



Family Services of the North Shore

annual report 2006/2007



Volunteers . . . the heart of our community



Executive Director & Presidents' Report

In 2006/07, Family Services of the North Shore (FSNS) sharpened its focus on supporting the goal to build a safe, strong North Shore community. We ensured we were aligned with our funders, donors, staff and volunteers by strategically opening communication opportunities through face to face meetings and on our web site. We have built new partnerships and pursued new initiatives while continuing to deliver quality cost effective programs to the North Shore community.

In April 2006, we signed an agreement with North Shore Automall in support of our Safer Places initiative. This program provides comprehensive therapeutic support services for children, youth and adults affected by family violence and sexual abuse. North Shore News, Park Royal Shopping Centre and North Shore Credit Union continued, as in past years, to support the work of the agency. Outline Graphics, Bond Reproductions and Contact Printing made the branding of the agency and its print materials all happen.

The Board appointed Sue Bauman Executive Director in June 2006. Sue brought nine years of staff experience and a passion for the Agency to her new position. Mimi

Hudson, Director of Community Programs, Julia Staub French, Director of Clinical Programs and David Nanton, Acting Director of Finance complete the Senior Management team.

We made volunteer recognition a priority in the agency this year. Beginning with our June Annual General Meeting, the volunteers in our Palliative Care program were honoured, with special recognition to those with twenty five years of service.

Building on the North Shore Palliative Care Program partnership with Lions Gate Hospital Foundation and Vancouver Coastal Health, an agreement was signed by all organizations plus Lions Gate Hospice Society in September. Together we will work to raise 7.7 million dollars to build a free standing Hospice on the North Shore. The hospice will provide 24 hour, quality, end-of-life care in a home-like setting to stable terminally ill individuals who are no longer receiving active treatment. Our volunteers will continue their work at Lions Gate Hospital and in the new Hospice. As well, our grief and loss partnership with Vancouver Coastal Health will continue to expand to ensure the needs of families are met.

continued . . .



A staff retreat was held in October and the opinions and ideas of staff were presented at the Annual Board Retreat in November. This led to the creation of an operational plan for the agency and the development of program goals to ensure the needs of the agency and the community continue to be met.

We couldn't do our work without the support of our donors and funders. The United Way, the North Shore municipalities and our government contracts guarantee our services are affordable and accessible to the community.

Our donors made December a month to remember. The Moustache Cafe event hosted by owner Geoff Lundholm, the Christmas Bureau Direct Mail Campaign and the 21st Annual Winter Family Ball at the Fairmont Hotel Vancouver all contributed to the financial stability of the agency. These events help fund clinical services in our community and food hampers and toys for over 700 families through the North Shore Christmas Bureau.

In February, over 200 parents attended an evening with noted parent educator Alfie Kohn. This was made possible through a collaboration with North Shore

Neighbourhood House, WECAN Early Childhood Network and North Shore Community Resources .

Throughout the year, FSNS continued to deliver quality cost effective programs to the community including: Parent Education classes; ***I hope family centre;*** Creating New Patterns- Building Healthy Relationships; Adaptation Orientation and Integration; North Shore Christmas Bureau and Palliative Care.

We also offered clinical programs including: Family Counselling; Family Support and Preservation; Trauma programs under the Safer Places umbrella and Grief and Loss counselling.

As we look forward to 2007/08 we will continue our focus on serving the North Shore community. We will support our volunteers, funders and donors. In our continued effort to meet the needs of our community, FSNS will develop new programs including: a peer support group for parents of children with eating disorders; groups for men who are facing separation and divorce and a focus on the middle years of childhood. When appropriate, we will collaborate to ensure cost effective use of our resources.

continued . . .



Executive Director & President's Report

We hope to begin a series of parent education workshops in collaboration with community partners in order to reach as many parents in the North Shore community as possible. We will open our award winning *I hope family centre* at a new location, next door to FSNS, in the Fall 2007 without any disruption of service to our parents and children.

FSNS will continue to be a community hub; a place where families, couples and individuals of all ages can access innovative, quality programs and services. We look forward to 2007/08.

Sue Bauman,
Executive Director



Christine Read, President,
Family Services of the North Shore
Board of Directors



Joyce Hodge, President,
Family Services of the North Shore
Foundation Board of Directors



2006/07 Board of Directors



Family Services of the North Shore

Christine Read, FSNS President
Graham McIsaac, Treasurer
Joyce Hodge, Past FSNS President
Bohdan Bodnar
Katherine Clendenan
Lucinda Flavelle
Lesley Macgregor
Pam McDonald (resigned Nov 06')
Maryam Malekyazdi
Marie O'Neill
Gail Spurgeon
James Sutcliffe (resigned Jan 07')

Family Services of the North Shore Foundation

Joanne Houssian, Founding Chair
Joyce Hodge, Foundation President
Christine Read, FSNS President
Graham McIsaac, Treasurer
Kevin O'Neill, Past Foundation President
Kristy Brinkley
Sandra Enticknap
Anne-Marie Kains
Angus Reid (resigned Sept 06')
Marilyn Diligenti Smith
Lisa Wolverton





Continuous Quality Improvement

Continuous Quality Improvement (CQI) is an organization process in which staff identify, plan, and implement ongoing improvements in service delivery. CQI provides a vital way to assess and monitor the delivery of services to ensure that they are consistent with an organizations best practice clinical principals.

2006-2007 Annual Report

A peer review of program files of programs at Family Services of the North Shore has been completed for year three. This year Family Therapy (FT), Employee Assistance (EAP), Stopping the Violence (STV), Child and Adolescent Sexual Abuse (CASA), Family Preservation (FP), Family Support (FS), Learning Together Through Play (LTP) and Adaptation, Orientation and Integration (AOI) were covered in the review. The Closer Connections program has been absorbed into Family Therapy and Palliative Care was removed from the list as it was determined not to be a "service area" under our COA accreditation. By the end of fiscal 2006/2007, we had completed 14 Peer Record Reviews since introducing the Continuous Quality Improvement (CQI) process.

Summary of Findings - 2006/2007

Areas of Improvement

We continue to see overall improvement in file documentation with fewer files showing areas of concern. At one time, merely locating files for review was a problem. This has improved greatly. Client's therapeutic process is well documented and there has been an increased use of program records both within the Agency and as a method of review for CQI. Quality record keeping gives us accurate demographics and other markers. It also facilitates appropriate follow-up on files where there have been critical incidents or suspected child abuse reports. Client satisfaction surveys report positive experiences with our Agency in all programs.

Areas Requiring Review and Improvement

We are striving for more consistency between electronic and paper records for file closures to ensure that CIMS data is more accurate and up-to-date. Communication between the CQI team and management is also improving to ensure areas of concern are addressed at an appropriate level and follow-up is documented

appropriately. Improved communication between staff and the CQI team will ensure changes affecting files are made in a timely manner. The process of collecting and analyzing information on our Education programs is also under review in order to achieve the best information for evaluation.

The CQI team has concentrated on improved forms and file formats to ensure documentation is gathered efficiently and duplication is minimized while service to clients is maximized. This has been accomplished through conforming to the standards set out in accreditation.

We look forward to the challenges of the next year, which will bring further changes as we incorporate the new Canadian standards from COA into our Continuous Quality Improvement process.

Respectfully submitted by:
Kathleen Whyte
Chair, CQI Committee 2006-2007
April 17, 2007

A partnership that's closing in on a dream



The dream of having a free-standing hospice on the North Shore has existed for some 20 years. The vision has always made eminent sense, but today the needs of the community and demographic indicators are such that establishing a North Shore Hospice is a top priority for Vancouver Coastal Health (VCH). Today, four key partners – Lions Gate Hospital Foundation, Family Services of the North Shore, Lions Gate Hospice Society and VCH – share the resolve to turn this long-time dream into reality. VCH will supply the land, valued at \$2.6 million, and cover ongoing operating costs. The partners will raise the \$7.7 million needed to construct the building.



- A hospice is not only for the elderly. People of all ages are diagnosed with life-threatening illness.
- The North Shore cares for 300 to 400 palliative care patients a year.
- By 2020, 500 to 700 patients will require end of life palliative care.
- More than 2,500 individuals annually will benefit from community outreach and grief and bereavement programs.
- In 2006, 100 volunteers provided 8,300 hours of non medical service to palliative care patients.

"I have lived on the North Shore for more than 30 years, and for the past 16 years, I have served on the board of Family Services of the North Shore (FSNS). Palliative care has always been close to my heart. Over the years of my involvement with FSNS, I have witnessed the need for a hospice in our community, so it is with great conviction and passion that I embrace my role as chair of the campaign to raise funds to build the North Shore Hospice."

-Joanne Houssian, Campaign Chair
Director, Lions Gate Hospital Foundation



Campaign partners from left to right Cindy Welsh (VCH) Janice Welbourn (FSNS) Cynthia Startup (VCH) Sue Bauman (FSNS) Judy Savage (LGH Fdn.)



Thank you to our Donors 2006/07, You helped us build a safe, strong community!



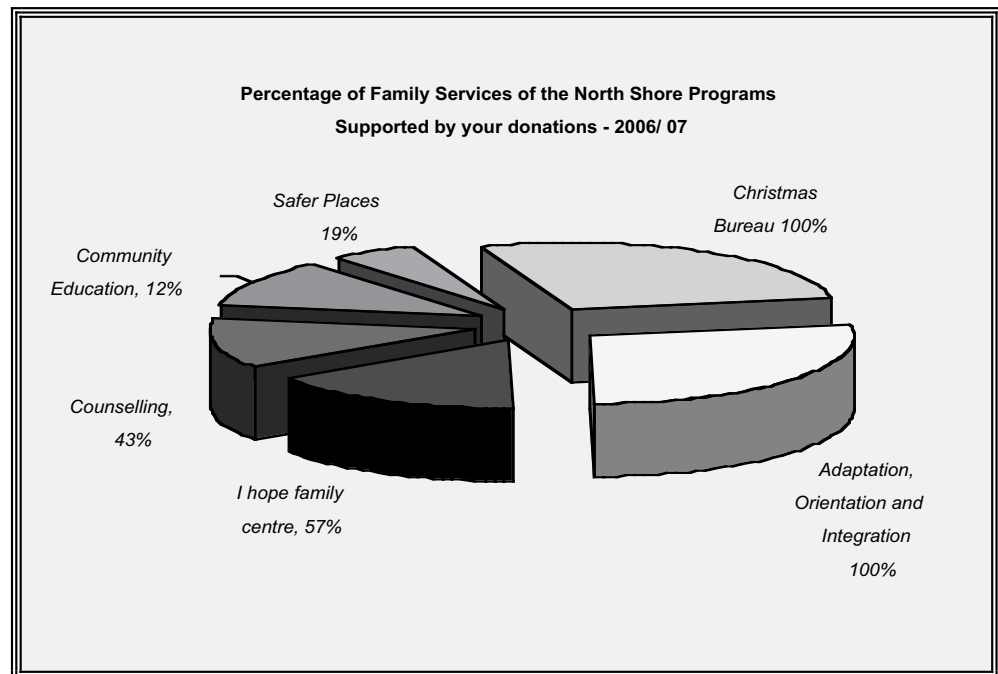
Left - right: James Carter, President Carter Chevrolet; Ian Quinn, General Manager North Shore Acura; Chris Read, President FSNS; Sue Bauman, Executive Director FSNS

Each year our donor's generosity supports the programs of the agency through the Winter Family Ball and Silent Auction, Moustache Cafe, United Way Donor Designation and the Christmas Bureau. As a not for profit agency, we fundraise 38% of our annual budget. Your financial contributions ensure our programs meet the needs of our North Shore community.

Last year your donations helped:

- 1,375 individuals through the Christmas Bureau.
- 89 individuals through our Adaptation, Orientation and Integration Program.
- 576 North Shore families with 4,500 hours in our Family Counselling program.
- 478 individuals receive 5,816 hours of counselling and education through our Safer Places program
- 200+ adults attend our Parent Education programs.
- 200 families attend ***I hope family centre***

How your donations worked;



Donate online through www.canadahelps.org
or call 604.988.5281

Donors 2006/07



This list reflects contributions of \$500 or more made to Family Services of the North Shore, the Foundation and the Christmas Bureau between April 1, 2006 and March 31, 2007. We would also like to thank all the Anonymous donors who designated funds through the United Way campaign.

Adaptation, Orientation and Integration

- F. Adab Architects Inc.
- Foundation For Youth
- Parissa Laboratories Inc.
- City & Guilds Development Corporation
- City of North Vancouver

Counselling & Safer Places

- Gloria Allan
- All West Insurance Services
- Angus Reid Foundation
- Anonymous Donors
- Anonymous Donor (deceased)
- Sue and Bob Bauman
- Cindy and Ryan Beedie
- Bohdan Bodnar
- Bond Reproductions Inc.
- Kristy Brinkley and Kevin Layden
- Linda and Graham Brown
- Bull Housser & Tupper
- Janice and George Burke
- Ruth Campling and Chris Pharo
- Wendy Carter and Brian Wallace
- CIBC World Markets Children's Miracle Foundation
- CIBC World Markets Children's Miracle Foundation - West Vancouver
- City of North Vancouver
- CKNW Orphans Fund
- Katherine and Bob Clendenan
- Contact Printing Ltd.
- Diana and Tom Cowden
- Cheryl and Stephen Cowan
- District of North Vancouver
- District of West Vancouver
- Anne and David Elliott
- Kathy and Guy Elliott
- Molly and Frank Evanshen
- Employees of Family Services of the North Shore
- F. K. Morrow Foundation
- Fasken Martineau & DuMoulin LLP
- Foundation for Youth
- Fraser Milner Casgrain LLP
- Future Shop
- Lori and Al Gair
- Rhonda and Billy Garton
- Global Landmark Investments
- Holly Gordon
- Isabel Gordon
- Maetel Grant and Dr. Allan Best
- Kima and Tony Grieve
- Hamber Foundation
- Carol and Mark Hannah
- Joanne and Joe Houssian
- Darlene and Paul Howard
- HSBC Bank Canada
- Mimi and Jim Hudson
- Margot Jones and Doug Irwin
- Anne Marie and Peter Kains
- Kiwanis Club of Capilano
- Lower Mainland Publishing Group Inc.
- Lush Handmade Cosmetics
- Valerie Claire Mann
- Marilyn's Enterprise Ltd.
- Jonathan McLean
- Mercedes-Benz North Shore
- Metropolitan Fine Printers Inc.
- Millennium
- Miller Thomson LLP
- MJM Studios
- Neptune Bulk Terminals (Canada) Ltd.
- Northshore Auto Mall Ltd.
- North Shore Credit Union
- North Shore Credit Union
- Charitable Foundation
- North Shore News
- North Vancouver Host Lions Club
- Golrokh and Arjang Nowtash
- Pat and Jack O'Neill
- Ginny and Bruce Orr
- Mary Orr
- Nina Parente
- Park Royal Shopping Centre
- Kathy Parslow
- Christine and Jeffery Read
- Elise and Richard Rees
- Retirement Concepts
- Tina and David Rowntree
- Janet and Dale Sanderson
- Maria and Eric Schwitzer
- Yasmin and Azad Shamji
- Bryan and Janine Sharp
- Cathy and Moh Sleiman
- Laurie and James Speakman
- Spectra Energy (Formerly Duke Energy Gas Transmission)
- Starbucks - Lonsdale
- Steelhead Investments Ltd.
- Judy and W. Gerald Strongman
- Dee and Grant Sutherland
- Telus Communications Company
- The England Group

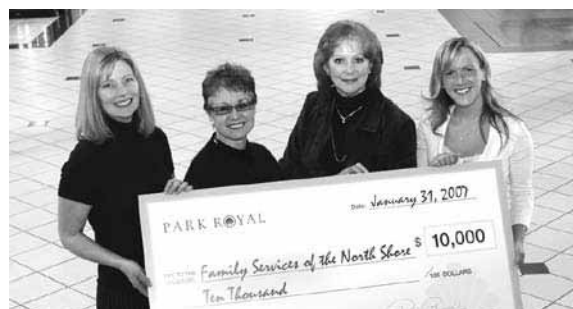
- The Fairmont Hotel Vancouver
- The Village at Park Royal
- R.Howard Webster Foundation
- University of Lethbridge
- Wesbild Holdings
- West Vancouver Yacht Club
- Sean Wiens
- Michael Woods and Ms. Cathy Van Alstine Woods
- Wolverton Securities
- Maureen and Fred Wright
- Sally and John Zaplatynsky

I hope family centre

- Jay Biskupski and Catherine Imrie
- Kristy Brinkley and Kevin Layden
- Capilano Lions Club
- City of North Vancouver
- Dierdre and Darrell Ert
- District of North Vancouver
- Five Anonymous Families
- Karen and Greg Fleck
- Marie Genest
- Government of Canada
- Joyce and Jim Hodge
- Barbara Inglis and Paul Chalmers
- Kiwanis Club of Evergreen
- Kiwanis Club of West Vancouver
- Literacy BC
- Nancy and Dennis McCrea
- Reza Navabi and Marjan Malekyazdi
- Lynn and Doug Sabourin
- Monica and Jason Soprovich
- Spectra Energy (Formerly Duke Energy Gas Transmission)
- Ian Telfer and Nancy Burke
- Able Copiers
- Lorena and Craig Angus
- Army, Navy and Air Force Veterans In Canada
- Nicola and Glenn Bailey
- Carrie Barlow Media Inc
- Barr None Productions Ltd.
- Wayne Bastien
- Sue and Bob Bauman
- BC Dairy Foundation
- Beach House Restaurant - Festival of Lights
- Cindy and Ryan Beedie
- Patty and Doug Bentley
- Suni Borasten and Steve Davis
- Jeff Botosan
- Susan Brand
- Kristy Brinkley and Kevin Layden
- Canyon Heights Elementary School
- Capilano Lions Club
- Jim and Laurie Case
- Margaret and William Chalmers
- Lee Chapman
- Dorothy Collins
- Sharon and Hugh Cooper
- David Cottrell
- Diana and Tom Cowden
- Carolyn and Robert Cross
- Dinyar Marzban Law Corporation
- John Donovan
- Djavad Mowafaghian Foundation
- Barbara and William Esaw
- FV Productions Ltd.
- Kenneth Fahlman
- Yulanda Faris
- Eileen Finnegan and Bob Deering
- Kim and Douglas Gartland
- John Geeling
- Marie Genest
- Joann and Bert Gibbens
- James Gibson
- Joanna and John Goldsmith

North Shore Christmas Bureau

- 512111 BC Ltd.



Left - right: Cindy Papa, Park Royal Marketing Director; Sue Bauman, Executive Director FSNS; Diana Cowden, Manager Fund Development FSNS; Kristy Lowes, Marketing Assistant.

PHOTO: NORTH SHORE NEWS



Donors 2006/07,



PHOTO: NORTH SHORE NEWS

West Vancouver Emergency Services
Toy Drive

- Carol and Hal Griffiths
- Grouse Mountain Resorts
- Peter Guernsey
- Gyro Club of Vancouver
- H2O Fire Systems Ltd.
- Amanda and Donald Halliday
- Brooke Hart
- Scott Hill
- Joyce and Jim Hodge
- Julie and Fred Hofman
- Sharon and Greg Hope
- Howe Sound Lions
- HSBC Bank Canada –
Lonsdale Branch
- Michele and Gary Huebner
- Isabelle's Bridal Inc.
- Margot Jones and Doug Irwin
- Debra and Andrew Jappy
- Frieda and Robert Jackson
- Anne Marie and Peter Kains
- Kiwanis Club of North Vancouver
- Sandra Klimuk
- Clare Kuhn
- Gabrielle and Gordon Lancaster
- Joyce and Philip Langridge
- Bernard Leroux and
Sheri Weichel
- Sonia Leziy and Brahm Miller
- Chris Locher
- Barb and Jeffrey Lunter
- Margaret Maclaren and
Gregory Aasen
- Karen and John MacPhail
- Melanie Martin
- Kim and Jeff McCord
- Leigh McGregor
- Fiona and Graham McIsaac
- Marjorie and Bruce McKay
- Maria and Herbert Menten
- Catharine Middleton
- Marlene and Barry Mitchell
- Ron Moravek
- Nancy Morrison
- Mount Seymour Lions Club
- Beverly and Gottfried Muench
- Anita and Gregory Mullaly
- Brian Mulvihill
- Donald Murray
- Melanie and Munesh
Muttucomaroe
- North Shore Credit Union
- Charitable Foundation
- North Shore News
- North Shore Optimist Club
- North Shore Studios
- Northshore Auto Mall Ltd.
- Jill Dawson-Nowack and
Robert Nowack
- Golrokh and Arjang Nowtash
- Jennifer and Dan O'Day
- Beverly and Robert O'Neill
- Leah and John O'Neill
- Pat and Jack O'Neill
- Janice and Brian O'Sullivan
- Robin and Darrell Oswald
- Pacific Newspaper Group Inc.
(Empty Stocking Fund)
- Park Royal Shopping Centre
- Peck and Company
- Lorna and Ronald Penhall
- Esther Perrault
- Philips, Hager and North
- Prospect Lodge #172
- Christine and Jeffrey Read
- Margo and Richard Rees
- Dawn and Axel Rehkatsch
- Janet and Allan Riedlinger
- Tammy and John Roberts
- Susan and John Rose
- Rotary Club of Lions Gate
- Royal Canadian Legion #60
West Vancouver
- Royal Canadian Legion Branch
#114 Lynn Valley
- Dorothy and Harvey Sanders
- Scotia Bank
- Seeton Shinkawski Design
Group Ltd.
- Jason Shull
- Sorooptimist International of North
and West Vancouver
- Julie and Nick Steiner
- Sharka and Mark Stuyt
- Gaylean and David Sutcliffe
- Jennifer and Kenneth Tekano
- Shelagh Tracey
- Trends Electronics Company
- Pauline Ursic
- UFCW Local 247
- Vancouver Fire Fighters Union
Local 18
- Grace and Ron Voyer
- Janet and Michael Walker
- West Van Florists Ltd
- West Vancouver Fire Fighters
Charitable Society
- West Vancouver Yacht Club
Women's Association
- Lisa Wolverton and
Ford Nicholson
- Carol Wright

Gift In Kind

- Able Copiers
- Bond Reproductions Inc.
- CM Singers
- Collingwood School Choir
- Contact Printing and Mailing Ltd.
- Creber Music Corporation
- Daniel Le Chocolat Belge
- Nancy Burke, Deidre Ert,
Barbara Inglis and Ingrid Taylor
- Delany's Coffee House
- DLO Move Support Services
- Docusystems Integrations Inc.
- Future Shop
- FX40 Building Design
Corporation
- Grouse Mountain Day Quilters
- Jim Turner's Fine Gems
- Leading Brands of Canada Inc.
- Margitta's Flower Boutique
- Moustache Cafe and Restaurant
- Isabel Nichol
- North Shore Academy of Dance
- Obsession Bikes formerly Dizzy
Cycles
- O'Neill Hotels and Resorts
- Outline Graphic Design
- Pedersens' Rental Ltd
- RNB Dance and Theatre Arts
- Dorothy Robertson
- The Bailey Group
- The Fairmont Hotel Vancouver
- Grace and Ron Voyer
- Wall Street Dance Band
- West Vancouver Senior Centre

The accuracy of this list is important to us. If you do not wish your name to appear on this annual list, or would like to report any errors, please call the Fund Development office at 604-988-5281.



Thank you Volunteers . . .



Serving 25 Years



Serving 20 Years



Serving 15 Years



Serving 10 Years



Serving 5 Years

**together
we have made our community
a stronger, more caring place**



Suite 101
255 West 1st Street
North Vancouver, BC V7M 3G8
Tel: 604.988.5281

www.familyservices.bc.ca



A UNITED WAY
MEMBER AGENCY

Annual Report design and printing donated by Bond Reproductions Inc.

We recognize the continuing contribution of the City of North Vancouver,
District of North Vancouver and District of West Vancouver.