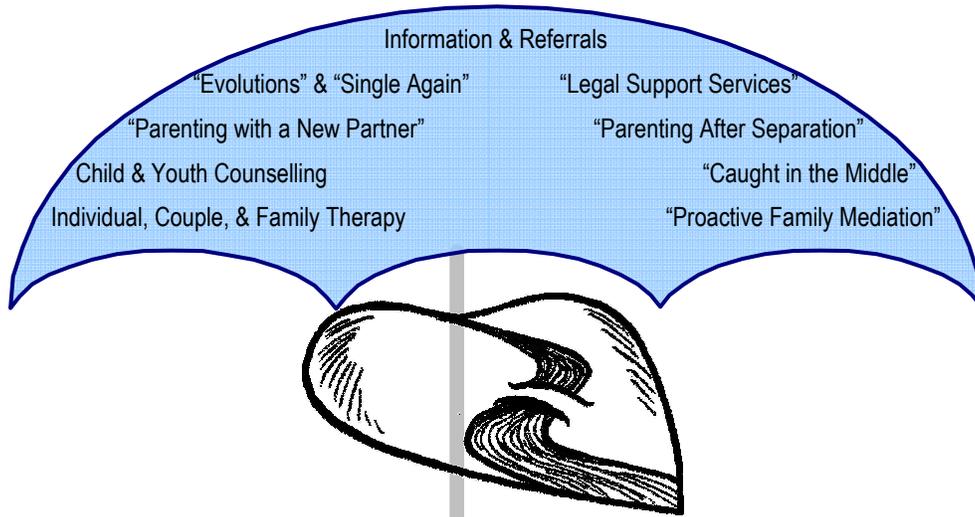


ANNUAL REPORT

2006 - 2007



Separation and Divorce Resource Centre

**Serving Greater Victoria
Since 1978!**

812-B Broughton Street, Victoria, BC V8W 1E4
Phone: (250)386-4331 Fax: (250)386-4301
e-mail: info@separationdivorce.bc.ca
www.separationdivorce.bc.ca

Mission Statement

The **Separation and Divorce Resource Centre** provides counselling, emotional support, information and referral services for people of all ages affected by separation, divorce, or family re-organization. We assist individuals in recognizing their options and rebuilding their lives.

FUNDERS



Ministry of:
Attorney General
Children and Family
Development
BC Gaming Commission



Victoria Foundation

Minerva Foundation

Queen Alexandra Foundation for Children

Individual Donations

Our thanks to all who financially supported our organization

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Sue Duffy, M.Ed., R.C.C.
Counsellor/Facilitator
Paula Murphy, M.A.
Counsellor/Facilitator
Alistair Findlay, M.A., R.C.C.

CONTRACTORS

Barbara Green, M.A. Lionel Zelniker, M.A., M.S.W.
Donnarose Law, B.A., B. Ed. Susan Grady, M.Ed., M.S.W.
Doug Woodall, M.A., M.S.W. Susan Payne, M. Ed.(in progress)
Helen Lennie, M.Ed., C.C.C.
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.
Hazel Loewen, M.A., A.A.M.F.T.
Jacqueline Nikolejsin, M.Ed. (in progress)
Jette Midtgaard, M.Sc.
Laurie Truant, M.A., R.C.C.
Tamara Knott, M.A. (in progress)

OFFICE SUPPORT VOLUNTEERS

Sandra Teiffel, B.A., Dip Ed. Laurie Moniz

EXECUTIVE DIRECTOR'S REPORT

During the past year our agency has grown and developed in every area of service-delivery. By a wide margin, we have assisted more families and family members than was possible in any previous year of our 29-year history, and we have generated momentum for continued growth and expansion in the years ahead. These achievements reflect a consistently high level of teamwork, effort, and commitment among all staff, contractors, and volunteers, as well as the passionate involvement of our Board of Directors.

Between May 2006 and February 2007 we implemented a new staffing model that allows us to provide individual, couple, and family therapy, develop new counselling programs, and more fully integrate our legal support and counselling departments. Sue Duffy and Paula Murphy, who had previously served as contractors, became fully-fledged members of an in-house, core counselling team in May 2006 with Sue as our lead counsellor. Alistair Findlay became the third member of the core counselling team in August, and in January-February 2007 we recruited six unpaid clinical interns—carefully chosen from more than 20 applicants—to complete our counselling department. The counselling team now consists of the three core counsellors, six contractors (Susan Grady, Barbara Green, Donnarose Law, Helen Lennie, Susan Payne, and Lionel Zelniker), and the six interns (Tamara Knott, Hazel Loewen, Jette Midtgaard, Jacqueline Nikolejsin, Laurie Truant, and Deborah Weis). In May 2006, the distinguished Dr Allan Wade became our clinical supervisor for the counselling team. Pam Rudy has continued as our legal support services coordinator and reached her 20-year milestone with the agency in December. Several volunteers and a longstanding contractor, Marie-Christine White, have supported her in our legal support services department. Our very talented executive assistant Raji Goel, together with administrative assistant Michelle Johnson, have provided front-end reception. Michelle found new employment in March and since that time we have made greater use of volunteers in our front-end department.

The developments within each program area are indeed impressive. In our counselling department, we provided services to **577** people this year (**424** adults, **153** children and youth), which is more than **2.6 times** the number served last year. Similarly in our legal support services department, we have broken records set in previous years for numbers of people making contact with our agency and numbers of people served in individual appointments. Even more importantly, we have arrived at these achievements without any sacrifices in the quality of our services. In fact, we have invested considerable time and energy in refining our group programs, in making our services more comprehensive in all departments, and in developing follow-up measures. This feat is testament to the fact that there is no one in our agency—whether staff, contractor, or volunteer—who is willing to settle for anything less than the best possible service for our clients. That is the standard by which we will continue to operate.

Yet another achievement this year has been the development of collaborative working relationships with a variety of community agencies, notably Victoria Immigrant and Refugee Centre Society, Metis Community Services, Bridges for Women, The Cridge Centre for the Family, Hill House, Triumph Vocational Services, the Family Violence Project, and others, as well as continuing our valuable partnership with the South Island Dispute Resolution Centre. We also acquired a monthly radio program on C-FAX (A.M. 1070), featuring telephone inquiries from the general public.

Near the end of the fiscal year we received word of an unprecedented funding increase from the Law Foundation, which has enabled us to greatly expand our legal support services department in the year ahead. We are pleased to be able to increase Marie-Christine's involvement, and also to add both Doug Woodall and Laura Luz to our legal support services team. In the year ahead, we will implement new services in legal support, including information workshops, legal-education forums, and a bilingual telephone hotline with a toll-free phone number, as well as a **50 percent** increase in our capacity to provide individual support and advocacy services. We are very proud of these forthcoming developments.

I would like to particularly acknowledge the support and encouragement I have received this year from our dedicated Board of Directors. With so many developments occurring in a short period of time, I have greatly appreciated their help and input in addressing the challenges along the way.

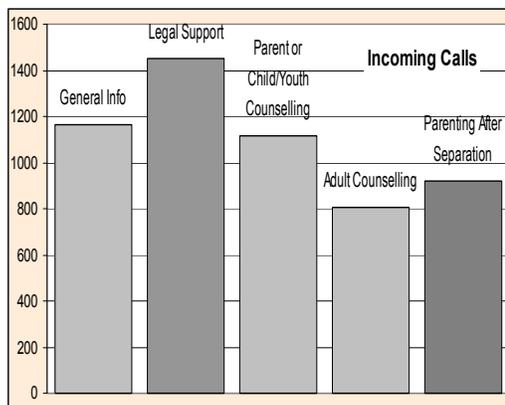
All in all, this year has been a "big leap forward" for our agency. We will continue to grow, at a pace that allows us to preserve the quality and increase the scope and quantity of our services.

Richard Routledge, Executive Director

FRONT-END SERVICES

Our reception area provides a focal point for a great deal of important service-delivery. When people first make contact with our office, often they feel quite vulnerable. Moreover, they may not know what they need; they may only know they need help. The first task of our agency is to provide a safe, responsive environment, and this entails taking time to provide initial support and direct people to appropriate programs and services. Our front-end staff take special care to provide a warm and welcoming atmosphere while greeting clients, asking them to complete intake paperwork as needed, and informing them of relevant community resources. Special attention is devoted to matters of confidentiality, which is crucial for our clients.

The public first make contact with us either by phone, by e-mail, or in person. We were contacted **352** more times this year than last year for inquiries about counselling, legal support, general information, and referrals. Additionally, we have been pleased to offer a speedier rate of service than was possible in previous years. This improvement is a direct result of having more staff on-hand during office hours. Altogether, we received about **7,000** inquiries this year.



We are fortunate to have a variety of knowledgeable people in our reception area. Our executive assistant Raji Goel has been with the agency since 1994 and handles reception, bookkeeping, and a host of administrative responsibilities including supervising the other front-office personnel. Michelle Johnson provided valuable help in this area throughout the year until March, when she obtained new employment. Several volunteers have helped immensely and deserve special recognition: a retired school counsellor named Sandra Teiffel, two practicum students (Laurie Moniz and Jaret Clay), a work-experience participant named Linda Crighton, and a UVic student named Laeticia Reid. Our counsellors and legal support workers have been instrumental, too, in providing relief coverage.

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

LEGAL SUPPORT SERVICES

We were able to serve more clients this year than last year, both in the office and in court. In the office, we provided **435** clients with appointments for legal information, as compared with **401** last year. At provincial court we provided support to **616** clients on their first-appearance days, as compared with last year's **587**.

We held eight Court Preparation sessions at the courthouse, for small groups of unrepresented clients. These sessions included a walk-through of what to expect when appearing at provincial court. Once again we appreciated the assistance of court clerk Michael Magone and lawyers Crystal Buchan and Shannon Buchan, for their help in meeting with clients to explain procedures and answer questions.

I am pleased to report a growing partnership with Victoria Immigrant and Refugee Centre Society, as we have collaborated with their staff more and more frequently to provide help to their clients. I also supported two of their agency events, by attending their workshop "Cultural Responses to Support Immigrant and Refugee Women in Abusive Relationships" as well as their Open House. Working with immigrant clients to provide them with legal information has been particularly rewarding. I look forward to continued opportunities to expand services to this client group.

The Provincial Advocacy Conference was a three-day event held in Vancouver last November. I felt this was the best conference to-date for advocates whose client work is focused on family law issues. Highlights of this conference included hearing Jerry McHale's presentation on family justice initiatives—particularly the 'hub' pilot project in Nanaimo—and attending the sessions on Supreme Court forms, presented by J. P. Boyd.

A new direction in generating publicity for the agency resulted in a monthly radio show on C-FAX, hosted by Rebecca Scott. Richard Routledge and I have appeared together on this show, taking incoming calls from the public. The response has been very encouraging, and in the two shows that aired before the end of the fiscal year we handled inquiries from 15 adults.

I took advantage of eight opportunities to give presentations on our legal support services program, to a variety of audiences including UVic law school classes as well as the staff and clients of Bridges for Women, the Single Parent Resource Centre, and Victoria Immigrant and Refugee Centre Society. I also set up a display table and provided agency information for "Law Day," an open house held at the Victoria courthouse. Jaret Clay, our accomplished MSW practicum student from UBC, also took part in the "Law Day" event.

We were fortunate this year to have another wonderful practicum student to assist in the legal support services program. From January to March, Laurie Moniz from the Community, Family and Child Studies program at Camosun College provided court support as well as front-line reception.

For the second year in a row, we acquired a group of three keen law students through the UVic chapter of Pro Bono Students Canada. These three students—Rowan Weaver, Jessica Derynck, and Kelsey O'Bray—undertook several projects for us. These included writing a booklet of legal information for blended families as well as some 'fact sheets' on key topics, such as change-of-name procedures and preparation for lawyer interviews. Sincere thanks are due once again to Crystal Buchan, who not only provided supervision for these projects but has also served for several years as our legal supervisor for our entire legal support services program.

Our evaluations from clients have consistently highlighted the value of our legal support services. In particular, **over 90 percent** of our clients throughout the year stated they found the services "very helpful" and that they would definitely recommend them to others.

This program has been running at capacity for many years now. We are very grateful to the Law Foundation for the substantial funding increase they have provided for 2007-2008. This increase has allowed us to hire three additional part-time advocates on contract, as well as to set up a bilingual hotline, a computer workstation for clients, an array of group information workshops, and other new services in the coming year.

Pam Rudy, Legal Support Services Coordinator

COUNSELLING SERVICES

Our new staffing model has enabled us to vastly expand our psychological counselling services this year. Whereas in previous years our centre offered primarily group counselling, as of this year we have added individual, couple, and family therapy as a major component of our service-delivery. We now provide counselling and therapy for all ages and all family members, using a diverse roster of professionally-trained therapists. For all counselling services, we use a sliding fee scale based on income and ability to pay. By the end of the fiscal year our demand for services had increased to the point that we began to make appointments available in the evenings and on weekends.

Our clinical interns have assisted us greatly in being able to provide this help. In January-February 2007, our executive director interviewed and screened more than 20 promising candidates, nearly all at the graduate level and all with at least several years of relevant experience. He selected six graduate-level interns—Tamara Knott, Hazel Loewen, Jette Midtgaard, Jacqueline Nikolejsin, Laurie Truant, and Deborah Weis—who collectively span a range of backgrounds and are available at different times of the week. They have assisted in almost every aspect of our counselling department, from counselling adults and children to group facilitation to developing new group counselling programs and contributing innovative ideas for service-delivery. The new group programs will be implemented during the coming year in addition to all of our existing ones.

Throughout the year clinical supervision has been provided in two formats: in small groups conducted weekly by our executive director and in large groups conducted monthly by Allan Wade, Ph.D., R.C.C. We are very grateful to Dr Wade for enriching our team with his substantial insight, expertise, and experience as our external clinical supervisor.

The counselling department has worked together closely throughout the year to refine and enhance our various programs. In particular we have made significant improvements to Caught in the Middle, and our adult programs have become more therapeutic in focus. Donnarose Law is working with Sue Duffy and Richard Routledge to develop follow-up procedures for our group programs.

As noted in a previous section of this report, in total the counselling team served **577** persons this year, constituting a considerable increase over last year's total of 220. Provided below are the details pertaining to each counselling program.

Individual, Couple, and Family Counselling

As we re-read last year's annual report under the same title, the fact strikes us that all of the goals we set have been either met or exceeded. That is not to say we have not had some bumps in the road. These are inevitable, but thanks to the resilience and maneuverability of a well-matched team we have achieved what we had set out to do.

Specifically, we have witnessed a dramatic increase in the numbers of people coming through our doors. Apart from any group programs, the counselling team met with 293 individual clients as well as 11 couples and 5 families, for a total of **330** clients (**290** adults, **40** children and youth) in individual, couple or family counselling. This number does *not* include intakes for any of our other programs. By comparison, last year the total number of clients served in individual sessions, not counting intakes for any group programs, totaled only 32. Our new staffing model has made this expansion in our service-delivery possible, and the United Way provided funding in January.

Contributing to the upward trend is the fact that we have conducted a number of forays into the community, in the form of "in-service" presentations, to such agencies as Bridges for Women, Victoria Immigrant and Refugee Centre Society, and Triumph Vocational Services. All of these agencies were incredibly receptive to our presentations. Not long after one of our visits to Bridges for Women, a client called and said, "I heard you guys speaking and I just knew I had found my counsellor!" For various reasons, the general public seems to have more of an idea that we exist. Word-of-mouth has been a powerful contributor.

Most of the individual, couple, and family counselling this year was conducted by the members of the core counselling team of Sue Duffy, Paula Murphy, and Alistair Findlay. Recruiting the unpaid clinical interns has allowed the core counsellors flexibility in planning their workload and broadened the scope of counselling that can be offered at our centre. In addition, the availability of interns has allowed us to provide counselling appointments in the evenings and on weekends: a trend we will continue to develop in the coming year. All in all, the core counsellors and interns provided approximately **1,500** counselling sessions. By the end of the fiscal year it was common for the core counsellors to be booking 7 sessions a day.

As our counselling services have become wider in scope and easier to access, some families who sought our help to pursue a separation have managed instead to repair and rebuild their relationships. This is an important and valuable outcome. In coming years we hope to provide a considerably broader component of family therapy to help keep families together, which entails an expansion of our Mission Statement.

Caught in the Middle

This program serves families who are struggling with parenting issues following a separation or divorce, and comprises both a parents' program and a children's program for ages 6-12. Typically, two parent groups and two children's groups meet in separate rooms during the same 90-minute period, once a week for eight weeks, to assist all members of the family with counselling and support at an age-appropriate level. This complex program is funded in part by the United Way

and the B.C. Ministry of Child and Family Development, and has been highly successful throughout the 21 years we have provided it. Sue Duffy has expertly served as the coordinator since April 2006.

This has felt like an extremely successful year for the Caught in the Middle program. There has been a steady climb in public interest, and this is reflected in the numbers of participants. This year we provided the workshop **6** times, conducting **12** parent groups and **12** children's groups attended by **88** parents and **78** children respectively. Three parents and 4 children did not complete the program and are not included in the totals.

These numbers reflect a significant increase over last year, when we provided the workshop only 5 times and conducted 8 parent groups and 11 children's groups for a total of 50 adult and 46 child participants respectively.

Another change this year concerns the West Shore Child, Youth, and Family Services Society centre in Colwood. Late in 2005 we began to offer Caught in the Middle at that location as well as at our downtown office, but to our surprise all of the families who have inquired about the program since late 2006 have expressed a preference to remain in our downtown location. As a result during the last several months we have offered Caught in the Middle exclusively at our central office.

We received a generous funding increase this year from the B.C. Ministry of Children and Family Development. Thanks to this increase, we have been able to revisit some important program-development initiatives that had been 'on the back burner' for several years. These initiatives include an optional follow-up session for parents and the possibility of adding some innovative workshop components.

All of the facilitators this year have done a wonderful job, and several of them were unpaid interns or practicum students. We wish to thank Donnarose Law, Lionel Zelniker, Susan Payne, Helen Lennie, Jacqueline Nikolejsin, former contractors Lara Schultz and Kate Shea, as well as Paula Murphy and Alistair Findlay, for their caring and dynamic group leadership.

Parenting with a New Partner

We have provided this innovative program since late 2005, to address the needs of "blended families" who experience difficulty creating a united home from two dissimilar family subgroups. Originally we had called this simply our "Stepfamily Program." Initially funded by a one-time grant from the Queen Alexandra Foundation, it is now funded entirely by participant fees.

Parenting with a New Partner has proven a challenging program to coordinate. With the ever-creative Sue Duffy at the helm, we have been successful in adapting the program and its timetable to meet the needs of some very diverse families with intricate schedules and relationship histories. Like Caught in the Middle, the parents meet in one part of our office while the children meet in another, and counselling is provided for each generation separately. During the past year Barbara Green, Helen Lennie, Paula Murphy, Jette Midtgaard, Deborah Weis, and former contractors Lara Schultz and Aurora Stevens have contributed to the facilitation of the program.

This year **26** participants (**15** parents and **11** children) took part, and once again the evaluations revealed the program to be helpful to each of the families involved. We are continuing to experiment with the workshop format and have generated a number of ideas for continued program development over the next year.

Evolutions

Our agency has been proud to present this program since 1979. It is an eight-week therapy group funded partly by the B.C. Gaming Commission and partly by participant fees, providing counselling and peer support for single adults who are grieving the loss of a marital or common-law relationship and striving to move forward with their lives. Paula Murphy has served as the program coordinator since May 2006.

During the past year **3** groups have been delivered at our centre: one facilitated by Susan Grady and two by Lionel Zelniker. A total of **15** adults (3 male and 12 female) participated in the program and all provided excellent feedback. In particular, the participants commented about the great deal of caring, sensitivity, and insight the facilitators contributed to the group. We wish to thank both Susan and Lionel for continuing to do such a wonderful job of facilitation in this program.

Single Again

Paula Murphy developed this eight-week therapy group toward the end of the fiscal year, in response to a growing volume of client requests. The program provides counselling and peer support for adults who are just entering the initial stages of separation or divorce, and prefer a group counselling format with peers to an individual approach. Our agency has received requests for this type of program for years, and as the public has become more aware of our services the demand has escalated. Paula facilitated a pilot group of **7** midlife women, and participant feedback confirmed that it was a very valuable and useful group for all of them. Paula will continue to coordinate and facilitate the program throughout the coming year, with women and/or men as needed to meet the needs of our clients. To date, this program is funded entirely by participant fees.

Teen Life Counselling

Funded by the United Way, this program is designed to provide counselling for youth between the ages of 13 and 19 either individually or in a group format. Alistair Findlay developed highly creative program materials that incorporate some of Lara Schultz's earlier ideas and parallel the major themes presented in Caught in the Middle. Since August 2006 Alistair has served as the program coordinator, as well as the program counsellor/facilitator.

Whereas last year we served 20 youth in this program, this year our numbers reached **35**. This increase stems partly from an effort to involve School Districts 61, 62, and 63, as well as local private schools: an effort which in turn has generated some new ideas for program delivery. We wish to thank Laurie Moniz, a Camosun College practicum student, for her help in facilitating communication with the school districts. Moreover, we wish to thank the Youth Advisory Council of the Queen Alexandra Foundation for their generous donation to the program.

*Sue Duffy, Paula Murphy, and Alistair Findlay, – Counsellors/Facilitators
Richard Routledge, Executive Director*

PARENTING AFTER SEPARATION

This is a province-wide program for which the Ministry of the Attorney General has contracted us since December 1997. It entails an intensive three-hour information session with group interaction and individual assistance, and is provided 33 times per year for both court-mandated and voluntary participants. A total of **404** adults (**329** mandated and **75** voluntary) took part this year. The program evaluations were overwhelmingly positive, with **90 percent** indicating they found the workshop helpful. Our veteran facilitators, Donnarose Law and Lionel Zelniker, have done an outstanding job. Jane Taylor Lee, Doug Woodall, and Alistair Findlay were on-hand to facilitate the workshop when either Donnarose or Lionel was unavailable.

One component of this program is the inclusion of a security guard, to ensure the safety of all participants and also to prevent people from arriving late. Evalon, our security guard of several years, retired in January 2007 and Morris has since taken her place.

Thanks to everyone involved for continuing to make this important program a success.

Raji Goel, Executive Assistant

PROACTIVE FAMILY MEDIATION

This program has been provided in partnership with the South Island Dispute Resolution Centre since July 2005. Funded by the United Way until December 31, 2006, the program has allowed our staff to collaborate with experienced, qualified mediators who provide family mediation at subsidized rates. In addition, the program includes a modularized set of four skills-based workshops, each four hours in length and offered free-of-charge to the public. The topics of the workshops are Healthy Communication (facilitated by Barbara Green), Handling Strong Emotions (also facilitated by Barbara Green), Successful Co-Parenting (presented originally by Avi Tal and later by Laura Luz), and Conflict Resolution (presented by Kat Purvis-Bellamano). We have come to identify these modules as the Building Better Relationships workshop series.

Between April 1 and December 31, 2006, we processed **57** referrals for family mediation, with excellent feedback from the program participants. Meanwhile, the workshop series was so well-attended that we ran an additional set in December. In total we offered **5** complete sets of workshop modules, attended by **126** people.

The basis of the Proactive Family Mediation program is teamwork. Our front-end staff handle the initial telephone intake for pre-screening, then transfer the referrals to the Dispute Resolution Centre for a second, more thorough screening. In some cases the process has required consultation with the executive directors of both agencies, in order to assess the suitability of a referral. Once accepted into the program, the couple or family is matched with a mediator at the Dispute Resolution Centre and both agencies collaborate to discuss the progress and outcomes. The Dispute Resolution Centre's office manager, Esther Wiebe, is involved in the administration and has assisted immeasurably in promoting the program.

Currently, the two agencies are seeking additional funding to allow us to continue to offer mediation at subsidized rates to low-income families. We were able to secure some funding through the B.C. Gaming Commission and also a Dispute Resolution Centre fundraiser, which together provide a good start toward this goal. In addition, both agencies have collaborated to provide education to the public about the purpose and versatility of family mediation.

Richard Routledge, Executive Director

We would like to take this opportunity to pay tribute to our Executive Director, Richard Routledge. His Leadership and genuineness has helped to make this past year a time to look back at with fond memories, and to look to the year ahead with great excitement. Thank you Richard.

*Raji Goel, Executive Assistant
Pam Rudy, Advocate, Legal Support Services
Sue Duffy, Lead Counsellor
Paula Murphy, Counsellor
Alistair Findlay, Counsellor*

INCOME STATEMENTfor fiscal year April 01st - March 31st

	Unaudited 2006-2007	Audited 2005-2006
Revenue		
BC Gaming	\$47,145	\$40,795
United Way	81,826	68,953
Law Foundation	60,160	50,160
Ministry of Attorney General	19,347	33,173
Fees & Miscellaneous	30,387	24,930
Ministry of Children and Family Development	7,000	7,000
Foundations (other)	12,700	21,800
Collaboration	5,943	0
	\$264,508	\$246,811
Expenses		
Salaries & Benefits	\$195,628	\$148,658
Rent & Utilities	19,670	17,532
Contractor Fees	18,749	25,798
Office & Administration*	10,724	7,800
Accounting/Audit	6,025	4,990
Supervision, Legal	5,000	5,000
Telephone, Fax, Internet	4,286	4,080
Amortization	3,000	3,480
Advertising	2,884	435
Security	2,379	2,279
Supervision, Clinical	1,969	0
Training & Travel	1,720	1,940
Memberships	688	632
Insurance	475	646
Program Development	307	8,648
Office Improvements	\$2,775	0
	\$276,279	\$232,923
Surplus(Loss)	\$(11,771)	\$13,888

*includes bank charges, supplies, etc.

CURRENT 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 instructor in the master's degree program in counselling psychology at City University as well as the Certificate in Adult Continuing Education program at the University of Victoria, and served for 2 years as a member of the Inquiry Committee of the B.C. Association of Clinical Counsellors. He has presented and lectured on numerous topics including post-traumatic stress, grief and recovery, family relationships, parenting issues, mental health, alcohol and drug addictions, sexual health issues, organizational behaviour, and conflict resolution. Richard has diverse leadership experience and is passionate about developing innovative programs and services. He joined the agency as the executive director at the end of August 2005.

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

Pam has been a central pillar of the Separation and Divorce Resource Centre since December 1986. Since 1988 she has served as the 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 B.C. 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.

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 the Separation and Divorce Resource Centre in 1994 as a volunteer. His computer expertise and endless creativity can be 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, creating handouts, and assisting with proposals and reports, as well as handling the agency's bookkeeping.

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

Sue has worked with the Separation and Divorce Resource Centre 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.

Paula Murphy, M.A., Counsellor/Facilitator

Paula served as a contractor in the Caught in the Middle program for a year, prior to joining the SDRC as a full staff member in May 2006. She has worked with adults, couples, and children during the past 9 years as a group facilitator and counsellor for various agencies, including Citizen's Counselling Centre, B.C. Parents in Crisis, and the Victoria YM/YWCA. She facilitates children's and parents' groups in Caught in the Middle, coordinates and facilitates our Evolutions and Single Again programs, and provides individual, couple, and family therapy. In addition to being strongly concerned about separation and divorce issues, Paula is keenly interested in current and innovative approaches to counselling and therapy, Jungian/analytical psychology, and psychosocial responses to trauma and interpersonal violence. She is applying this fall for her designation as a registered clinical counsellor.

Alistair Findlay, M.A., R.C.C., Counsellor/Facilitator

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.

CURRENT CONTRACTORS

Barbara Green, M.A.

Barbara has worked in human services for over 25 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 of the Parenting with a New Partner program for 2 years, and the Building Better Relationships workshop series for 1 year.

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 25 years of experience in youth and family work, and has been an important member of the team at Separation and Divorce Resource Centre for 10 years. She was as a staff member for most of this time, serving as a counsellor, group facilitator, and coordinator of services such as 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' segment of Caught in the Middle. Prior to joining the SDRC 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 the Separation and Divorce Resource Centre in 2005-2006, and has recently become 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 the Separation and Divorce Resource Centre as a group facilitator for 7 years and is passionate about supporting families through transition.

Laura Luz, M.A., F.R.M., Member of B.C. Mediator Roster

For 14 years, Laura 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. Subsequently she 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 recently accepted to the BC Family Mediation Roster. Today 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 15 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 the Separation and Divorce Resource Centre for 10 years, facilitating Parenting After Separation, Evolutions, and Caught in the Middle as well as training new facilitators.

Marie-Christine White, Dip. Business Administration

Marie-Christine has worked with the agency for 8 years—4 as a volunteer and 4 as a contractor—all in legal support services. She now operates the agency's 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. Two 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 nearly 20 years of varied experience in counselling individuals, couples, families, and groups, and has facilitated group counselling workshops for the Separation and Divorce Resource Centre since 1998, chiefly in the Evolutions program. She currently works as a social worker for the Vancouver Island Health Authority.

Susan Payne, M.Ed. (in progress)

Susan has completed a practicum with Separation and Divorce Resource Centre, 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 one child individually at the centre. Susan brings with her several years of experience in working with children in child care and special needs programs.

CURRENT COUNSELLING INTERNS

Deborah Weis, M.A.

Over the past 20 years, Deborah 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. During the next several months she will apply for her designation as a registered clinical counsellor.

Hazel Loewen, M.A., A.A.M.F.T.

Hazel began her connection to the counselling field as a volunteer at sexual assault centres in Winnipeg and Edmonton. For over 15 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 recently moved to Victoria to continue her counselling career.

Jacqueline Nikolejsin, M.Ed. (completion July 2007)

Jacqueline is just completing her counselling psychology degree at the University of Victoria, and applying for certification as a registered clinical counsellor. 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 she will facilitate such a group in the coming year. Her practicum placements have included not only the Separation and Divorce Resource Centre, but also Victoria Hospice Society, Island Pastoral Services Association, and William Head Institution. Jacqueline has recently been appointed elementary school counsellor at Pacific Christian School in Victoria.

Jette Midtgaard, M.Sc.

In her native country of Denmark, Jette is certified as a clinical psychologist. In addition to providing individual counselling, group facilitation, and program-development skills at the Separation and Divorce Resource Centre, she works at the Victoria Women's Sexual Assault Centre as an auxiliary crisis line support worker and is part of their Sexual Assault Response Team (SART). She is also a casual employee with a youth detox facility and volunteers with CAFCA as an autism interventionist.

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

Laurie is a registered clinical counsellor with more than 8 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.

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 separation and divorce issues, as well as couples therapy (especially during the pre- and post-partum period). She uses primarily solution-focused and cognitive-behavioural frameworks in her client sessions and will co-facilitate group sessions beginning in the fall. Tamara will apply for certification as a registered clinical counsellor once she has completed her practicum requirements.

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