

# Families Matter

Family Services of the North Shore • Spring 2005

# BUILDING A STRONG COMMUNITY

Bringing hope, help and healing to all who live and work on the North Shore.



FAMILY  
SERVICES  
of the  
NORTH  
SHORE

## Executive Director's Message

The month of December brought the annual North Shore community miracle.

People throughout our community - individuals, families, schools, service clubs and businesses demonstrated their generosity of spirit through their participation and support of the many events that raised funds and Christmas hampers for others in our neighborhoods who are less fortunate.

We know that North Shore residents are justifiably proud of the range of services offered by Family Services of the North Shore. Most of our services only exist because of the donations we receive from North Shore residents who share our vision of locally based and supported services, unique to the needs of North Shore residents.

Through feedback questionnaires directed to our various community stakeholders, we are ensuring that Family Services of the North Shore continues to be relevant to the needs of North Shore residents. As we move into a New Year, we are focusing on developing new and innovative programs that will enhance the services we already provide while offering a component of research and prevention. We want to be prepared to meet the community needs far into the future.

Thank you for your part in helping make the North Shore miracle continue throughout the year.

Doug Sabourin, M.S.W., R.S.W.  
Executive Director

## Making a difference

For more than 50 years, Family Services of the North Shore has been there for thousands in our community. With your help we have counselled families in crisis, worked with abused and bullied children, provided emotional support for terminally ill patients and brought joy to families at Christmas.

As a non-profit community-based agency, we understand and maintain a singular focus on North Shore individuals and families. We have the flexibility and capacity to be able to develop programs and services in response to identified community needs.

**Family Friends • Joyce Hodge** Living in a prosperous and beautiful community made me feel very fortunate. Over 6 years ago when approached to consider giving time to the Board of Family Services, I felt it was an opportunity to give back to the community in which we had raised a healthy family. As a business owner, I could offer a new set of life experiences and opportunity to the Board.



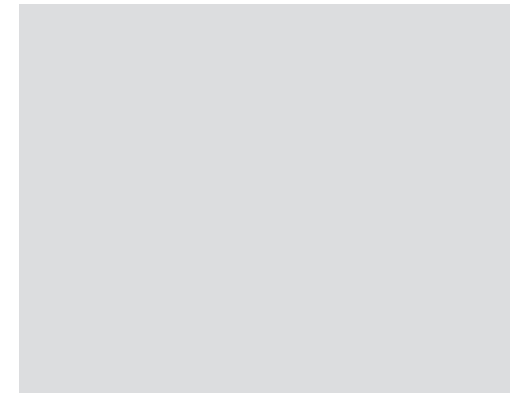
Joyce Hodge, FSNS President and Bosco

The board experience is one in which we learn as much as we share. It is an opportunity to be well informed about our community and to expand our minds and network. We welcome interested individuals to apply for a position on the Family Services of the North Shore Board by contacting Doug Sabourin, Executive Director at 604.988.5281 local 215.

**Family Friends • Kevin O'Neill** My first awareness of Family Services of the North Shore was at the Annual Winter Family Ball with my wife, Marie, and our two young daughters, Shannon and Erin. This was over 14 years ago and, even then, I was struck by the dedication of the staff and volunteers. During the 10 years I have been involved with both Boards at Family Services, I have repeatedly been impressed by the generosity of the North Shore community and the continuing commitment of the staff and volunteers of Family Services of the North Shore.

Kevin O'Neill,  
President Foundation and family

I have lived on the North Shore most of my life and value its uniqueness. My involvement with the Foundation is one tangible way I can try to help North Shore families throughout the year. I would urge anyone who has an interest in volunteering to contact us.



"If you can DREAM it,  
you can DO it."

– Walt Disney

## Builders of a Strong Community

Our dream in 1999 was to engage a not-for-profit, a corporation, a school and a community in the development of a family resource centre. In 1999, the Westcoast Energy Children's Centre was created at Lonsdale Elementary School. The Centre now welcomes over 800 families and is nationally recognized for its programs for parents and their preschoolers.

The Centre was brought to life by a generous multi year contribution from Westcoast Energy (now Duke Energy). In March 2004, the sponsorship ended and we needed a new benefactor.

At our October retreat a Foundation Board member announced, "Five North Shore families, who wish to remain anonymous, would replace the lost funding of \$65,000 for the next five years." The families were moved by the need in our community. They want the Centre to continue to be able to promote the healthy development of children through the critical early years.

This life sustaining gift will allow us to continue reaching our priority populations including low income families; families with base levels of education and literacy; families headed by young parents; and families who lack social networks.



## I Hope

Through our one hour I Hope Events in May of 2003 and 2004 we sent a powerful message of need to our donors and community friends and they responded. In two hours we raised more than \$200,000 for Family Services of the North Shore Clinical Programs and Westcoast Energy's Children's Centre.

Our third annual one-hour I Hope event promises to be an even more powerful presentation of the work of Family Services of the North Shore. All funds raised will benefit the Trauma, Treatment and Prevention Program. We hope you will join us on Thursday, May 19 to learn more about what we do here.

For more information or to ensure your reservation please contact Diana Cowden 604.988.5281 local 330 or [cowden@familyservices.bc.ca](mailto:cowden@familyservices.bc.ca)



Maetel Grant pictured with 3 week old grand-daughter Fiona

## Saying Goodbye

Maetel Grant retired on December 31st after eleven years as the Coordinator of Palliative Care Volunteers. "I feel very privileged to have worked in this agency" says Grant. "Family Services provides so much support to those seeking help in our North Shore community."

Maetel has seen many changes in the Palliative Care Program. Of note and impact was the renovation in 1997 of the Palliative Care Unit in Lions Gate Hospital and the formation of the Vancouver Coastal Health Authority.

"Maetel has provided great leadership. As well as coordinating the program, she chaired the Hospice Society for four years and assisted in the organization of conferences and volunteer appreciation events." Notes Doug Sabourin, Executive Director of Family Services. "We wish Maetel well in her retirement."

## The Heart of Hospice Care – Palliative Care Volunteers

The concept of a community partnership was quite unique in 1981 when Lions Gate Hospital's Palliative Care Program Medical Director, Dr. Werner Boldt, approached Family Services to see if we would establish and provide volunteers for Palliative Care.

Palliative Care is care of the dying. The unit of care is the patient, their family and friends. A patient is palliative when the life expectancy is less than a year; aggressive interventions have ceased and the focus has shifted to symptom management and comfort care.

In the culture of Hospice/palliative care, volunteers are often referred to as 'the heart of hospice' or, the 'backbone of the program'. Volunteers work with the professional team and do the much-needed 'non-medical' tasks. They feed, write letters, comfort, support, listen, massage and run errands – whatever the patient and family needs. They provide this care wherever the patient resides.

From modest beginnings, the program has grown to over 100 volunteers who provide thousands of hours of support each year. The future looks very interesting with Family Services and the Palliative Care program developing closer ties particularly in bereavement services.

## Volunteers who provide warmth all year round

Throughout the year we receive gifts from friends who quilt, and knit sweaters and afghans for children who need comfort in their lives. Special thanks to Dorothy Robertson, Isabel Nichol and the Grouse Mountain Day Quilters for helping us provide for the children in our community.



*Please remember us in your will  
– leave a legacy for families of the future.*

For further information please call  
Sue Bauman 604 988 5281 local 216



Far Left:  
Director and Auction Co-Chair Kristy Brinkley with husband Kevin Layden

Left:  
Director and Auction Co-Chair Lisa Wolverson with her husband Ford Nicholson and daughters Maya and Elle

Below:  
Family Services Director Chantal Hilbert with husband, Innovative Fitness co-founder and COO, Matt Young and sons Steele and Marshall

Bottom:  
Winter Family Ball Chair Jan Holmes and husband Greg Obertas with Family Services Executive Director Doug Sabourin and wife Lyn.

## Candyland Fantasy

### -19th Annual Winter Family Ball

Thank you to the individuals, families, businesses and corporations who supported our 19th annual Winter Family Ball – Candyland Fantasy. Congratulations to the Chair, Jan Holmes, and her hardworking committee for an overwhelming success and to Kristy Brinkley and Lisa Wolverson for co-chairing the successful Silent Auction.

**OPPORTUNITY:** We are looking for a major sponsor to underwrite the \$70,000 cost of the Winter Family Ball. Then, every dollar raised will work to serve families and children in our community. Contact Sue Bauman, Managing Director Foundation at 604.988.5281 local 216.

Special thanks to Family Service's staff for volunteering their time at the event.

## Hearts in our Community:

Since officially opening in 2001 the Northshore Auto Mall has invested significantly in the safety and well-being of the North Shore. They have been a proud sponsor of Family Services of the North Shore Christmas Bureau for four consecutive years donating over \$55,000.

As one of the North Shore's largest businesses, the new auto mall employs 512 staff and has been responsible for an estimated \$115 million in direct spending to the local economy since its opening. Together the Automall and Family Services have ensured that hundreds of families enjoyed Christmas and were supported throughout the year.

Peter Ryce (bottom right) Northshore Auto Mall President and General Manager Park Shore Motors helps at the Christmas Bureau hamper exchange with Family Services staff Diana Cowden, Sue Bauman, Doug Sabourin and Janet Sanderson

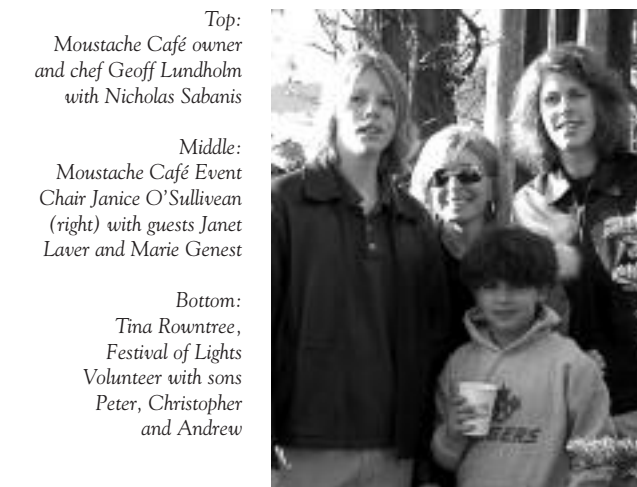


## Making the Season Bright.

Each year the Christmas Bureau, with the help of over one hundred volunteers, distributes toys and hampers to those in need. This year we were overwhelmed with the generosity of our sponsors and were able to serve more than 2,000 North Shore individuals. The Christmas Bureau works from Christmas to Christmas, collecting donations and supporting the work of Family Services of the North Shore.

Integral to the strength of our campaign are our many sponsors including: Moustache Café, North Shore News, Northshore Auto Mall, WestReal Realty, Capilano Business Park, Park Royal Shopping Centre, Outline Graphic Design, North Shore Credit Union, DLO Move Support Services Ltd., Able Copiers Ltd., Heritage Office Furnishings Ltd., the Lucas Centre, Rogers Video, Rogers Wireless, Rogers Media, the Empty Stocking Fund, Magic of Christmas, Innovative Fitness, Harbour Air and the Beach House Festival of Lights.

Thank you to the Gyro Club, staff at Grouse Mountain, Buddhist Compassionate Relief Tzu Chi Foundation, Royal Canadian Legion, Branch #114, Army, Navy and Air Force in Canada, Unit #45, the Kiwanis Club of North Vancouver and Capilano Rugby Club who gave their time to collect, make and distribute hampers and Chantelle England and her team of volunteers who distributed Christmas trees and gifts to 30 families.



Top:  
Moustache Café owner and chef Geoff Lundholm with Nicholas Sabanis

Middle:  
Moustache Café Event Chair Janice O'Sullivan (right) with guests Janet Laver and Marie Genest

Bottom:  
Tina Rowntree, Festival of Lights Volunteer with sons Peter, Christopher and Andrew

## Family Friends

Working two jobs, while raising Jonathan, a bright and entertaining young boy, Francine is appreciative of the sponsored hampers she has received and the opportunity to shop at the Christmas Bureau ToyShop. We would like to thank Francine and Jonathan for allowing us to use their

picture in all our printed materials and share with you their message of thanks.

"Thank you so much for everything that you and the Christmas Bureau have done for Jonathan and I. We appreciate it all. Hope to help you out next year."



## News and Events

### CHECK OUR WEBSITE FOR:

Parent Education Courses  
[www.familyservices.bc.ca/education\\_parenting.html](http://www.familyservices.bc.ca/education_parenting.html)  
Westcoast Energy Children's Centre  
[www.familyservices.bc.ca/education\\_westcoast.html](http://www.familyservices.bc.ca/education_westcoast.html)

### MARK YOUR CALENDARS FOR:

APRIL 17-23 • 2005 Volunteer Week  
MAY 19 • 3rd Annual I hope breakfast and lunch at Hollyburn Country Club  
JUNE 21 • Annual General Meeting at Hollyburn Country Club  
OCTOBER 3-9 • 2005 Family Week  
NOVEMBER • Together Against Violence Month  
check our website or the North Shore News for activities.

### WE KNOW YOU CARE!

Join us to learn more about Family Services' programs at one of the following dates!

**WHY:** We want to show you what we do, tell you about any one of our services and share a compelling story. – You will not be asked for money, only one-hour of your time!

**WHEN:**  
9:30 AM -10:30 AM: February 24, March 1, April 5, April 14

If the above dates don't work for your group or schedule let us know. We are happy to arrange alternate times.

**WHERE:** Family Services Board Room  
101 255 West 1<sup>st</sup> St., North Vancouver

**WHO:** Anyone who is interested in building a strong community.

**HOW:** please contact Diana Cowden at 604.988.5281 local 330 or [cowden@familyservices.bc.ca](mailto:cowden@familyservices.bc.ca)

## Ways to help build a strong community

Give a gift from the heart and make a bequest to the Foundation in your will.

Write a cheque to the Foundation or use your credit card to support our programs.

Sign up for a parent education program.

Donate to the Joanne Houssian Legacy Fund.

Underwrite the cost of the May 19th 2005 I Hope Events.

Donor Designate a portion of your United Way gift.

Sponsor the cost of an agency program.

Volunteer for our programs.

Donate items on our wish list.

Hold an event and donate the proceeds to us.

Attend a one-hour session to find out what we do at Family Services.

Call Fiona Kilburn at 604.988.5281 to find out how you can help build a strong community.

For additional information email  
[family@familyservices.bc.ca](mailto:family@familyservices.bc.ca)

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

Website:  
[www.familyservices.bc.ca](http://www.familyservices.bc.ca)



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A United Way Member Agency

