



2018

# Annual Report

FAMILY SERVICES OF THE NORTH SHORE



A photograph of a woman and a young girl lying on their stomachs on a grassy field. The woman, wearing an orange cardigan and red sunglasses, is lying on her back with her head tilted back and smiling. The girl, wearing a purple sweatshirt and a purple headband, is lying on her side, also smiling. A white smartphone is lying on the woman's chest, and white earphones are plugged into her ears. The background is a lush green field with small white flowers.

*We are partners*

IN CARING – A UNIFIED  
FORCE THAT WORKS TO ENSURE  
EVERYONE IN OUR COMMUNITY  
HAS THE OPPORTUNITY TO LIVE  
FULL AND MEANINGFUL LIVES.

## NOTE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The past year brought tremendous progress in our shared mission. From Deep Cove to Bowen Island and every point in between, we are changing lives together. We are partners in caring – a unified force that works to ensure everyone in our community has the opportunity to live full and meaningful lives. Thank you for all you do. It makes a difference, each and every day.

**In 2017, we created a Strategic Plan that will guide us throughout the next five years. This plan establishes a new vision and mission, reaffirms our identity, sets ambitious goals, and ensures our efforts match community needs.**

Our first-year initiatives are already gaining momentum. For example, we are striving to reach 50% of all North Shore parents and their children before age three. The first years are critical for the healthy development of both children and families, and parents need support and education during this important and often challenging stage of life.

Last year, our generous volunteers gave over 7,700 hours of their time, expertise, and care to this community. They are integral to our Agency's strong foundation and deep community connections. To expand those positive relationships, we are creating meaningful new volunteer opportunities, with an emphasis on serving the most vulnerable members of our North Shore community.

We also provided BC-wide services to help prevent and address eating disorders. The Provincial Eating Disorders Awareness Week (PEDAW) campaign is a growing movement to promote healthy eating, media literacy, and self-esteem. Our commitment to create and share opportunities for everyone inspired the North Shore Youth STEM Fair, which connected over 450 children, youth, and parents with local STEM leaders and opportunities. Our clinical counselling program continues to provide essential support for people of all ages and stages of life.

The past year also saw peak attendance at the 32nd annual Winter Family Ball, while our Beer by the Pier and Christmas on the Shore events exceeded their fundraising goals. The Christmas Bureau remains a cornerstone service program and a fun-filled family block party showed community support and raised vital funds for the *I hope family centre*.

None of these milestones would be possible without our dedicated staff, volunteers, and donors. It is impossible to over-emphasize their commitment – and our gratitude. Together, we believe that a strong, caring community is our shared responsibility. We are equally proud of what we've accomplished in partnership with government and funders. Their sustained investments provide the fuel we need to accomplish our strategic goals.

As we look ahead, we are shifting from tactical to intentional action. We are listening closely to our community. We are bringing our best selves to every person and every program we encounter – and we are asking the same of our community.

We are optimistic about the future, but there is still more work to do. We cannot be complacent. The need to offer equitable, inclusive, and fully accessible programming has never been stronger, so thank you for your continued support. Please know that you are making a deep and lasting impact in the community we all love.

*We are changing lives together.*

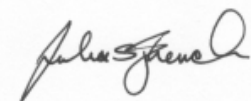
**Neil Alexander**

President, Board  
of Directors



**Julia Staub-French**

Executive Director



## Who we are

Family Services of the North Shore (FSNS) is a non-profit, community-based agency. For over 60 years, we have provided counselling, support, education, and volunteer engagement for families and individuals. Our services are available to all residents of the North Shore regardless of race, gender, religion, culture, socio-economic status, sexual orientation, gender identity, or physical ability. FSNS serves the City of North Vancouver, the District of North Vancouver, the District of West Vancouver, the Village of Lions Bay, and the Bowen Island Municipality. When we are asked to serve communities beyond these borders, we are happy to expand our reach.

## OUR VISION

A healthy community  
where everyone  
can live full and  
meaningful lives.

## OUR MISSION

We are committed to making a deep and lasting impact in our community. Through counselling, support, education, and volunteer engagement, we will:

- Facilitate strong, caring connections between people in our community
- Listen and respond to the needs of the most vulnerable people in our community
- Develop new and innovative ways to approach mental health services







2017/2018

## Agency & Foundation Board

**Neil Alexander**

President, Agency Board  
Director, Foundation Board

**Darlene Kennedy**

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**Alison Parry**

Treasurer, Agency & Foundation Board

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**Susan Green**

Director, Agency Board  
Director, Foundation Board

**Kim Larsen-Mellor**

Director, Agency Board

**Brian O'Neill**

Director, Agency Board

**Laurie Oseen**

Director, Agency Board

# How we show up

We have an ethos and ethic we are determined to exhibit in everything we do. This is how we show up. These ideas are about our conscience, our convictions, and our commitments. In all things, we will be:



## Openhearted and daring

We will have sensitivity and openness to others, combined with courage and a willingness to challenge ourselves to be innovative.

## Mindful of our biases

We will first practice self-awareness and self-reflection as we seek to engage others.

## Believing in the best future for everyone

We will envision the best possible trajectory for people's lives, no matter where they are and what they are facing.

## Honouring the value of all people

We will treat people with respect and honour, elevating the innate value of every human being.

## Committed to excellence

We will set high standards and bring the best of ourselves to our work every day.



# What we believe in

We hold fast to a set of fundamental ideas that represent the underlying rationale for our work. These ideas are our foundation, our guideposts, and our points of orientation. These are the core ideas that guide us:

## We believe everyone deserves a right to feel whole.

Human life is precious. Everyone deserves to experience wholeness in their lives, to recover and heal so that they might achieve their greatest potential and live their lives to the fullest.

## We believe a connected life is a meaningful life.

Human connectivity is essential to a healthy and thriving human life. Every person needs the care and contribution of others. Every person needs to care and contribute to others. No one should lack meaningful and significant relationships.

## We believe healthy families make communities thrive.

No community can be healthy and strong without first experiencing health and strength within the families of the community and the individuals who comprise these families.

## We believe mental health is a community responsibility.

All members of the community are responsible for and contribute to the good mental health of all. A caring community embraces this truth and nurtures a sense of responsibility for the mental health of all members.

## We believe equity and inclusion enrich our communities.

People within a community bring fresh and useful perspectives and contributions to enhance the development of all.



## We believe there are reasons why people are having a hard time.

People do not struggle without reason. The human spirit is naturally buoyant and irrepressible. When a person experiences difficulty, there are reasons that require empathy and understanding.

## We believe communities must take care of their most vulnerable.

To see the true substance and character of a community, look to how it cares for those who are most in need. This defines the virtue of a community.

# Where we're going

To develop our Strategic Plan, we engaged deeply with the community and explored our areas of greatest need. The feedback was clear. It confirmed that our work is both effective and critically important. Overwhelmingly, we were encouraged to do more – to go broader and to respond to the needs of the most vulnerable people in our community.

Looking back at 2017, we are off to a great start – and we know where we're going next. We have oriented this report for you, as a companion map to the Strategic Plan. You will see our key programs and services positioned within five strategic initiatives, which are focused on parenting, gender-based violence, mental health, volunteer engagement, and reducing vulnerability.

Our current programs and services are succeeding. Our highly-valued staff and volunteers are aligned in their mission. And with the help of our generous donors and government partners, we will continue to make a deep and lasting impact in the community we all love.



50

staff and support  
workers



316

volunteers working  
with the agency  
in 2017/2018







## Strong and caring connections – the new FSNS brand

The evolved FSNS brand represents our new strategic vision. We are changing lives together, for generations to come. The distinctive bands that encircle the heart are facilitating strong, caring connections across our community. These connections pull us together as one unified force.

**A community is both a geographical place and an essential human experience.** As we look ahead to the next five years, we are committed to making a deep and lasting impact in our community – in every sense of the word.

# Providing comprehensive support for North Shore parents of children ages 0-3

Parenting is challenging. The first years of a child's life can be tiring, joyful, and confusing. It's a stage when children are most vulnerable, while parents are often isolated and stressed. At the same time, these first years are critical for the healthy development of both children and families. Parents need compassionate support and education to meet the social, emotional, and psychological needs of their young children.

In response, we will continue the valuable programs and services that support North Shore parents. These initiatives have an exceptional impact in our community.

## ONGOING WORK

### Breastfeeding and postpartum support groups

In 2017, breastfeeding and postpartum support groups served 567 mothers and parents, which is a 45% increase from 2016. These groups provide critical support to ensure healthy infant development and positive maternal mental health.

### Family Counselling Services

Over 300 families received free counselling services, provided by experienced counsellors, at the *I hope family centre* locations. Parents with young children often experience relationship challenges due to the stresses of parenting. They may also need help in order to better understand and support their child. We make it easy for parents to access expert emotional support and referrals to resources – including more intensive supports, if needed.

### *I hope family centre*

Over 2,338 parents and 2,796 children aged 0-6 years attended programs at Maplewood, Lonsdale Quay, and North Shore community spaces, which represents a 9% increase in 2017.

*I hope* is a family resource centre that offers free, drop-in family programming such as Learning Together Through Play – an early childhood development program with child-led play, songs, stories, a healthy snack, and support from expert staff. This year, we also introduced Pancakes and Play, which connects fathers and their young children in a fun, drop-in setting.

Thanks to our generous community of donors, these services support parents' mental health, reduce isolation, enrich early childhood development, and ensure families have the information and resources they need to help children grow to their full potential.

- Learning Together Through Play – 1,540 adults / 2,002 children
- Parent-Child Mother Goose – 270 adults / 270 children
- Pancakes and Play – 60 dads / 81 children

*FSNS is proud to work with the Ministry of Children & Family Development (MCFD) to deliver inclusive, culturally respectful, responsive, and accessible services that support the well-being of children, youth, and families.*

“ I found that I was quite fragile as a new parent, and the kindness and supportive environment I found at the breastfeeding and postpartum support group were invaluable to my experience.

- Participant





# THE FIRST YEARS ARE CRITICAL FOR THE HEALTHY DEVELOPMENT OF BOTH CHILDREN AND FAMILIES

*I hope family centre  
Maplewood, North Vancouver*



## Expanding and developing new ways to support victims of gender-based violence, trauma, and abuse

There are women and children in our North Shore community who are not safe in their homes. They are living with the effects of trauma, mental health issues, addiction, and lack of access to necessary resources. Many women and children also face physical, emotional, financial, sexual, and verbal abuse. If left untreated, violence against these vulnerable community members will cause significant and multi-generational effects.

In 2017, we provided women and families who are dealing with violence with over 4,980 hours of counselling. All of our clinical programs continued to address gender-based violence, systemic inequalities, and the ways in which women resist and respond to violence.

As we continue our anti-violence work, we are committed to expanding our counselling services, group programs, and specific gender-based violence interventions. As part of our Strategic Plan, we will develop stronger and more comprehensive strategies to prevent, intervene, and support women and children who are experiencing violence, trauma, and abuse in our community.

### ONGOING WORK

#### Child and youth counselling

Our experienced, Masters-level counsellors provided 2,483 sessions to children and youth, aged 3-19, to help them heal and recover from abuse, trauma, and mental health issues. Last year, 75% of these children and youth experienced a “meaningful and reliable improvement” in their goal areas on the Child and Adolescent Functional Assessment Scale (CAFAS).

Creating safety for children in a clinical context is paramount, and our team of therapists – in addition to using mainstream therapeutic frameworks – is also trained in play therapy and expressive arts approaches. Children who participate in child and youth counselling learn new ways of coping, understand how to reach out for help, and build on healthy ways to deal with life’s struggles.

#### Family support services

Family support provides in-home support and community outreach to families affected by a wide range of challenges, from poverty to mental health issues to domestic violence. Our agency specializes in gender-based violence support and takes the lead on these services in the community, prioritizing referrals with violence as an identified issue. Last year, 85% of families experienced a significant improvement in their service goals and objectives regarding parenting, family violence, and the need for resources.



*On average, every six days a woman in Canada is killed by her intimate partner.*

*Indigenous women in Canada are five times more likely than non-Indigenous women to die as a result of violence.*



54%

of girls aged 15-19 experience "sexual coercion" in a dating relationship.

## Stopping the Violence (STV) counselling program

In 2017, our STV program provided 2,483 hours of trauma-informed counselling to women in our community, aged 19 and older, who have survived relationship abuse, sexual assault, and/or physical, emotional, or sexual abuse. Our experienced counsellors offer both individual and group counselling and approach all anti-violence work from a feminist-informed and strength-based perspective. Although violence towards women continues in our community, so do our intensive efforts to respond to it.

## Child and youth counselling – sexual abuse interventions

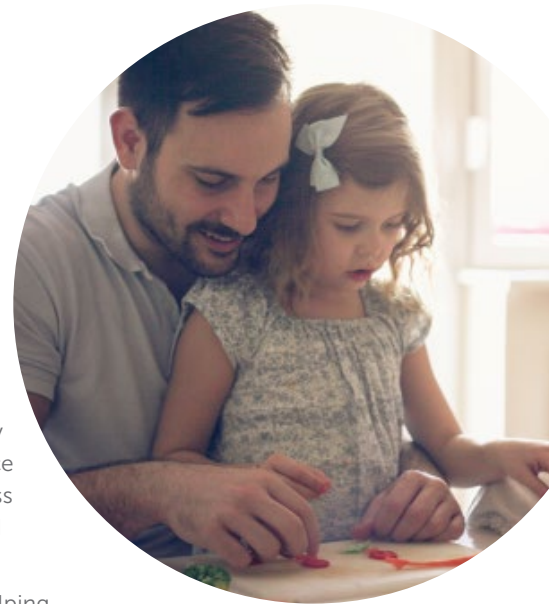
In 2017, we provided counselling to 73 children on the North Shore who were survivors of sexual abuse. For some of these children, counselling is one of the only spaces in their lives where they can reach out and connect with a safe adult. The team works in partnership with these young people, and their trusted adults, to help build resiliency, create safety plans, and nurture hope.

## Men's perpetrator groups

As part of our response to gender-based violence, we need to ensure that men who have used violence are given an opportunity to address their choices, are offered a service that holds them accountable, and can access trauma-informed therapy that helps to build additional skills and resources.

At least 90% of men who completed our Helping You Help Yourself program say that they have increased their knowledge of the impact that their previous abuse and violence had on their families. They reported that they have experienced a substantial improvement in their ability to manage their emotions and behaviours, allowing them to significantly decrease or eliminate their abusive, controlling, and/or physically violent behaviours in intimate partner relationships.

Among men who completed our Caring Dads program, 100% said that they have increased their knowledge of the impact that previously problematic behaviours, neglect, abuse, and violence had on their families. They reported that they have experienced a substantial improvement in their ability to parent their children in a healthier manner, while repairing past attachment ruptures. Altogether, they shared their success in significantly decreasing or eliminating emotional neglect, abuse, and violence with their children.



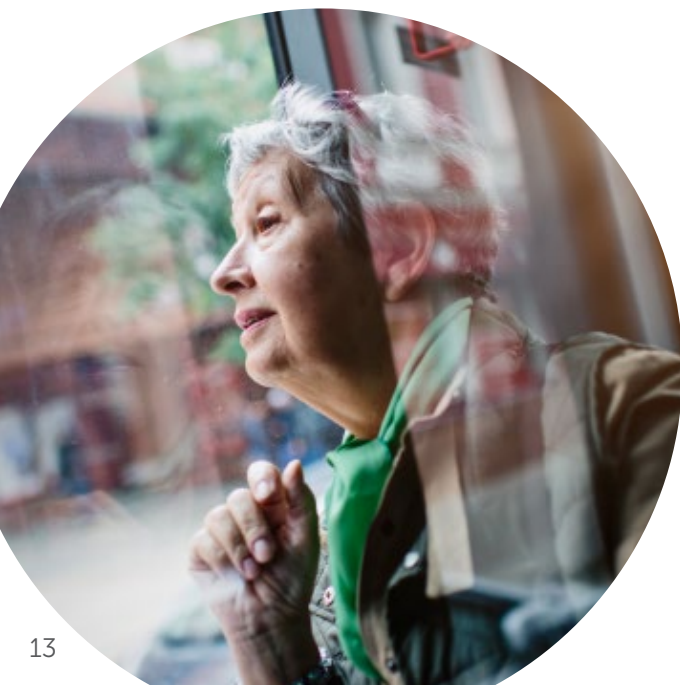
*At least 90% of men who completed our Helping You Help Yourself program say that they have increased their knowledge of the impact that their previous abuse and violence had on their families.*

## Creating new and holistic mental health services

We believe there are reasons why people are having a hard time. No one struggles without cause. Our society, however, does not always provide safety, support, and opportunities – especially for the most vulnerable members of our community.

For example, children who face violence often become anxious. LGBTQ2+ youth who struggle to find their place in our community may be at greater risk of trauma and suicide. Seniors in our community deal with ongoing challenges of isolation, poverty, and grief. And nearly all of us will experience loss, divorce, separation, financial stress, substance abuse, or mental health challenges.

Our programs and services work to help individuals and families to heal from abuse, trauma, and mental health issues. Last year, we provided 5,386 counselling sessions that aim to ensure mental health challenges do not prevent people from living full and meaningful lives.



### ONGOING WORK

#### Family Preservation

Our Family Preservation program works to lower the risk to children whose families are dealing with substance use issues, mental health challenges, and/or violence, neglect, and abuse. Our skilled therapists meet MCFD-referred families in their homes and work with parents on identified goals that will result in their ability to keep or return their child to their home.

In-home visits, comprehensive case planning, and low-barrier access to this program ensure that parents who are dealing with multiple challenges can access therapeutic services and work on ways to keep their family together. In 2017, 89% of families we worked with experienced a significant improvement in their goals/problem areas as assessed by the North Carolina Family Assessment Scale for General Services and Reunification (NCFAS G+R).

#### Jessie's Legacy Eating Disorders Prevention and Awareness Program

The province-wide Jessie's Legacy program provides education, resources, and inspiration to prevent eating disorders and address disordered eating. In 2017, Jessie's Legacy had 158,223 website visits, 499,877 pageviews and 5,472 Facebook followers.



#### **BODY IMAGE IS NOT JUST ABOUT PHYSICAL APPEARANCE.**

It also includes how we think and feel about our bodies. Important sources of information for your child about body image include: media messages about beauty and body size ideals, comments your child hears about their body, and how adults talk about their own bodies and the bodies of others.



## Proud 2 Be sexual orientation and gender identity conference

In October, over 300 parents, youth, and service providers from across BC came together for activities, entertainment, panel discussions, workshops, and clinical services, designed to support and connect LGBTQ2+ children, youth, and families. This fourth-annual weekend event was presented by West Vancouver Youth Services and Family Services of the North Shore.

## Counselling for children and youth

Children in our community deal with multiple challenges that include anxiety, depression, sexual abuse, bullying, school stress, coming out, dating violence, suicidal thoughts, self-esteem and more. They need our help and support. A number of youth over age 14 don't have emotional or financial support from their parents, and therefore, have an even greater need to access low-barrier clinical services.

In 2017, we provided 2,148 counselling sessions to North Shore children and youth aged 3-19. We will continue to help these young community members to heal from abuse, trauma, and mental health issues, and to help them build the skills needed for a happier, healthier life. Our team of therapists work in partnership with the children they support, and with their parents, to meet these identified goals.

## Individual and couples counselling

Our experienced, Masters-level counsellors provided over 2,000 sessions to individuals and couples in our community. We also offered group counselling to address a wide range of issues, including anxiety, depression, work stress, childhood abuse, relationship conflict, and more.

Everyone should have an opportunity to get the help they need. Our lower-fee, no-cost and low-barrier counselling services reflect a commitment to ensure that all of our community members have an opportunity to access therapeutic support, regardless of their income.

## Parenting gender-diverse youth drop-in group

Our free, weekly drop-in group enables parents of gender-diverse youth to connect with each other, build resiliency skills, and find resources and support specific to parenting their child. In this group, parents learn how to support their youth, build on their own self-care, and gain more information about this diverse community. This unique, therapeutic service for parents draws participants from across the North Shore and Metro Vancouver.



*“ I don't know what I would do without this group. It gives me wonderful ways to support my child, and now I know I'm not alone.  
- Parent participant*

## Creating new and holistic mental health services (cont'd)

### Be Yourself drop-in group for youth

These free, weekly drop-in groups provide a safe and welcoming space for LGBTQ2+ youth (aged 13-19) to connect and share their experiences with their gender identity and/or sexual orientation. In the last year, these groups - which are facilitated by Masters-level counsellors - served 51 North Shore children and youth who have identified as queer, transgender, two-spirited, and/or questioning.

There is no other therapeutic resource of this kind on the North Shore that aims to address the needs of youth who are facing complex challenges - often without adequate or appropriate community and family support.



### YouthLAB

Comprised of 10 engaged youth from the North Shore community, our Youth Leadership Advisory Board (YouthLAB), reached over 600 of their high school peers through presentations and campaigns on depression, anxiety, LGBTQ2+ issues, disordered eating, bullying, and relationship violence.

These young leaders participate in a one-year training program that educates them about critical mental health issues. In response, they develop outreach strategies and then function as mental health ambassadors for at-risk youth, with the goal of reducing stigma and lowering the barriers youth may experience when asking for help.

*Since the development of YouthLAB and the implementation of these youth-led outreach strategies, our Child and Youth Prevention Program intake numbers have increased by 50%.*

“ This group is the thing I look forward to the most during the week. It’s a space where I truly belong and where I’m allowed to feel whatever I’m feeling and just be me.

- Be Yourself youth participant





OUR FREE WEEKLY  
DROP-IN GROUPS  
PROVIDE A SAFE,  
*welcoming space for*  
LGBTQ2+ YOUTH



## Establishing new and meaningful volunteer opportunities

A strong community cares for everyone. Every day brings new opportunities to make a tangible difference in people's lives. We also know that volunteering is an experience that supports the health of our community members, at every age and stage of life. Our valued volunteers support nearly every FSNS program and service – and they have a direct impact on the lives of our staff and community members.

As we created the Strategic Plan, our community asked to be even more involved. People of all ages and backgrounds asked us to expand our volunteer programs, which serve seniors, low-income families, at-risk youth, and many others. In response, we are developing new and meaningful volunteer opportunities to help reach and support the most vulnerable people in our community.

7,706

volunteer hours  
in 2017/2018

“ I feel privileged to  
have deepened my  
connections to our  
community.

- Denise, Companioning  
Community Care  
volunteer

### ONGOING WORK

#### Allies in Aging Volunteer Impact

Established in 2016, Allies in Aging is a collective impact initiative that connects nearly 30 partner agencies to prevent and address isolation among Lower Mainland seniors.

FSNS leads this collective impact initiative and serves as the project leader for Volunteer Impact, where we partner with five other organizations to train volunteers and service providers, and develop an online curriculum. Last year, we trained 946 volunteers and service providers. We also created seniors' isolation fact sheets that have been translated into Farsi, Mandarin, Arabic, Korean, Hindi, and Spanish.

#### Companioning Community Care

Dedicated volunteers provided 305 in-home visits and 1,141 hours of their time to 67 adults who have been affected by life-limiting illnesses, cancer treatment, bereavement, or disability. This no-fee program embodies the generous spirit of our community – ensuring everyone has the care and support they need, especially during difficult life transitions.



ALLIES IN  
aging

Last year, Allies in Aging  
trained 946 volunteers  
and service providers.



## The Art of Caring

In mid-October, more than 100 local children and their families gathered to enjoy snacks, games and crafts, while reflecting on the theme "When I grow up," and what it means to care for one's community. Each child was encouraged to think about who or what they want to be when they grow up – and how that aspiration could improve the lives of others. The portraits and candid responses were then collected into a fundraising keepsake book, entitled When I Grow Up.

## Grief Support Group

31 participants who have experienced the loss of a loved one connected in a safe and caring environment. Group members found support, healing, relaxation, and stress relief through guided meditation and gentle, healing touch.

## Fundraising event volunteers

Our event volunteer leaders are critical to our agency's ability to provide direct programs and services to thousands each year. We are deeply grateful for our event volunteer committees who have collectively devoted more than 2,500 hours to ensure the success of FSNS fundraising events. These outstanding leaders have generously poured out their time, expertise and resources in ways that reflect the caring and connected culture of the North Shore community.

## Christmas Bureau volunteer program

Over 125 volunteers and donors came together to care for fellow members of the North Shore community. This program provides holiday hampers, meals and toys to North Shore families, seniors, people with disabilities, and those living in isolation.



**316**  
volunteers working  
with the agency  
in 2017/2018

## Reducing vulnerability and ensuring opportunities for all

Unfortunately, not everyone in our community has the same opportunities and advantages. The distribution of resources is not equitable. Poverty and lack of access to affordable housing and childcare, for example, are extreme stressors for families. These stressors impact child development, as well as the emotional and physical health of families. We need to help give everyone equal footing, and a chance to thrive and achieve their full potential.

We have allocated a growing budget for concrete, daily supports that make a real difference. From providing bus tickets to childcare services during parent counselling sessions, to a wide range of free programs and services, we will continually seek ways to help everyone access the care, resources, and opportunities that enable them to live healthy, productive, and fulfilling lives

### ONGOING WORK

#### North Shore Youth STEM Fair

In July, over 450 children, youth, and parents gathered at Carson Graham Secondary for a hands-on afternoon of exhibits, tech demos, and other projects led by local Science, Technology, Engineering, and Math leaders. We will continue to lead more STEM-focused events to ensure that under-served North Shore children and youth have the opportunity to explore these exciting career fields.

#### Provincial Eating Disorders Awareness Week (PEDAW)

Our BC-wide campaign kicked off in February, featuring activities and events that continue throughout the year. This growing effort, led by Jessie's Legacy Eating Disorders Prevention and Awareness Program, raises awareness for prevention and early intervention of eating disorders, plus media literacy, resiliency, building healthy body image, and self-esteem. Last year, we distributed 5,000 wristbands and 350 "Your Weight is Not Your Worth" posters to community and health organizations across the province. Over 40 major venues were lit purple to raise awareness. We also held a special event to educate people about orthorexia, and received TV, radio, and print media exposure on this important topic.



over  
**40**

*major venues were  
lit purple for PEDAW*





over  
**450**

children, youth and  
parents gathered for  
North Shore Youth  
STEM Fair



## Christmas Bureau

For over 40 years, FSNS has touched the lives of some of our most vulnerable community members through the Christmas Bureau. This annual program ensures that families experiencing financial hardship can participate in celebrating the season.

In 2017, more than 700 community members sponsored local families, reaching more than 1,800 children, youth, adults, and seniors with hampers containing grocery gift cards and gifts for every member of the family. Our caring donors do their best to honour the wish lists of the families they sponsor – and that effort is reflected in the outpouring of gratitude from the recipient families.

As a gateway program, Christmas Bureau ensures that all recipients have the opportunity to connect with our core programs and services, including our low-barrier counselling services and family programs. Last year, dozens of families were referred to the Agency to receive further assistance.

## Lower- and no-fee counselling

More than 900 children, youth, families, and individuals were able to access critical counselling services in 2017, thanks to the ongoing support of our donors and government partners.

At least 56% of our clients would not have been able to access these services for themselves or their children if we were not able to provide lower or no-fee counselling. Many of these clients are youth over the age of 14 who need to access services without their parents' financial support. We want to ensure that everyone has access to mental health services, support, and programs that can help them to heal and achieve their full potential.

***The after-tax disparity between all families and single-parent families is greater on the North Shore than in B.C. as a whole.***



*join us*

ENSURING A HEALTHY  
COMMUNITY IS THE  
BEST INVESTMENT  
WE CAN ALL HOPE  
TO MAKE.

At Family Services of the North Shore, we are here for you and with you. This is our community – and it's our shared responsibility to foster a caring and connected place to live. Whether you've attended our programs, volunteered for an event, donated to a campaign, or received counselling from our exceptional staff, you know that we are here to empower and support the community. We want everyone to experience deep and sustained health and well-being.

When we come together...

*anything is possible*

# Connected in caring

Together, we will.

Our family of donors has been the North Shore's anchor of hope since our inception over 60 years ago. But whether you joined us in our first year or just last year, your caring contributions have enabled us to evolve into an organization that is more strategic and responsive to the complex and shifting needs of our community. Because of you, we now have the clarity and confidence to examine and respond to the systemic challenges we face today.

Our ambitious new Strategic Plan is a game-changing response to an urgent call sounded by the thousands we serve each year, and the evidence we have gathered through careful and thoughtful research and dialogue. Trauma, child abuse, gender-based violence, eating disorders, suicide, bullying, and families living in poverty still exist in disconcerting numbers. We need to change this. And then are the thousands of vulnerable people in our community who have been beyond our capacity to assist. We need to reach them.

Now more than ever, we need your steadfast support. Your generous investment is critical to ensuring that our organization will have sufficient resources over the next several years to deliver on its commitment to the community. Whether you are passionate about supporting the healthy

development of children from 0 to 3 years of age or significantly reducing gender-based violence, your contribution goes beyond helping someone in the moment; your support will have the power to shape the future of thousands of lives and the generations that follow.

As you'll see on the following pages, many generous supporters stepped forward last year to expand our capacity and to help us move quickly toward our success metrics. We are so proud to recognize you on our donor list – whether you made a gift of \$500 or \$2.5 million. We are inspired by your dedication to our community, and to ensuring a better future for everyone.

No gift is too small to make a difference. It is truly the collective impact of our community's generosity that has made it possible for us to come this far – and it will be the same family of supporters (plus new additions) who will enable us to go farther than ever before.

There is no better time than now to invest in our shared future. As a united force bound together by our love for the community, we can change lives. We can create a healthy community where everyone can live full and meaningful lives.

**And together, we will.**

To learn more about how you can support us, please contact Andrew Chung, Director of Development: 604.982.2083 or [chung@familyservices.bc.ca](mailto:chung@familyservices.bc.ca).



# Thank you TO OUR DONORS

## CIRCLE OF HEARTS

### LEADERSHIP CIRCLE \$50,000 +

Anonymous Donor  
Anonymous Private Foundation  
Anne Carlile and Scotty Grubb  
Anne-Marie and Peter Kains

### HEART AND SOUL \$25,000 +

Anonymous Donor  
Diana Budden and Neil Alexander  
Djavad Mowafaghian Foundation  
North Vancouver Klass Association  
Northshore Auto Mall Ltd.

### PLATINUM \$10,000 - \$24,999

Anderson Air Ltd.  
Fernwood Foundation  
Lynda and Reay Mackay  
Seaspan ULC  
The Tait Family  
Telus  
Young Foundation

### GOLD \$5,000 - \$9,999

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Ministry of Children and Family Development  
Ministry of Public Safety & Solicitor General  
Province of British Columbia  
Public Health Services Authority  
Public Health Agency of Canada  
United Way of the Lower Mainland

## SHARE DONATIONS

Joy and Dean Alexander  
Diana Budden and Neil Alexander  
Geraldine McIntosh  
Dorothy Sanders

*These lists reflect the different contribution levels of \$500 or more made between April 1, 2017 and March 31, 2018. 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 our Coordinator of Development Services at 604.988.5281.*



*Dads of the North Shore group  
photo by: North Shore News*

## Message from the board treasurer

I am very pleased to report that Family Services of the North Shore (Agency), and Family Services of the North Shore Foundation (Foundation) continued to maintain very strong financial positions again this year.

We are very thankful for all of the financial support we received from our donors, funders, and partners. We are grateful for the continued support from the Government of Canada, the Province of British Columbia, the City of North Vancouver, the District of North Vancouver, the District of West Vancouver, and the United Way of the Lower Mainland. We successfully fundraised \$1.8 million through generous donations and grants from many individuals, corporations, and foundations, as well as through our signature events – Winter Family Ball, Christmas on the Shore, Beer by the Pier, and our new event, I hope Block Party. All of this support helped us continue to serve those in our community and make a deep and lasting impact through all of our specialized programs.

In addition, this fiscal year we were very fortunate to receive an extremely generous \$2.5 million donation. This unrestricted gift will enable our organization to build capacity and ensure that we remain highly responsive to the growing and evolving needs of our community for many years to come. We are already seeing the impact of this amazing gift and have set plans in place to expand our programs and support for the most vulnerable in our community.

Total revenues for the Agency were slightly higher than the previous year, primarily reflecting Economic Stability Mandate increases from the Province of British Columbia, as well as additional grants received this year to support our clinical programs. Total overall expenses for the Agency

were only nominally higher than the previous year (less than 1% in total). Our staffing levels were higher than the previous year and additional expenses were incurred intentionally in many of our programs. However, we did not have the expenditures we made in 2016-17 with the creation of the new Strategic Plan, or the same level of disbursements made to other agencies of one-time-only provincial government funds.

The market value of our investments, primarily the Family Services of the North Shore Foundation Investment Fund (Fund) held at the Vancouver Foundation was essentially the same as the previous year. We were able to make an additional contribution to the Fund with the generous \$2.5 million donation. While this gift will be drawn upon over the years to support our Strategic Plan strategies and enhance our programs and services, the investment at this time in the Fund generates immediate and ongoing distribution payments to support our program expenses.

We have concluded the fiscal year ended March 31, 2018 with an excess of revenues over expenses of \$2.7 million being held in the Foundation, providing us with a secure financial base going forward into our next fiscal year and the ability to expand our programs, reduce the waitlists for individuals seeking help, and support our Strategic Plan initiatives.

Our fundraising target for 2018-19 is \$1.8 million. It is so important for us to continue receiving support from all donors in order for us to make a deep and lasting impact in our community. With your help we are confident we can change lives together.

**Alison Parry**  
Board Treasurer

## 2017 - 2018 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

### FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2018	2017
Government Contracts	2,249,596	2,218,805
Fundraising, Donations and Grants	832,842	807,592
Client Fees	138,231	137,749
Investment and Other Income	95,340	88,879
<b>TOTAL REVENUES</b>	<b>3,316,009</b>	<b>3,253,025</b>
<b>EXPENSES:</b>		
Salaries and Benefits	2,389,041	2,250,813
Transfers to Other Agencies	626,674	690,627
Premises	222,563	207,755
Program	160,682	141,361
Office and Sundry	142,466	140,055
Promotion and Communication	76,699	80,529
Amortization	64,072	61,692
Strategic Planning	-	58,151
Consulting Fees	57,027	55,595
Staff Development	15,340	43,022
<b>TOTAL EXPENSES</b>	<b>3,754,564</b>	<b>3,729,600</b>
<b>OPERATING DEFICIT</b>	<b>(438,555)</b>	<b>(476,575)</b>
Operating Transfer from FSNS Foundation	438,800	476,700
Gain/(Loss) on Investments	(6)	114
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>239</b>	<b>239</b>

### FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2018	2017
Donations	2,827,119	333,723
Special Events and Campaigns	654,035	494,100
Investment Income	40,902	34,296
<b>TOTAL REVENUES</b>	<b>3,522,056</b>	<b>862,119</b>
<b>EXPENSES:</b>		
Special Event and Campaign Costs	188,727	145,488
Salaries and Benefits	164,580	138,960
Office and Sundry	20,122	14,572
<b>TOTAL EXPENSES</b>	<b>373,429</b>	<b>299,020</b>
<b>FUNDS AVAILABLE FOR FSNS</b>	<b>3,148,627</b>	<b>563,099</b>
Operating Transfer to FSNS	(438,800)	(476,700)
Gain/(Loss) on Investments	(2,212)	60,162
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>2,707,615</b>	<b>146,561</b>

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

## 2018 Performance & Quality Improvement Report

Family Services of the North Shore is accredited with the Council on Accreditation (COA). Through accreditation, COA measures our agency against best practice standards for social service organizations and determines that we meet or exceed those standards.

While some accrediting bodies focus only on service, we chose to be accredited by COA because they audit the entire agency (including governance, finances, human resources, training and supervision, and more) and not just our public-facing programs. Our accreditation status shows clients, staff, donors, government partners, stakeholders, and our community that FSNS has been measured against an objective standard and is an efficient, well-run organization.

We are proud of our accreditation, but we are always striving to better support the North Shore community, in alignment with our new Strategic Plan. For example, we recently introduced a new *I hope family centre* pilot project, called Pancakes & Play. This Sunday-morning program is designed to help fathers form stronger bonds with their young children. After a highly successful pilot, we are excited to run the program again in fall 2018.

We also transitioned to an electronic, cloud-based system for clinical files. This change enables counsellors, especially those working in community programs, to securely access to their files from outside the office. We also installed an automatic front door at our main office to provide easier access for everyone.

As we look ahead, we will continue to review our programs and practices. We are constantly working to improve how we serve clients and the community as a whole.

*We are proud of our accreditation, but we are always striving to better support the North Shore community.*





## Volunteer with us

We're always eager to find volunteers for our wide range of programs and services – and *everyone is welcome*.

## Support us

Is there an initiative you would like to support financially?  
We'd love to speak with you.

## Connect with us

Would you like a tour of our organization?  
We'd be happy to show you what we do.

Contact us: [connect@familyservices.bc.ca](mailto:connect@familyservices.bc.ca)  
or **604.988.5281**

Have you moved? Help us save postage and paper costs by ensuring we have your most recent contact information. Update your personal information on our website at [www.familyservices.bc.ca](http://www.familyservices.bc.ca) Learn more about our programs, services, upcoming events and how you can get involved.

*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.*





Family  
Services  
NORTH SHORE  
Changing lives together

