



2015

Annual
Report





Our new office space



Darlene Kennedy
Board, Acting President

Julia Staub-French
Executive Director

Message from the President and Executive Director

This has been an exceptional year of change, transition and growth for the Agency. Our path this year has been guided by a question familiar to so many of the families we serve, “How do we manage our day to day challenges while effectively planning for our future?” We are pleased to report that we have been successful on both counts. Here are the highlights for the Agency over the past year.

The most significant change this year has been the move to our new main office at 1111 Lonsdale Avenue in February 2015. This move was necessary due to the redevelopment of our previous space in Lower Lonsdale. Our newly designed mixed open/closed concept space is flexible, efficient, and centrally located, allowing more people who need our services to find us. Other features include a lower barrier reception desk, larger meeting space for support groups, and inviting children’s play therapy rooms that we are told “are totally awesome!”

Our open concept design has created a 30% gain on the efficiency of our space and gives us the flexibility to grow and evolve our services based on the emerging needs of our community. While we know our office environment is important for us to carry out our work, it is the expertise, skill and compassion of our staff who make a real difference in people’s lives. This year we reached over 7,400 individuals, children, youth, couples, and families through our innovative programs.

Our outreach efforts through our Youth Leadership Advisory Board are resonating with youth age 12-19. Our new Companioning Community Care Program was launched May

1st of last year and over 35 volunteers are now supporting those who have a life limiting illness, are bereaved, disabled or suffering from the effects of cancer. Finally, we are now reducing more barriers than ever for our counselling services by providing transportation, childcare and food for underprivileged children and youth, as well as families affected by intimate partner violence.

This year we achieved many of the operational goals set out in our 3-year Strategic Plan including creating new performance measurement tools, a revised employee engagement survey, a succession planning review, and further implementation of our equity and inclusion strategy. The retention of our staff continues to be a strength with over 96% stating “Overall, the Agency is a great place to work.”

Our strategic goal of Financial Sustainability has been a priority over the past year with a focus on our comprehensive fund development strategy, renewal of all Government contracts, relationship building with key supporters, and engagement with community stakeholders. This goal is critical and related to our ability to recruit and retain exceptional staff, create new and innovative programs and to allocate resources to prevention strategies aimed at addressing the root causes of problems in our community.

On behalf of our entire Board of Directors and staff we thank you again for your support and partnership in caring for our community.



Our 2014/2015 Board of Directors

Photo credit Carrie Marshall Photography

Our Vision

A connected community where people care for one another

Our Mission

Strengthening our community through counselling, support and education

Our Values

We lead with our hearts
We embrace diversity and inclusivity
We act with respect and integrity
We promote learning and growing
We foster collaboration and connection

“ As a child, I attended the Winter Family Ball. As an adult with a young family residing on the North Shore, being able to provide support to an organization that offers a wide range of needed services to people in my community is deeply fulfilling. ”

For over 60 years we have assisted



families & individuals
annually

2014/2015 Agency & Foundation Board

~ constituted under the BC Society Act.

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Director, Agency Board

Ross Stringer
Director, Agency Board (resigned
in fall 2014)

Caring for our community



The Christmas Bureau

The Christmas Bureau brought hope, joy and inclusion for 1,708 low-income people this past holiday season, including 714 families with children, 58 seniors and 174 persons with disabilities by providing gifts to open and a hearty meal to enjoy while celebrating the holiday season. Over 379 donors chose to sponsor North Shore families and individuals in need in 2014, an increase of 17% over 2013. As well, 145 volunteers contributed 2,313 hours to make the Christmas Bureau and Toy Shop a possibility this past year.

“ The Christmas Bureau will make it possible for me to make Christmas memorable for my three children. As a single mother, I couldn't have done it on my own. ”



“ I recently lost my mother and have no other family except my son and husband. Coming to the I hope family centre and being welcomed by friendly families and caring staff and volunteers has given me more comfort than I knew I needed. I value the resources and knowledge I have taken away from each I hope experience with great appreciation. ”



Companioning Community Care

Companioning Community Care enhanced the well being of adults living with terminal illness, bereavement, disability or severe effects of cancer treatment through companionship, connection, relaxation treatments and assistance navigating support systems in our community. Over 35 active volunteers provided 1,350 hours of support in 2014 through home visits, a grief support group and relaxation clinics through which 80 clients received 190 relaxation treatments.



I hope family centre

I hope family centre strengthened families and supported the growth of children from birth to age six by offering an enriched learning environment and opportunity to connect with other parents. Our Learning Together Through Play program had 10,140 visits from caregivers and children this past year, an increase of 21% over 2013. In addition, there were 1,555 visits to the Breastfeeding and Postpartum Support Group, 487 visits to the Takaya Aboriginal Family Program and over 300 families participated in the Parent-Child Mother Goose program.



Jessie's Legacy Eating Disorders Prevention Program

Our Jessie's Legacy program raised awareness about and prevented the onset of eating disorders by educating and supporting parents, youth, educators and professionals across British Columbia. Our staff and volunteers are inspiring a movement of supporters who want all youth, boys and girls, to love their bodies and reach their full potential. Over 1,200 students in BC participated in 51 Speaker's Bureau presentations, 200 individuals attended two major speaking events and 4,500 people across the province received Love Our Bodies, Love Ourselves wristbands as part of our Provincial Eating Disorders Awareness Program, PEDAW.

♥ 4500

People across the province received Love Our Bodies, Love Ourselves wristbands

YouthLAB

Our Youth Leadership Advisory Board sent clear messages to their peers that it's okay to have mental health issues and it's okay to talk about it to them. The engagement and outreach work they have done through video, class presentations, and direct advocacy has been exceptional, the result being that this year 50% more youth have accessed our counselling services than last year. Check out the new video they created at:

www.youtube.com/FamilyServicesNS



“ I think (the YouthLAB) has been the best three years of my life, honestly, because it has given me so many opportunities to help me realize who I am. ”



“ Learning to trust, first my counsellor, then myself... the strength of this therapy is something I never knew could happen. I think it has saved my life. If the care had not been subsidized (free for me), I could not have done this. ”

Stopping the Violence Program

Our Stopping the Violence program helped keep women and children safe, increased confidence and resiliency, and supported the development of new life skills and relationships. Our counsellors specializing in adult trauma worked with 217 women and achieved exceptional results. As a result of therapy, 83% of women reported that they were better at setting and maintaining boundaries in relationships and 75% said they were able to make better decisions about who they can trust.

♥ 465

women and children who recovered from the devastating effects of trauma and mental health issues this year, with the help of our counsellors



Family Preservation and Support Programs

The Family Preservation and Support programs provided intensive in-home support to reduce risk to children, strengthened the capacity of parents' care for their children, and helped reunify families when their child had been removed to a temporary foster home. Our family counsellors and support staff provided over 30,000 hours of counselling last year.



Child and Youth Counselling and Prevention Program

Our Child and Youth Counselling program supported 205 children and youth struggling with mental health issues that were getting in the way of school, friends, family and life. Our counsellors also helped 43 children recover from the trauma and symptoms of sexual abuse. Our specialized child trauma counsellors provided over 2,577 counselling sessions this past year.

Counselling. Support. Education.



“ The couples group has helped us come a long way in our relationship, particularly in communication with each other in a positive way. We are much happier together now. ”

Individual, Couple and Family Counselling

Our Registered Clinical Counsellors improved the mental health, relationships, family environment, and future outlook of over 700 individuals, couples and families through our affordable counselling services. Key outcomes include 93% of clients reporting that they are now better able to cope with stresses in life and 86% of clients are now better able to resolve problems when they occur.

“ My counsellor has helped me in dramatic ways... helping me deal and cope and learn to see the gifts and possibilities in living with an invisible disability. ”

 700 individuals, couples and families helped through counselling

Group Counselling

Groups are a powerful way to address specific issues with the support of a trained facilitator and group members willing to share their experiences and learn from each other. Over the past year we changed lives and futures through these groups:

- “Couples’ Communication Group”
- “Surviving Parenthood”
- “Reclaiming our Lives” - a group for women healing from childhood sexual abuse
- Korean Parenting Group
- Mens’ Abuse Group
- “Speak Up” Group for Teens



Performance & Quality Improvement

The Agency continues to be accredited through the Council on Accreditation (COA) and is proud of our on-going commitment to improve our overall performance and the quality of the services we offer to our clients. One of the most important standards related to maintaining our accreditation is ongoing training in specific areas. In 2014/15, we completed training modules in the areas of enhanced file documentation practices, legal procedures, and privacy legislation.

Connected Community



YouthLAB at the BC Legislature for Pink Shirt Day



Seymour Charity Invitational Golf Tournament
photo credit North Shore News



Winter Family Ball Committee, *photo credit Carrie Marshall Photography*



Christmas on the Shore at The Beach House Restaurant, *photo credit North Shore News*



North Vancouver Wolf Pack Hockey Game, *photo credit North Shore News*



Mayor Darrell Mussatto wearing his **Love Our Bodies Love Ourselves** wristband for PEDAW



Staff wearing purple for PEDAW



Christmas Bureau Volunteers



TELUS



Northshore Auto Mall



Paul Sugar Palliative Support Foundation
foundation



DLO Move Support Services Ltd.

Show Us Your Heart Donor Recognition Program

We know that the world needs socially conscious children more than ever now and young people have a great opportunity to change not only the community they live in, but their own lives too.



Giving from the heart

We are so thankful to you, our many generous donors, who provide valuable funding for our provincial, community and clinical programs. In return, where appropriate, we have started to engage many of you more deeply in the work we are doing and the incredible impact your donations are having in our community as part of our Show Us Your Heart Donor Recognition Program which we formalized last year. The details of this program are now available on our website.

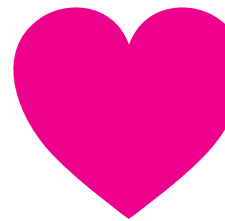
 1549

Active Donors in 2015

This year we also turned our attention to engaging children and youth in our community more fully in philanthropy so that they could start to feel the positive energy created when they come together to give from the heart. We know that the world needs socially conscious children more than ever now and young people have a great opportunity to change not only the community they live in, but their own lives too. With this in mind, we began to look for ways to involve children in the work of our Agency. Whether it's a soccer or hockey team bringing Christmas gifts to our Annual Toy Drive at the Northshore Auto Mall or children hanging hearts pledged with donations on our Family Tree at the Winter Family Ball, the lesson was clear: North Shore children are not passive bystanders - they can make a difference. We want to thank everyone in our community for being role models for our youth through your generous support of Family Services of the North Shore throughout the year.

“ We choose to live and raise our family on the North Shore and want to contribute to the health of our community. We believe the programs and services provided by Family Services of the North Shore address the very real issues that people face every day. ”

Thank you to our donors



CIRCLE OF HEARTS

HEART AND SOUL

\$25,000 +

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Anonymous Private Foundation
Fusion Projects
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Northshore Auto Mall Ltd.
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TELUS
United Way of the Lower Mainland
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PLATINUM

\$10,000 - \$24,999

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GOLD

\$5,000 - \$9,999

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\$1,000 - \$4,999

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Thank you to our donors

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TELUS
Toby's Pub & Grill
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District of West Vancouver
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Ministry of Justice
Province of British Columbia
Public Health Services Association
Public Health Agency of Canada

VISIONARIES CAPITAL CAMPAIGN

BUILDING FOR OUR FUTURE, CONNECTING OUR COMMUNITY

Avid Contracting
BC Comfort
Beatty Floors
Blackburn & Young
DLO Move Support Services Ltd.
Anne Elliott
Feature Millwork
Fusion Projects
MCM Interiors
Priority Fire
Rotary Club of Lions Gate
Sasco
Westcan Painting

These lists reflect the different contribution levels of \$500 or more made between April 1, 2014 and March 1, 2015. We trust that we have listed all donors appropriately, but we sincerely apologize for any errors or omissions. Should we have misspelled or missed anyone, please contact the Fund Development Administrator at 604-988-5281.

Message from the Board Treasurer

I am pleased to report the financial results for the fiscal year ended March 31, 2015. Highlights are as follows:

- We received continued support from the Provincial and Federal Governments, the United Way, and the North Shore Municipalities.
- We successfully fundraised an incredible \$1.7 million through generous donations and grants from many individuals, corporations, and foundations, as well as our signature events, the Winter Family Ball and Christmas on the Shore. This funding has allowed us to continue to offer a wide range of high quality programs in our community. We are very grateful for this support.
- We received over \$94,000 in cash donations specifically for the capital campaign to fund the tenant improvements for our new office space at 1111 Lonsdale. These funds were used to cover build and design expenses and other one-time only expenditures relating to the move.
- Total capital expenditures for the new office were \$395,000 and were funded via a contribution from the Foundation to the Agency that will be amortized over the life of the 10 year lease. A \$200,000 trust fund that was received several years ago and held in the Foundation was used to partially fund the capital contribution. The remaining funds came from investments held in the Foundation, originating from generous donations received over the past few years.

\$1.7 million raised
by fundraising

- Total expenses for the Agency were \$260,538 higher than last year reflecting build and design expenses (one time only), higher amortization costs, as well as double rent payments during February and March when we were required to make lease payments at both office locations. Salaries and benefits are also higher than last year as a result of nominal wage increases for eligible employees and the higher cost of extended health and dental benefits.
- The lease from our old office at 255 West 1st Street was terminated effective April 30, 2015 (two years prior to the official expiry of the lease). The building will be demolished and the site redeveloped by Polygon Homes. Our financials for the year reflect the capital write-off of \$28,293 which represents the remaining life of the leasehold improvements and disposal of old office furniture from this space.
- The market value of our investments, primarily the Family Services of the North Shore Foundation Investment Fund held at the Vancouver Foundation, finished the year on a very strong note, with unrealized gains reported for March 31, 2015.

We have concluded the year with a deficit of \$27,445 in the Agency (primarily reflecting the West 1st Street write-off), and a deficit of \$103,267 in the Foundation (reflecting the overall impacts of funding the leasehold improvements at 1111 Lonsdale). Despite the draw-down of some of our investments, we continue to have a healthy financial base to support the Agency in the future.

Our fundraising target for 2015-16 is \$1.7 million (similar to the 2014-15 achievement). With your generous and ongoing support we will be able to continue to offer high quality programs and services which will have a positive impact within our community.

Alison Parry
Board Treasurer

2014 - 2015 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2015	2014
Government Contracts	1,804,591	1,798,590
Fundraising, Donations and Grants	904,983	797,975
Client Fees	142,188	149,342
Capital Campaign Donations (1111 Lonsdale)	94,131	-
Investment and Other Income	60,097	50,543
TOTAL REVENUES	3,005,990	2,796,450
EXPENSES:		
Salaries and Benefits	2,327,538	2,212,118
Transfers to Other Agencies	468,696	468,696
Premises	222,020	197,541
Office and Sundry	150,265	121,086
Program	116,483	115,439
Build & Design Expenses (1111 Lonsdale)	75,779	-
Promotion and Communication	57,713	63,885
Consulting Fees	44,698	35,893
Amortization	33,418	24,055
Staff Development	15,966	13,243
Diversity Implementation	4,674	4,756
TOTAL EXPENSES	3,517,250	3,256,712
OPERATING DEFICIT	(511,260)	(460,262)
Operating Transfer from FSNS Foundation	512,000	461,000
Gain on Investments	108	137
Capital Write-Off - West 1st	(28,293)	-
NET SURPLUS / (DEFICIT)	(27,445)	875

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2015	2014
Special Events and Campaigns	395,740	454,136
Donations	345,798	179,212
Trust Fund (For 1111 Lonsdale)	200,000	-
Investment Income	35,673	32,737
TOTAL REVENUES	977,211	666,085
EXPENSES:		
Salaries and Benefits	121,800	121,800
Special Event and Campaign Costs	93,682	95,930
Office and Sundry	7,373	7,098
TOTAL EXPENSES	222,855	224,828
FUNDS AVAILABLE FOR FSNS	754,356	441,257
Operating Transfer to FSNS	(512,000)	(461,000)
Contribution to FSNS (For 1111 Lonsdale)	(395,000)	-
Gain on Investments	49,377	77,811
NET SURPLUS / (DEFICIT)	(103,267)	58,068

Audit performed by Rolfe, Benson LLP Chartered Accountants, Vancouver, BC
Complete Audited Statements Available on Request



Caring for our Community

2015/2016 Events



Christmas on the Shore

An intimate evening in support of the Christmas Bureau.

Thursday, November 26, 2015
The Beach House Restaurant



30th Annual Winter Family Ball

Our signature gala fundraising event to raise money for innovative, affordable, quality programs and services for children and youth.

Sunday, December 6, 2015
Fairmont Hotel Vancouver



Christmas Bureau

6th Annual Toy Drive

Saturday, November 28, 2015
Northshore Auto Mall



2014/15 Annual General Meeting

Tuesday, June 9, 2015
Seymour Golf and Country Club

Stay in Touch!

Have you moved recently? Help us save postage and paper costs by ensuring we have your most recent contact information. Update your personal information on our website www.familyservices.bc.ca to learn more about our programs, services and upcoming events and how you can get involved.



Suite 203 - 1111 Lonsdale Avenue, North Vancouver, BC V7M 2H4 t: 604-988-5281 f: 604-988-3961
www.familyservices.bc.ca | www.need2talk.ca | www.jessieslegacy.com

Family Services of the North Shore acknowledges the contribution of the Government of Canada, the Province of British Columbia, the City of North Vancouver, District of North Vancouver, and the District of West Vancouver.