

# ANNUAL REPORT



## FAMILY SERVICES OF GREATER VICTORIA **2021-2022**

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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 2021 – MARCH 2022)**

*Alexa Verstraten,  
MA(in progress)*

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

*Ava Razavi,  
MA, RCC*

*Jane Taylor Lee,  
MA, CCC*

*Daisy Song\*,  
MA*

*John Ricker,  
MA, RCC*

*Emily Clare  
BCYC, MA (in progress)*

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

*Hanna Kaye Verhagen  
DVATI, BA, MA (in progress)*

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

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

*Yuko Kawasumi,  
MA, RCC*

**“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 REPORT**

When I started my term as president of Family Services a year ago, we had hoped that we were coming out of the pandemic and things would gradually get back to normal. However, that wasn’t the case and we have to address the mindset of the “new normal”, battling various iterations of the disease. COVID 19 has not only impacted the physical health of people across the globe but also has had a detrimental effect on the mental health of community members, young and old. This is where the expertise of our agency, particularly our counselling staff and contractors, has had a positive impact. Our excellent Executive director has had to pivot and create programs and situations that support clients facing these challenges.

When we started the partnership with VIRCS (Victoria Immigration and Refugee Centre Services) in 2018 to form the Victoria Social Innovation Centre in the building we jointly purchased at 1004 North Park, there was an initial vision of creating a daycare on the second floor of the building as well as creating opportunities for other non-profits to lease parts of the building. COVID created problems in moving the daycare construction along as well as one of the initial signing partners left the VIRCS organization and the bulk of the planning and fulfilment of the building of the daycare landed in the lap of our Executive Director. With the very able assistance of her husband, Doug, a retired architect and project manager, who volunteered his time to complete the project, Little

Phoenix daycare is now a beautiful, vibrant learning environment for little people staffed by very capable, caring Early Childhood educators. The Ministry of Children and Family Development New Spaces program financed the initial capital and the United Way was instrumental in creating the funding to complete the project. Our board is extremely grateful for this financial support and particularly for Jane Taylor Lee's leadership and acumen in developing the commitment by the funding partners and working so diligently and creatively with Doug to create this inspiring, beautiful space for children to learn, spark creativity and curiosity.

Just over a year ago VIRCS hired a new executive director, Karen Hira, who is a very capable leader and a valued partner as the Little Phoenix Daycare evolves and both agencies explore other ways in working together in a collaborative way.

As a board, I feel grateful that we have worked well together, completing an evaluation process for staff and leadership, supported our leader when unexpected challenges surfaced, attended a workshop on Board governance offered by the Provincial organization, Board Voice, and created clear messaging to the public on our COVID protocols to protect the health and safety of everyone entering the premises. We now have a new logo and signage for FSGV and the Social Innovation Centre and most recently voted to establish an endowment fund as a Hosted Organization under the umbrella of the Victoria Foundation. This fund starts with an investment of \$10,000, which we want to grow so that we can bring financial stability for the future of our organization. The Victoria Foundation is a stellar reputation for maximizing investments, so if you believe in the value of the work our organization does for families, I encourage you to donate to this new initiative we have embarked upon.

In closing, I am concluding my 6-year term on the board, I want to express my appreciation and respect for Jane Taylor Lee, for her leadership, deep caring for the organization, generosity of spirit, and candor as we worked together this past year. I particularly want to acknowledge Pam Rudy, our Co-ordinator Separation Resource Resources who has been with us for over 36 years, as well as Raji Goel, who ensures the organization is always on track. Thanks to all the board members for being so great to work with, particularly Susan Metzger, who is also leaving the board, for helping so much with our last fundraiser, Family Matters.

*Donna Miller*  
*Board President*

## EXECUTIVE DIRECTOR'S REPORT

Another challenging but rewarding year! The demand for our programs and services has increased during COVID and meeting the challenge of providing timely services has been a constant stressor. It was great to be able to offer in person Caught in the Middle once again and to move through the waitlist and offer our flagship program in person in the original format once again. Moving to on-line program went very well, although a lot more work and coordination for the facilitators but a welcome relief for the parents as they knew they would get the support and information they needed to support their children and themselves.

We find in these already stressful and challenging financial times that our costs have risen, from rent and building maintenance to having to hire more counsellors. We will look at increasing counselling, separation resource services, mediation, and facilitated access fees in order to compensate for the increased costs. We understand and respect the need to maintain access and affordability to our clients and their families. As always, we need to strike the balance between access to much needed services and the ability to ensure the agency's financial stability and sustainability.

We are grateful to our funders for their continued support and for reaching out and making additional funding available during particularly tough times.

We continue to look for granting opportunities to provide individual and group services, while acutely aware of staffing challenges and space restrictions. I hope to secure new funding sources to compliment our existing and historical ones.

I am grateful to our team for their amazing endurance, commitment, flexibility and resilience. Their support of this agency and our clients has been steadfast and my sincere thanks to their partners and families for supporting them as well so they can continue to engage in a high level of professionalism and productivity. We continue to welcome Masters level practicum students who never fail to impress us with their energy, enthusiasm, commitment and contribution.

As always, I am so fortunate to have a dedicated and engaged board of directors who ask the tough questions and expect accurate and timely responses. We are, indeed, fortunate to have this group of volunteers, working on the agency's behalf and fully engaged in all matters relevant to its role. Both

Donna Miller and Sue Metzger will be stepping off the board. Donna has served 6 years and Sue has served 4 years. Their commitment and tremendous work and coordination of our Family Matters fundraiser in February 2020 made it a great success and I am very grateful to them for their time, expertise and willingness to pitch in and help out whenever and wherever needed. I consider myself and this agency very fortunate to have had them to work alongside me.

Donna has been an amazing and unwavering support of me and this agency throughout her time on the board and I am grateful for her wisdom, expertise, candour and humour. She has worked tirelessly to understand what the agency has needed. I sincerely hope she will remain engaged for years to come.

We continue to forge a strong partnership with the Victoria Immigrant and Refugee Centre Society and we are grateful to Karen Hira, Executive Director, for her remarkable leadership and for sharing our vision for the Victoria Social Innovation Centre.

We have been fortunate as well to have secured COVID-19 funding that has allowed us to offer programs and services for no charge or heavily subsidized fees. We hope to have these funds available through most, if not all, of 2022. In anticipation of the current funds being exhausted, we have already approached former and new funders for assistance.

Little Phoenix Child Care Centre welcomed children and parents on May 2, 2022. Victoria Social Innovation Centre now has a brand new daycare with a trauma-informed environment and approach. This was a 4 year project and we are grateful to MCFD New Spaces Fund and United Way Southern Vancouver Island for their amazing support of this initiative. I would like to express my sincere gratitude to everyone involved in this project, from its original concept to opening. Special thanks to Alan Lowe, Architect, Aral Construction, and Western Interior Design Group. Very special thanks to Doug Lee, Reg. Architect, RAIC (Retd) , project manager, for his expertise, commitment and unwavering support of me and our board and for keeping the project on budget and completing the daycare. Special thanks as well to Ilyambabazi Sebyeza, director of Little Phoenix and her terrific team for their professional approach, energy and amazing commitment to the children and their families.

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

## SEPARATION RESOURCE SERVICES

There is a new rhythm that has evolved in providing services while continuing to navigate through Covid-19. For the families whose legal issues became even more unsettled, they expressed their gratitude for FSGV “being here”. I received ongoing appreciation and acknowledgement by these clients while providing the following services for them:

### Legal Information:

- 132 individual appointments
- 638 calls/emails

### Facilitated Parent-Child Connections:

- 184 supervised sessions involving 14 families
- 1,220 calls/emails

### Mediation:

- 19 sessions
- 228 calls/emails

### New Ways for Families:

- 11 individual sessions

Demand for Facilitated Connections doubled from the previous year. An additional three families could not participate in the program due to our Covid 19 policy of not offering in-person service to persons who were unvaccinated. The children in these cases were infants/toddlers; therefore too young for virtual visits. However, Zoom visits have been working very well since January with a father in Nanaimo whose three children (10, 5 & 3) interact with him from our playroom computer.

### Professional development webinars I was able to attend:

- Changes to the Divorce Act
- Provincial Court Family Rules Update
- Overcoming Pandemic Fatigue
- Risk Management and Culture: Why you should Really Care about Diversity, Equity, & Inclusion
- New Ways for Families Online Coaches Training (8 hours)

-Conversations about Domestic Violence in Family Law—with 16 experts (High Conflict Institute Video Series)

-Affirming Family Courts for Transgender and Gender-Expansive Youth and their Families

-*Family Law Supervision-Live and Interactive* (\*Special thanks to Samantha deWit, family law lawyer & former Board member, who arranged for me to attend in her place)

-Moving Family Disputes Online

-Plus, various *New Ways for Families* blogs and podcasts addressing working with high-conflict families.

In July, I was interviewed to give an evaluation of the Early Resolution and Case Management Model implemented in Provincial Court. There were also two presentations that I gave to groups—to staff at Victoria Women’s Transition House; and to the *Moms and Mentors* group at 1-Up Single Parent Resource Centre.

Through hosting by Family Mediation Canada, I continued to attend virtual best practices meetings on a bi-weekly basis (except December and June) with four other mediators from Alberta, Saskatchewan, Ontario, and Quebec.

I also continued attending monthly Q&A sessions hosted by Bill Eddy, co-founder of *New Ways for Families*. Teaching and coaching individuals in using the *New Ways* method has been rewarding; and I look forward to expanding this part of Separation Resource Services.

*Respectfully submitted by,*  
*Pam Rudy*  
*Separation Resource Services Co-ordinator*



## FINANCIAL STATEMENTS

### Income Statement

	2021-2022	2020-2021	2019-2020
<b>Revenue</b>			
BC Gaming	99,000	\$ 99,000	\$ 99,000
United Way	10,076	51,050	50,818
Ministry of Justice		-	14,705
Fees & Miscellaneous	78,617	33,268	83,491
Ministry of Children and Family Development	67,519	65,379	62,234
Foundations (Donations)	69,411	29,030	30,612
Fundraising	3,070	3,986	16,884
COVID Relief Income	54,784	120,878	-
	<b>\$382,477</b>	<b>\$402,591</b>	<b>\$357,744</b>
<b>Expenses</b>			
Program Delivery Personnel	293,850	\$231,689	\$204,358
Rent & Utilities	61,500	61,500	79,606
Contractor & Professional Fees	23,431	11,268	23,363
Administration*	12,432	9,795	18,547
Accounting/Audit	6,300	11,387	8,613
Telephone, Fax, Internet	6,819	5,303	4,862
Amortization	7,948	7,955	5,242
Advertising	-	178	480
Security	-	-	782
Training & Travel	1,103	1,846	501
Memberships	-	2,945	1,553
Insurance	1,749	1,457	1,174
Program Development	543	29	-
Skills for Changing Families	-	-	2358
	<b>\$415,675</b>	<b>\$345,352</b>	<b>\$351,439</b>
<b>Surplus (Loss)</b>	<b>(33,198)</b>	<b>\$57,239</b>	<b>\$6,305</b>

\*includes bank charges, supplies, etc

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

<b>Assets</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Bank Acct, Cash, GST Receivable	\$ 231,537	\$ 255,588	\$157,007
Prepaid Expenses	1,289	2,094	1,694
Funding Receivable	-	4,203	-
	<b>\$ 232,826</b>	<b>\$ 261,885</b>	<b>\$ 158,701</b>
<b>Capital Assets</b>	52,962	\$ 60,910	\$ 68,073
<b>TOTAL ASSETS</b>	<b>\$ 285,788</b>	<b>\$ 322,795</b>	<b>\$ 226,774</b>
<b>Liabilities</b>			
Fixed Operating Costs Payable	\$ 16,272	\$ 12,732	\$ 12,395
Variable Operating Costs Payable	-	4,350	2,905
Deferred Income	12,200	129,700	132,700
Loan Payable	40,000	40,000	-
<b>Total Liabilities</b>	<b>\$ 83,972</b>	<b>\$ 186,782</b>	<b>\$ 148,000</b>
<b>Unrestricted Net Assets</b>	<b>\$ 201,816</b>	<b>\$ 136,013</b>	<b>\$ 78,774</b>

### TREASURER'S REPORT

On behalf of the Board and the leadership, I take this opportunity to submit the Financial Report of Family Services of Greater Victoria for the fiscal year ending March 31, 2022.

The financial statements will be made available once the Auditors have completed their review and a copy will be posted on our website.

It has been an interesting year despite funding challenges, our leadership and staff have been resilient and brave in stepping up to maintain a lean and well managed operation to allow us to continue deliver the services, so desperately required in our area of operations. Please note the following points:

#### Revenues:

We continue to receive funding from our esteemed funders:

- United Way of South Vancouver Island,
  - The Province of BC (Ministry of Children and Family Development and the Community Gaming Grant), and
  - The Victoria Foundation
  - The Greater Victoria Savings & Credit Union Legacy Fund
- who have supported our programs and services.

Fees and miscellaneous revenues continue to be monitored. These have been impacted by the pandemic. Still, despite offering more free sessions where needed, we have managed to remain steady.

Fundraising also was slow due to the pandemic situation. We will continue to find ways to raise additional funding where possible.

Overall, there is nothing extraordinary to report given our present financial situation. Support via donations and financial contributions seems to be plaguing many non-profits, we can only hope it gets better.

**Expenses:**

Program Delivery Personnel – Jane continues to drive this area and we are able to attract and retain dedicated professionals and team members to partner with us in providing our services to the families and individuals that need them.

Currently, rising inflation and other economic indicators only predict unsure, uncertain, and unusual financial conditions. These may impact us in the area of personnel but we can only hope this will change soon.

Rent – this item is a steady number and once the Phoenix Daycare is fully operational, we may expect to see a further decrease in this line item.

It has been challenging living the year mid and post COVID19 but this was known to us and we have held on. Overall, there is nothing extraordinary to report related to revenues or expenses. If you have questions, you can reach out to Jane or I and we can respond.

We are thankful to our esteemed funders for their support, to our Accountants, UVision and Song Hu to provide the financial statements and to our diligent bookkeeping team from Tiemer & Co. – Sheena Bellingham with occasional help from Rena Tiemer.

As done in previous years, 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 vulnerable and negatively impacted families and individuals.

*Sincerely yours,  
Ken D'Sa  
Treasurer.*

## BOARD OF DIRECTORS 2021 - 2022

**Donna Miller – President**  
*Former School Principal*

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

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

**Crystal Buchan, LLB – Director**  
*Lawyer*

**Jake Holm, LLB - Director**  
*Lawyer*

**Jim Wallace – Director**

**Margaret Acker - Director**  
*Registered Psychologist*

**Susan Metzger – Director**

## AGENCY FUNDERS – 2021-2022



-Community Gaming Grant  
-Ministry of Children and Family Development



Provincial Employees Community Services Fund

**Individual Donations**

*Our thanks to those who financially supported our organization*