, Executive Director

FRONT-END SERVICES

Roughly one-eighth of our adult clients report some suicidal feelings, at least half of our adult and youth clients report difficulties with addiction, and crisis calls are a daily occurrence. Similarly, abuse cases are reported or identified for nearly one-third of the children who attend our centre. In these circumstances it is imperative that our front-end department is equipped to handle complex calls with great sensitivity, care, and attention to detail. Our front-end staff and volunteers share a pivotal role in educating the public, providing initial support, and determining a 'starting point' for each client in what is often a multi-layered and complex process of moving forward during a major life transition. The needs of our client group, coupled with the rapid rate with which our agency has grown, developed new services and taken on new personnel, consign considerable demands on our front-end department.

As stated in the previous section of this report, overall demand for service at our agency increased by more than 60 percent during the last year. At front-end this trend is reflected more in the length of time required for each conversation and in the range and complexity of the discussions than in the total number of phone calls and drop-ins, although we received an estimated **7,700** such contacts. Many persons receive all the help they need just by contacting our front-end reception team to obtain information or referrals. Bringing in additional personnel in our counselling and legal support departments has meant that clients spend less time in 'phone tag' before reaching someone who can help, and also that we are better able to determine a good 'fit' for each new client.

Our executive assistant of 14 years' standing, Raji Goel, handled most of these inquiries and supervised a select team of superb volunteers to assist him. During the last two years we have tried and trained 11 volunteers in this department and six of them—Sandra Teiffel, a retired school counsellor; Rhoda Waddington, a retired social worker who commutes from Pender Island to volunteer with us; Jaret Clay, a social work student and part-time executive director; Diana Elliott, a government intake worker; Linda Crighton, a work-experience student; and Laetitia Reid, an anthropology student—provided excellent assistance in 2007-2008.

We are thankful to the United Way for providing funding in the year ahead to further develop our front-end services department.

*Richard Routledge, Executive Director
Raji Goel, Executive Assistant*

LEGAL SUPPORT SERVICES

This was a milestone year for the Legal Support Services program because it started with almost double the funding we have ever received from the Law Foundation of BC. With this additional funding we were able to develop an expanded and more versatile Legal Support Team, allowing us to implement a variety of new initiatives to better serve clients and the general public. Whereas last year the team served a total of 1,179 people, this year the number served reached 2,019: an increase of **71 percent!**

Our new initiatives this year included increasing our capacity for individual appointments **from 40 clients per month to 60**; implementing a very successful, toll-free Legal Information Hotline that operates in both English and French; developing a computer workstation for clients and the public; and undertaking significant outreach work to provide various legal information presentations and workshops to organizations throughout Greater Victoria. To accomplish these objectives we hired three highly-qualified people as advocates on a part-time contract basis: Marie-Christine White, Laura Luz, and Douglas Woodall. Pam Rudy, who has been our legal support advocate for over 21 years, is the only full-time member of the team. She coordinated the development and implementation of the program in addition to continuing in her advocate role, while Crystal Buchan, a family lawyer and former Board member with the agency, continued as our legal supervisor and addressed many aspects of the program's implementation throughout the year.

Marie-Christine White, a long-term volunteer and legal support auxiliary for the agency, served two full days per week as our Legal Hotline Attendant. From a humble start of five calls during the initial month, the volume of hotline calls increased to **more than 50** each month by the end of the fiscal year. The majority of hotline calls come from Vancouver and the Gulf Islands, but increasingly we are receiving calls from all over BC and even diverse parts of Canada and the United States. As word gets out that the services are available in French, we are beginning to receive requests from the Francophone community to extend this aspect of our services.

The team of Pam and Marie-Christine, Laura Luz—an experienced family mediator—and Douglas Woodall—a former volunteer with a wide-ranging background in social work and mediation—conducted individual appointments with **585** clients during the fiscal year. This marks an increase of **just under 50 percent** over the previous year. Moreover **99 percent** of these clients, male and female, stated in their evaluations that they are either pleased or very pleased with the services they received from our advocates. We received numerous thank-you cards, notes, and other tokens of appreciation from men and women who in various ways described our Legal Support Services program as a lifeline during a time of great need.

The availability of a pool of advocates allowed the team to be more available to accompany clients to their court appearances, as well as to legal aid and lawyer appointments or to see duty counsel while in need of additional assistance. Several complicated family law situations involving child protection and restraining orders benefited from Laura's assistance as an intermediary who could remain objective and child-focused.

We are very fortunate this year to have had the most enthusiastic and efficient team of volunteers ever in the history of the program to assist in Court Support on Thursday mornings. By liaising with lawyers acting as duty counsel for unrepresented persons, we provided procedural information and much-needed support to an unprecedented **1,136** people. This number constitutes a gigantic increase of **84 percent** over the previous year. We are grateful to each of our Court Support volunteers—Christie Koshman, Meghan Nuttall, Sylvia Orenchuk, Kazuko Sato, Rajeewa Wijesinghe, Leigh Wilkins, and Lisa Williams—for their vital contribution to our agency and our clients. We also wish to thank our volunteers who assisted in our evening Court Preparation sessions: Shannon Buchan, Crystal Buchan, and Michael Magone.

The new Legal Support Services team has proved both industrious and inventive, and together they laid a lot of solid groundwork in outreach and networking. Through a letter-writing and telephone follow-up campaign beginning in July 2007 they were able to develop contacts with key personnel in **25** agencies and organizations. The team presented at **17** agencies and organizations, including repeat visits at **6** of them, to speak to their diverse client groups. In addition to educating the public and promoting accurate information about family law, these initiatives generated new referrals and new requests for interagency collaboration.

A University of Victoria law student, Devi Ramachandran, worked closely with us during the summer of 2007 to conduct a research project, exploring the perceptions of professionals and the public in relation to service-delivery issues in the family law field. Our team also launched a set of **10** plain-language, easy-reference handouts for the public, and these will soon be added both to our own website and to the website of Island Parent Magazine. Our advocates appeared several times on C-FAX radio with our executive director, providing another avenue for promoting our services.

All in all 2007-2008 has been a year of team-building, program development, and hard work in our Legal Support Services department. During the year ahead the team will continue to expand its network of interagency partnerships and its repertoire of workshops and presentations, as well as to promote the Hotline and produce new educational materials for the public. We are grateful to the Law Foundation of BC as well as the BC Gaming Commission for their continued support of this program.

On a personal note, Pam wishes to convey her tremendous appreciation of the advocates and court volunteers, for their enthusiasm and conscientiousness in providing nothing less than excellent service and contributing immensely to the program's achievements this year. It is a privilege to coordinate the services provided by such an outstanding team.

*Pam Rudy, Legal Support Services Coordinator
Richard Routledge, Executive Director*

COUNSELLING SERVICES

Our agency has provided some group counselling since 1979, but it is only in the last two years that we have developed a full-fledged therapy team to provide an extensive and highly versatile array of psychological therapy services for all ages. We achieved this important leap by introducing a new staffing arrangement in 2006, beginning with three talented therapists and adding a total of nine more as interns and volunteers during 2006-2007 and 2007-2008. Our Counselling Team during this fiscal year consisted of staff members Paula Murphy, Sue Duffy, Alistair Findlay (who left in September to pursue private practice), Jette Midtgaard, and Hazel Loewen; contractors Lionel Zelniker, Donnarose Law, Helen Lennie, Barbara Green, Susan Grady, Susan Payne, and Jacqueline Nikolejsin; interns Laurie Truant, Tamara Knott, Deborah Weis, John Ricker, and Jillian Mickelborough-Sugiyama; and volunteer Maria Melo. All of these people have considerable experience, training, and ability and are closely supervised in their work. Clinical supervision is provided by executive director Richard Routledge, an experienced family therapist, and in monthly supervision meetings by Dr Allan Wade, a family therapist who has garnered international recognition for his work particularly in relation to violence and abuse. In all counselling programs we apply the Code of Ethics and practice standards developed by the BC Association of Clinical Counsellors.

Our tireless team provided counselling services to a total of **944** persons this year, which is **64 percent** greater than last year's total of 577. Of the 944 persons, we served **547** in individual, couple, and family sessions and **397** in our group-oriented counselling programs and workshops. Details are provided below for each program.

Individual, Couple, and Family Counselling

Our services in this category have become such a visible and vibrant pillar of our agency that it is difficult to imagine they did not really exist prior to 2006. This year our team served **547** clients in individual, couple, and family counselling, which marks a **66 percent** increase over last year's 330 and a **17-fold** increase over the 32 people our agency provided emotional support in individual appointments in 2005-2006.

Of the 547 clients, **307** were individual adults, **98** were adults in couple sessions, **61** were individual children, and another **81** adults, children, and youth were seen in family therapy arrangements. (Counselling for individual teen clients is described below in the section titled "Teen Life Counselling"). At the time of writing this report, we provide an average of about **65** counselling sessions per week including Monday and Wednesday evenings.

Our Counselling Team has expanded considerably over the last two years and is now very diverse, with practitioners who specialize in various areas and others who are generalists. The team has proven to be highly adaptable to the intricate dynamics and issues of family life, and the

evaluations we receive are overwhelmingly positive. In the year ahead we will increase our capacity for child counselling (including play therapy), youth counselling, and family therapy.

We wish to thank the United Way and the BC Gaming Commission for providing essential funding for this important program. We also wish to thank Dr Allan Wade for his indispensable role as our external clinical supervisor, and our front-end receptionists for the wonderful job they have done in matching new clients with well-selected counsellors.

Teen Life Counselling

In 2005-2006 as we were preparing to launch our individual, couple, and family counselling program, we recognized that many teenagers will benefit from services specially tailored to their age group. The United Way provided a grant that allowed us to develop a program for individual youth counselling as well as an optional group component, to allow the flexibility of both. This year **25** teenagers completed an intake process and all of them chose individual counselling at our centre. Many of them expressed some interest in a group program with their peers, but ultimately not enough to run a group.

The total of 25 is greater than the 20 we served in 2005-2006, but less than the 35 we served last year. In 2008-2009 we will pursue new strategies for increasing our accessibility to teenagers, for example by providing teen groups in a school setting and including teen volunteers as peer mentors. We are grateful to the BC Gaming Commission for providing funding which will assist us to do this, with the help of several school counsellors who are keenly interested in the future potential of our youth counselling services.

During the past year Alistair Findlay, Deborah Weis, John Ricker, Jette Midtgaard, Paula Murphy, Hazel Loewen, Jillian Mickelborough-Sugiyama, and Laurie Truant all worked with teens in addition to other age groups.

Caught in the Middle

Our agency has been running "Caught in the Middle" for nearly 23 years, yet it continues to evolve and expand. This group counselling program is highly complex, as it entails the coordination of 7 or 8 synchronized subgroups—some designed for the parents and some designed for the children—every time it is run, and whenever possible we use 2 facilitators in each subgroup. The intake process is very thorough, the coordination elaborate, and the delivery itself a sparkling achievement requiring great adaptability and professional skill. The purpose is to support both the parents and the children in families that have split from one household to two, as both generations continue to struggle with the immense emotional and pragmatic changes involved.

This has been a challenging but momentous year for "Caught in the Middle," partly because of personnel changes and partly because demand for the program has been quite high. Sue Duffy, our program coordinator during the last two years, was away for several months and in her absence Donnarose Law and Jette Midtgaard stepped in to take her place. They did a wonderful job, and now that Sue has returned she and Jette share the role of coordinating the program. Jette, Donnarose, and Sue are to be highly commended for their exemplary teamwork in not only keeping this program running smoothly but in continuing to enhance and improve it over the course of the year. Our front-end reception team also deserves special recognition, as they played a major role in keeping up with the changes, providing feedback, and facilitating clear communication with clients during the transition.

This year we provided **8** parent groups and **11** children's groups, and in total we served more people in this program than we did last year or the year before that. Altogether **129** parents and **96** children were served, for a total of **225**, in comparison with 166 last year. The total of 225 represents a **36-percent** growth. Meanwhile, the program evaluations have always been positive, as participants of both generations report they have developed a clearer understanding of their circumstances and emotions as well as developed useful skills to help.

We are very excited about the future of Caught in the Middle, in light of a recent grant from the United Way that allows us to expand the program dramatically over the next three years. During this time we will introduce more child counselling, a 'take-home' workbook for families to use to enhance their communication skills while waiting for the program to start, a much-needed follow-up support component, and a grandparents' group. These initiatives derive from years of feedback from our participants and facilitators.

Congratulations and many thanks are due to the facilitators who were involved during the year: Donnarose Law, Lionel Zelniker, Helen Lennie, Susan Payne, Jacqueline Nikolejsin, John Ricker, Laurie Truant, Jette Midtgaard, Tamara Knott, Deborah Weis, and Paula Murphy. We wish to convey our sincere thanks to our funders in this program, too: the United Way, the BC Gaming Commission, and the Ministry of Child and Family Development.

Parenting with a New Partner

We established this group counselling program in 2005 to support step or blended families. The program explores the changes in family dynamics that a new partner and new siblings bring to a household. The BC Gaming Commission provides partial funding, and the Queen Alexandra Foundation provided the initial grant in 2005-2006.

Our focus this year was not only the challenges of forming a stable household, but also the challenges for children in making frequent transitions among multiple households during this process. Important themes included roles of the step-parent, approaches to reaching consensus rather than compromise, and the development of healthy boundaries with an ex-partner.

During the year **27** participants (**20** parents and **7** children) took part, similar to last year's total of 26. Evaluations revealed the program to be helpful to each of the families involved.

As with most of our programs, we are continuing to experiment with the workshop format. Midway through the year we decided to limit this program to the parents rather than include a separate subgroup for children, because the critical issues generally pertain to parenting and we have been mostly concerned with the issues the partners bring to the sessions. For example, in winter 2007-2008 topics included how to handle conflicting holiday expectations: gift-giving, having guests over, and visiting family and friends.

Barbara Green and John Ricker facilitated this program, and John coordinated it. The male-female co-facilitation model works very well for a program of this type and we are excited about the developments we will continue to put in place.

Evolutions

This is a group counselling program for individual adults who experience loss and grief after the end of a marriage or common-law relationship. We have been providing it for 29 years and have revised it to remain up-to-date with current information, theories, and approaches. The group provides an opportunity for participants to understand the transitions they are experiencing in the context of separation or divorce, and to process the emotional and psychological dynamics of these events within a supportive and normalizing environment. Both of these elements are needed for participants to recover from loss and begin to reconcile the changes in their self-image.

Participants' comments have shown that the group process helped them emerge from an isolating experience and begin to create new social connections. Many participants reported they were starting over again with a renewed sense of hope.

This year **22** adults participated in the program, which is an increase from last year's total of 15. Lionel Zelniker and Susan Grady each facilitated separate groups, with the assistance of two practicum students (Jaret Clay and Jillian Mickelborough-Sugiyama). Paula Murphy handled program coordination. We are thankful to the BC Gaming Commission for providing funding for this program.

Single Again

Single Again is a relatively new program, having been developed early last year by Paula Murphy. It is for individual adults who are going through the initial pain, shock, and disorientation of a separation or divorce that has only recently taken place. Whereas Evolutions focuses on longer-term grief and loss, this program focuses on the initial shock and disruption, with an emphasis on self-esteem and resource-building. Paula both coordinates and facilitates the program, and this year we had **13** participants (up from 7 last year). Participants reported that the program helped them develop a new sense of self, emerge from profound loneliness, and build social connections with a feeling of membership and entitlement in the community.

In the year ahead we will have additional funding for this program, supplied by the BC Gaming Commission.

Building Healthy Relationships

This program is a partnership arrangement with the South Island Dispute Resolution Centre as an enduring component of an earlier program called the Proactive Family Mediation Program. The United Way provided initial funding for this interagency partnership program in 2005.

Building Healthy Relationships is a set of four distinct yet related information sessions for the general public. Each information-based workshop is four hours in length, and participants can attend any or all of the sessions as they wish. The workshop topics are Healthy Communication (facilitated by Barbara Green), Handling Strong Emotions (also facilitated by Barbara Green), Successful Co-Parenting (facilitated by Laura Luz from our Legal Support Services department), and Conflict Management (facilitated by Kat Purvis from the South Island Dispute Resolution Centre). A total of **78** people attended this year, and numerous others were turned away because of limited seating capacity. The workshops were provided free of charge at our centre and served an additional purpose of promoting our two organizations and the services we offer.

We are thankful to the BC Gaming Commission for providing funding for this program. Evaluations from the participants showed great enthusiasm for the covered material and for potential expansion of the program in the future.

Putting the Red and Green Back into Your Blue Christmas

As is well-known, people and families often endure special stresses and emotional challenges at Christmas time. The holiday season is a period of intense loneliness and despair for many families in transition, and for many persons who struggle with lost or strained relationships. For the third year in a row, we provided a unique three-hour counselling workshop for adults in need of support because of relationship issues at yuletide. Helen Lennie, who developed the workshop in 2005, facilitated it on a Saturday afternoon while Raji Goel assisted by providing special decorations for the occasion. This year we had **7** participants, which is the largest number yet, and all 7 stated they found the workshop to be helpful.

We are thankful to the BC Gaming Commission for providing funding for this program, and we look forward to continuing to offer it in the years ahead.

*Richard Routledge, Executive Director
Paula Murphy, Sue Duffy, and John Ricker – Counsellors/Facilitators*

PARENTING AFTER SEPARATION

Parenting After Separation is a province-wide program for which the Ministry of the Attorney General has contracted us for 11 years. It is an intensive 3-hour information session with group interaction and individual assistance, provided 33 times per year for both court-mandated and voluntary adult participants. The program content is standardized by the province, and includes an introduction to the family legal system as well as a large amount of information about co-parenting, plus group discussion with a problem-solving focus. There are always two presenters—one male, one female—and on most occasions there is a guest speaker from the Family Justice Centre. There is also a security guard in this program, to ensure that only the people who have registered are allowed to attend; this is to ensure that ex-partners are not present at the same session.

During the past year **663** adults registered for this program (**296** mandated and **367** voluntary), of whom **445** attended (**192** mandated, **258** voluntary). These numbers represent an increase over last year's totals (404 attending, of whom 329 were mandated and only 75 were voluntary). Even though many attendees are mandated by the court system to attend this program, **90 percent** of the participants' evaluations state that the program was very helpful and in fact that they wish it could have been longer than 3 hours. We speculate that the solid reputation of the program is part of the reason we have observed a much larger (more than tripled) component of voluntary participation this year.

Our veteran facilitators Donnarose Law and Lionel Zelniker handled most of the presentations, with Jane Taylor Lee and Doug Woodall substituting occasionally. Paula Murphy is cross-trained as an additional substitute in this program. Our executive assistant Raji Goel provides program administration and is responsible for the preparation work that precedes each session. Thanks are due to everyone involved for making this program an ongoing success.

*Richard Routledge, Executive Director
Raji Goel, Executive Assistant*

C-FAX RADIO PROGRAM

Beginning in early 2007 we have held a semi-regular radio spot on C-FAX Radio, speaking for an hour each time with questions phoned-in live by listeners. On each occasion 2 members of our agency—our executive director and either Pam Rudy or another member of our legal support services team—speak about some aspect of our organization or some issue that relates to our role in the community. Rebecca Scott, Patty Mack, and Murray Langdon have served as hosts for the show and the feedback on every occasion has been positive. Additionally, in March of this year we were invited by Paul Abra of Island Parent Magazine to pre-tape a one-hour show for Island Parent Radio, to be broadcast on C-FAX later this year.

*Richard Routledge, Executive Director
Pam Rudy, Legal Support Services Coordinator*

INTERAGENCY PARTNERSHIPS

We collaborate closely with numerous other community organizations; in fact, extending our professional network has been one of our key priorities over the last few years. These are just a few of the organizations with which BC Families in Transition staff members have collaborated during the past year:

Bridges For Women
City University
Family Collaborative Law Group
Greater Victoria Police Services
Island Parent Magazine
La Société francophone de Victoria
Legal Services Society
Men's Trauma Centre
Military Family Resource Centre
School Districts 61, 62, and 63
Single Parent Resource Centre
South Island Dispute Resolution Centre

The Cridge Centre for the Family (including Hill House)
The Victoria Family Violence Project
Together Against Poverty Society
Triumph Vocational Services
University of Victoria
Victoria Family Justice Centre
Victoria Immigrant and Refugee Centre Society
Victoria Native Friendship Centre
Victoria Women's Sexual Assault Centre
Victoria Women's Transition House
Warmland Counselling
Young Parents Support Network

Richard Routledge, Executive Director

INCOME STATEMENT

	Unaudited 2007-2008	Unaudited 2006-2007
Revenue		
BC Gaming	\$99,300	\$47,145
United Way	54,683	81,826
Law Foundation	115,680	60,160
Ministry of Attorney General	20,050	19,347
Fees & Miscellaneous	44,155	30,387
Ministry of Children and Family Development	12,000	7,000
Foundations (other)	10,500	12,700
Collaboration	0	5,943
	\$356,368	\$264,508
Expenses		
Salaries & Benefits	\$217,879	\$195,628
Rent & Utilities	21,385	19,670
Contractor Fees	25,705	18,749
Office & Administration*	9,703	10,724
Accounting/Audit	7,230	6,025
Supervision, Legal	5,000	5,000
Telephone, Fax, Internet	4,573	4,286
Amortization	3,000	3,000
Advertising	1,180	2,884
Security	2,756	2,379
Supervision, Clinical	3,703	1,969
Training & Travel	1,149	1,720
Memberships	906	688
Insurance	1,550	475
Program Development	1,481	307
Office Improvements	1,704	2,775
Deferred Revenue	36,293	0
	\$345,197	\$276,279
Surplus (Loss)	\$11,171	(\$11,771)

*includes bank charges, supplies, etc

STAFF

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

Richard is a registered clinical counsellor with over 20 years of experience in counselling, therapy, and community rehabilitation, largely focused on family communication and family violence issues. Since 1985 he has provided counselling and therapy for women, men, couples, teens, families, and groups. He is an adjunct faculty member in the master's degree program in Counselling Psychology at City University and also in the Certificate in Adult Continuing Education program at the University of Victoria. He has served throughout his career in various leadership capacities and has been a presenter and guest lecturer on topics such as post-traumatic stress, grief and recovery, family relationships, parenting, mental health, alcohol and drug addictions, sexual health issues, organizational behaviour, and conflict resolution. He served for two years on the Inquiry Committee of BC Association of Clinical Counsellors, and currently serves on the University of Victoria's School of Social Work Community/Practice Advisory Committee as well as the steering committee for the Association of Family Serving Agencies. Richard is passionate about developing innovative programs and services, and joined the agency at the end of August 2005.

Pam Rudy, B.Ed., Legal Support Services Coordinator

Pam has been a central pillar of BC Families in Transition ever since December 1986. Beginning in 1988 she has served as a legal advocate responsible for the agency's Legal Support Services program. She enhances her professional training annually by participating in advocacy conferences sponsored by the Law Foundation of BC and the Legal Services Society. She provides clients and the public with information about legal rights, responsibilities, and options, attends Family Court, assists with court preparation, and offers other forms of practical and emotional support. Additionally, Pam was the agency's acting executive director throughout most of 2003, all of 2004, and most of 2005. She has proven an invaluable 'backbone' for the organization throughout her many years of dedicated service and since 2007 she has supervised a team of three other legal advocates in the Legal Support Services program.

Raji Goel, Dip. Office Admin., Executive Assistant

Raji was born in Calgary and moved to Victoria in 1991. He volunteered for several agencies, contributing both his computer skills and his general office skills. He first joined BC Families in Transition in 1994 as a volunteer. His computer expertise and endless creativity is seen everywhere in our office, as well as on agency brochures, funding proposals, brochures, and handouts. In 1996 he pursued his Diploma in Office Administration. He graduated in the spring of 1997 and was hired in the fall as the agency's first paid secretary/receptionist. His role in the agency has grown over the years and he is now responsible for numerous tasks, including providing the public with general information and referrals, supervising volunteers in office reception, creating handouts, assisting the executive director with proposals and reports, and handling the agency's bookkeeping.

Paula Murphy, M.A. (Honours), R.C.C., Lead Counsellor/Facilitator

Paula began her work with BC Families in Transition as a practicum student in the "Caught in the Middle" program prior to becoming a full-time staff member in May 2006. During the past decade she has worked with various agencies as a counsellor and group facilitator with adults, couples, and children. At BC Families in Transition she provides individual, couple, and family therapy, developed the "Single Again Support Group," and both coordinates and facilitates that program as well as the "Evolutions" group. Paula's master's thesis focused on women's experiences of separation and divorce at midlife and she has a strong interest in exploring midlife issues from a Jungian perspective. She has specialized training in Jungian/analytical psychology and dream analysis, psychological trauma and interpersonal violence, and somatic transformation.

Sue Duffy, M.Ed., R.C.C., Counsellor/Facilitator

Sue has worked with BC Families in Transition for 3 years. She began with her practicum in the Counselling Psychology program at the University of Victoria, and then became a contract facilitator for the Caught in the Middle program. In 2005, the University of Victoria honoured her with a Blue and Gold Award for outstanding contributions to the community as a volunteer. Since September 2005 Sue has proven herself a vital and versatile staff member, serving as counsellor, program developer, and coordinator of multiple programs. She has an extensive background in community rehabilitation, including clinical work with high-risk youth and survivors of violence, and is most in her element when connecting with people. Currently her responsibility is specific to the Caught in the Middle program, sharing the coordination role with Jette Midtgaard.

Alistair Findlay, M.A., R.C.C., Counsellor/Facilitator (until September 2007)

Prior to joining our agency in August 2006, Alistair had already worked in a variety of counselling capacities and settings for over 20 years with children, youth, and adults. Over the past several years he has served as the executive director of several children's camps located at the Lake Cowichan Education Centre. In addition to some 25 years of experience in working with youth, he has served as group leader in "Setting Boundaries" programs for adults and logged many hours working with the elderly in seniors' homes in B.C and New Brunswick. His diverse employment history also includes teaching and training, public relations, administration, and marketing. Alistair now works in private practice with Warmland Counselling in the Cowichan Valley.

Jette Midtgaard, M.Sc. (Clinical Psychology), Counsellor/Facilitator

Jette began with the agency as a clinical intern in February 2007, and was hired as a staff member 8 months later. She provides adult, couple, youth, and child counselling as well as group facilitation and program development for the agency. Together with Sue Duffy, she handles the task of coordinating the Caught in the Middle program. In addition to her growing role with BCFIT, she works part-time at a youth detox facility. Previously she has worked at the Victoria Women's Sexual Assault Centre as a crisis line support worker and has been part of the Sexual Assault Response Team (SART). She has also worked at CAFCA as an autism interventionist.

Hazel Loewen, M.A., R.S.W., Counsellor/Facilitator

Hazel began her connection to the counselling field as a volunteer at sexual assault centres in Winnipeg and Edmonton. For over 16 years she has worked as a trauma specialist in the area of sexualized violence and abusive relationships. Her keen personal and professional interests in parenting led her to become involved in teaching parenting education courses. She wrote her thesis on the experience of mothering for childhood sexual abuse survivors, facilitated groups for mothers whose children witnessed violence, and took training and supervision in family therapy. Hazel also branched out into the addictions counselling field and provided individual, couple, and group counselling for 7 years at an outpatient addiction agency. It was during this time that she began developing her leadership skills by providing clinical supervision and becoming involved in program development. Hazel has also worked as a public education coordinator in developing, writing, and delivering educational workshops, as well as presentations and seminars to the community in the areas of sexualized violence and mental health awareness. Most recently, she has trained in meditation and incorporates this perspective into her practice. Hazel is a member of the Ontario College of Social Workers and joined BC Families in Transition as a clinical intern in February 2007, before being hired part-time in October of that year.

Barbara Green, M.A.

Barbara has worked in human services for over 26 years, both in Canada and in Europe. She graduated from the University of Victoria with a B.A. in Human and Social Development and later from Royal Roads University with an M.A. in Leadership and Training. She is also a certified addictions counsellor. For most of her professional life she has served as a counsellor and group facilitator, and her clients have included children in care, youth at risk, families in crisis, couples, and inmates. Her first love is group facilitation with topics including addictions, parenting, anger management, behaviour change, money management, and life skills. Barbara has been an enthusiastic facilitator in the Parenting with a New Partner program for 2.5 years, and in the Building Healthy Relationships workshop series for 2 years.

Donnarose Law, B.A., B.Ed.

Donnarose graduated from Simon Fraser University with a B.A. in Psychology and a Bachelor's degree in Education. She has more than 26 years of experience in youth and family work, and has been an important member of the team at BC Families in Transition for 11 years. She was as a staff member for most of this time, serving as a counsellor, group facilitator, and coordinator of programs including Evolutions, Caught in the Middle, and a Step-Parenting program. For the last few years she has worked on a contract basis, facilitating Parenting After Separation and both the children's and the parents' segments of Caught in the Middle. Prior to joining BC Families in Transition she facilitated single-parent groups for the Single Parent Resource Centre.

Douglas Woodall, M.A., M.S.W.

Douglas earned a master's degree in social work at McGill University in 1970, specializing in policy planning, community development, and administration. He has a certificate in Advanced Child Custody Mediation from the Haynes Mediation Institute of New York. He has completed diverse coursework in child and family welfare, public welfare, family mediation, arbitration, federal and provincial administrative law, advocacy, counselling and psychology, treatment issues in working with perpetrators of violence, intervention skills in multicultural group conflicts, curriculum design, etc. Some highlights of his career include co-founding the Victoria Family Violence Project and serving as its first Board chair, co-founding the Association of Family Serving Agencies of Victoria, and co-founding the group that evolved into the Women Against Violence in Relationships Coordinating Committee. He worked for many years as a social worker, district supervisor, and regional training coordinator for the BC Government before moving to the Law Centre Victoria where he was employed as a social worker and paralegal for 18 years. Doug volunteered with BC Families in Transition in 2005-2006, and in 2007 became a member of the agency's Legal Support Services team.

Helen Lennie, M.Ed., C.C.C.

Helen has a master's degree from the University of Victoria in counselling psychology. She has over 25 years of experience in counselling, teaching, and personal growth work. While living in Los Angeles, she presented workshops on Adlerian perspectives on the parenting process. She has since been working in Victoria as a private practitioner, parent educator, and practicum supervisor, as well as a counsellor and teacher at elementary and middle schools. She has diverse experience in workshop facilitation, including in the areas of human development, conflict resolution, self-esteem, anger management, problem-solving, drug and alcohol education. Helen has worked with BC Families in Transition as a group facilitator for 7 years and is passionate about supporting families through transition.

Jacqueline Nikolejsin, M.Ed., R.C.C.

Jacqueline completed her counselling psychology degree at the University of Victoria and first joined the agency as a clinical intern in January 2007. She now works full-time as the elementary school counsellor for Pacific Christian School, and serves as a contractor with BC Families in Transition in the Caught in the Middle program. She is keenly interested in issues pertaining to disabilities and their role in family life, and has several years of field experience in this area. Early in her internship she proposed a new group program focusing on these issues, and it is hoped she will facilitate such a group in the coming year. Some of her other professional involvements have included Victoria Hospice Society, Island Pastoral Services Association, and William Head Institution.

Laura Luz, M.A., F.R.M.,**Comprehensive Mediator Candidate, Member of BC Mediator Roster**

Laura joined BC Families in Transition in 2007 as a contractor in the Legal Support Services program. Prior to this, for 14 years she assisted and supported families in the B.C. Ministry of Children and Family Development's child-protection system. During those years she participated in community boards and served as educator, spokesperson, and writer, as well as providing support for practitioners working with children and adults. In her final 7 years with MCFD she worked extensively with behaviourally challenging youth, young offenders, and the youth justice system. In 2003 she completed a masters degree in Organizational Leadership and Training at Royal Roads University. She then completed two certificate programs in Conflict Resolution and Mediation at the Institute of Conflict Analysis and Management. After a practicum she certified as a national Family Relations Mediator (FRM) with Family Mediation Canada and also as a Child Protection Mediator at Seneca College in Toronto. She was accepted in 2007 to the BC Family Mediation Roster, and is currently pursuing full certification as a Comprehensive Mediator. Outside of BC Families in Transition she uses her conflict resolution skills in training, consulting, coaching, mediation, and program development.

Lionel Zelniker, M.A., M.S.W.

Lionel graduated from McGill University in 1970 with an M.S.W. specializing in group-work practice. Since then he has served in a wide variety of family-service organizations, both in Canada and abroad. His major responsibilities have included individual and family therapy, group therapy, management, and supervision of professional social-work and child-care staff. In the last 16 years he has worked in private practice specializing in group therapy and providing various types of counselling, as well as training professional staff at various agencies in group-work methods and supervising graduate-level practicum students. He has served as a contractor with BC Families in Transition for 11 years, facilitating Parenting After Separation, Evolutions, and Caught in the Middle as well as training new facilitators.

**Marie-Christine White,
Certificate in Comprehensive Family Mediation, Dip. Business Administration**

Marie-Christine has worked with the agency for 9 years—4 as a volunteer and 5 as a contractor—all in Legal Support Services. She now operates the agency's toll-free Legal Support Hotline, providing consultation to the public in both English and French. In addition to her certificate in Business Administration from the University of Victoria, she completed a leadership-training program with Leadership Victoria. While taking this course, she had a vision for a community outreach program and, together with her team, implemented a program called "Squeals on Wheels" for young mothers. Between 2002 and 2006 she registered her mediation company and provided family mediation services for families in transition. Her employment history includes public relations and administration, and she has volunteered in numerous capacities including as a supervisor and facilitator with Rainbows and as an organizer for a 55+ group. Three years ago, she volunteered in Uganda by raising funds to build a kitchen in an orphanage.

Susan Grady, M.Ed., M.S.W.

Susan has 20 years of varied experience in counselling individuals, couples, families, and groups, and she has facilitated group counselling workshops for BC Families in Transition since 1998 chiefly in the Evolutions program. She has a strong interest in new ideas in the field and is passionate about theoretical and ideological issues. She currently works as a social worker for the Vancouver Island Health Authority.

Susan Payne, M.Ed.

Susan completed a practicum with BC Families in Transition in 2007, as part of her master's degree in counselling psychology at the University of Victoria. She began co-facilitating children's groups for Caught in the Middle in September 2006 and has also worked with two children individually at the centre. She has proven a natural team member and brings with her several years of experience in working with children in care and special needs programs.

COUNSELLING INTERNS

Deborah Weis, M.A., C.C.C.

Deborah has worked with BC Families in Transition as a clinical intern since February 2007, working with children and teens as well as with their parents. Over the past 21 years she has worked in a variety of settings and programs in the field of child and youth care, including in the areas of early childhood education, sexual abuse intervention, child and youth mental health, child protection, and counselling for children who witness abuse. She is currently employed as an outreach counsellor for Capital Families Association, working with children aged 0-5 years and their parents. As well as being a committed front-line worker, Deborah is interested in research and program development; her current research project is related to motherhood and the role of family support programs. During her internship she has provided both individual counselling and group facilitation, and has contributed to the development of new programs. She has recently applied for her designation as a registered clinical counsellor.

Jillian Mickelborough-Sugiyama, LL.B., M.A. (in progress)

Jillian has completed a practicum with BC Families in Transition, as part of her master's degree in counselling psychology at Athabasca University. She has lived in Japan for over 18 years and brings with her a great deal of knowledge and experience in working with cultural diversity. She co-facilitated Evolutions in February 2008 and has been working with several individuals and some couples at the centre. Jillian is very interested in transitions as providing an opportunity for growth and development. The skills she brings from her previous career as a lawyer make her an excellent client advocate and problem-solver.

John Ricker, M.A.

John joined BC Families in Transition as a clinical intern in September 2007, initially working with adults and couples and later also working with children and youth as well as providing program coordination. He completed his master's degree in counselling at Bastyr University in Seattle, focusing on systemic approaches to family therapy. Concurrently he fulfilled a practicum at Citizen's Counselling Centre in Victoria and pursued further studies in somatic experiencing and integrated body psychotherapy. He has taught yoga and meditation for many years, and has also lived and worked in diverse parts of the world including New Zealand, Peru, and both the Arctic and Antarctic regions. He is now working toward his designation as a registered clinical counsellor.

Laurie Truant, M.A., R.C.C.

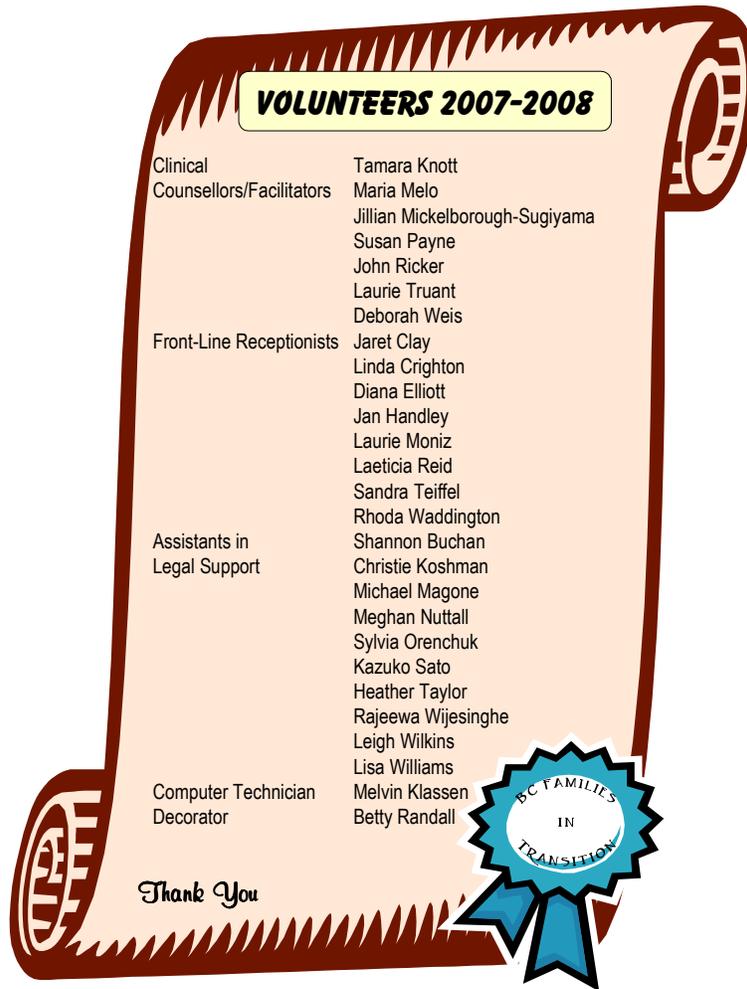
Laurie is a registered clinical counsellor with more than 9 years of varied experience including addictions counselling, lifeskills counselling, and clinical work with adolescents and adults with eating disorders. She has practiced individual and group therapy with diverse client groups, designed and facilitated psycho-educational groups for adolescents and adults, and presented psychological workshops to the public. She has been working as a clinical intern with BC Families in Transition since January 2007.

Maria Melo, M.F.S.S.

Maria is from Portugal and has spent a year in Victoria volunteering with BC Families in Transition, predominantly in the counselling team. While in Portugal she earned a licensing degree in social work in 1986 and a master's degree in family and social systems in 1999. She is an experienced family therapist and family mediator. Beginning in 1990 she worked as a family justice counsellor in the Justice Ministry of Portugal, where her responsibilities included compiling child protection reports for court purposes; providing support to parents using conflict resolution techniques after separation/divorce; and providing supervised access.

Tamara Knott, M.A. (in progress)

Tamara volunteered for 5 years with Victoria Women's Transition House, and currently works as a project manager in Vancouver. She commutes to Victoria to complete her internship, which is also the practicum component of her master's degree in counselling psychology at City University in Vancouver. Tamara is keenly interested in family relationships; she provides individual and couple therapy as well as group co-facilitation for our centre. She uses primarily solution-focused and cognitive-behavioural frameworks, and will apply for certification as a registered clinical counsellor once she has completed her practicum requirements. She has been a clinical intern with BC Families in Transition since February 2007.



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