together we have made our community a stronger, more caring place
Executive Director’s Report
Family Services of the North Shore

This year Family Services of the North Shore celebrates the 25th anniversary of the Palliative Care Volunteer program. This milestone gives us the opportunity to not only acknowledge the work of the many palliative care volunteers but also to honour the many volunteers who contribute to the agency’s goals.

Volunteers work in a number of areas for Family Services. These include:

- Adaptation Orientation and Integration
- Christmas Bureau
- I hope family centre
- Winter Family Ball and auction
- The Board of Directors of the agency and foundation.

Volunteers offer their time, skills and energy to Family Services of the North Shore as an expression of their commitment to our community. Over the more than 50 years of its service to the North Shore, Family Services has relied on volunteers to ensure that unmet needs have been met. In the process, the quality of North Shore community life has been enhanced and the agency and its services have been strengthened.

Volunteers are an intrinsic part of Family Services and its programs. It is our hope that by volunteering with Family Services, they may gain an understanding of the many difficult challenges faced by our neighbours and be moved to speak out on behalf of those whose voices are often not heard. Volunteers continue to play an important role within Family Services by generating enthusiasm for the agency and its work, recruiting friends and neighbours to participate.

It is estimated that in Canada, one in four people contribute through volunteer work. Family Services of the North Shore has certainly benefited from that commitment and energy.

To all of the Family Services of the North Shore volunteers, past and present, we simply need to say ‘thank you’, we couldn’t do our work without you.

Doug Sabourin, Executive Director (Resigned May 26, 2006)
The guide for any agency is its strategic plan. This plan offers a blueprint that
gives direction and focus for the agency and gives the board an
opportunity to participate in helping to shape the future.

This year the Boards of Family Services focused on strategic goals that
addressed two criteria, relevance and sustainability. Is Family Services meeting
the needs of the community it serves and will the services we provide be
sustainable into the future?

The services that FSNS offers to the community are varied from trauma
counselling to parent education. It will be our goal to communicate this diversity
of services to all ages, economic levels, individuals and families. In order to
provide these services there will be fees where appropriate based on
individual circumstance. We will build on our successful counselling and
education programs, develop new initiatives that meet parent needs more
effectively and continue to take our message to the community.

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.
Over the last year, all of our Board members have been very active in providing both strategic direction and "rolling up their sleeves" to help out at the many fundraising events. Sue Bauman, Managing Director of the Foundation, has provided steady guidance to staff and ongoing support and assistance to the Board. In addition, Diana Cowden has taken on a larger role with all fundraising activities and has provided valuable assistance to Sue. I would like to thank all of the Board members who worked so hard over the last year. For those retiring, you will be missed. For those continuing, we will continue to look for ways to help all families on the North Shore.

Kevin O'Neill, President

Family Services of the North Shore

The Foundation continues to support the programs and services of Family Services of the North Shore and strives to explore new fundraising opportunities and long term initiatives. The Foundation Board meets regularly as a group and in joint meetings with the Board of Family Services of the North Shore to ensure our interests and activities are aligned. The Foundation is in a strong financial position and works hard to ensure that with Government funding priorities constantly shifting, we explore all opportunities to support and grow the many diverse programs of Family Services of the North Shore.

Donors 2005/06

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2005-2006 saw the Foundation build upon all of its hard work over the previous years. We have continued our traditional major fundraising events such as the Winter Family Ball and the Moustache cafe evening as they are a major source of revenue and, as well, they enhance our profile in the North Shore community. Thank you very much.

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Thank you to our Donors 2005/06, You made a difference!

This list reflects contributions of $500 or more to Family Services of the North Shore, the Foundation and the Development office at 604-988-5281.

If you do not wish your name to appear on this annual list, or would like to report any errors, please call the Fund Management Centre at 604-988-5281.

Adaptation, Orientation and Integration

Yours is an unfamiliar environment, and you are an immigrant. Since I have participated in the program, I feel good emotionally and each day that I come here I feel happier than other days. The experience from other programmes to find a job, and to get familiar with other organizations. This centre gives me confidence and security.

- F. Adab Architects Inc.
- Foundation For Youth
- Paradise Laboratories Inc.
- City & Guilds Development Corporation
- Contact Printing & Mailing Ltd.
- Katherine and Bob Clendenan
- Barbara Inglis and Paul Chalmers
- City of North Vancouver
- Janice and George Burke
- Myrtha and Fred Wright
- Gulf of Alaska Oil Company
- Future Shop
- Michael Woods and Miss. Cathy Van Arkel
- Wolfson Securities

Counselling

“Your best counselor was my counselor’s knowledge, professionalism and caring.

- Steve Allen
- Argonaut Power Inc.
- Argus Reid Foundation
- Arlene and Spring Bailey
- Sue and Bob Bevan
- Cindy and Ryan Beedie
- Sue and Bob Bauman
- Glenn and Nicola Bailey
- Angus Reid Foundation
- Angstrom Power Inc.
- Gloria Allan

Security.

- What I liked best was my counsellor’s knowledge, professionalism and caring.
- Myrtha and Fred Wright
- Gulf of Alaska Oil Company
- Future Shop
- Michael Woods and Miss. Cathy Van Arkel
- Wolfson Securities

I hope family centre has in essence been, and continues to be, an important support to the community.

- Joyce Hodge, President
- Christine Read, Treasurer
- Bohdan Bodnar
- Katherine Clandenan
- Lucinda Ravelle
- Zahra Mardadi
- Maryam Malekovazydi
- Pamela McDonald
- Jennifer Mclsaac
- Gulshan Mitha
- Marie O’Neill
- Gal Spurgeon
- James Sutcliffe

2005/06 Board of Directors

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- Marie O’Neill
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- James Sutcliffe

Family Services of the North Shore Foundation

- Joanne Houssian, Founding Chair
- Kevin O’Neill, Foundation President
- Joyce Hodge, FSNS President
- Christine Read, Treasurer
- Kristy Birney
- Wendy Carter
- Sandra Enticknap
- Barb Inglis (Resigned Sept. 05)
- Anne-Marie Kains
- Janice O’Sullivan
- Angus Reid
- Marlyn diligent Smith
- Lisa Wolverton

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Areas of Improvement
There was a general trend throughout the period toward increased mastery of the documentation, supervision and evaluation processes. The reviews noted increased evidence of supervision, increased evidence of client involvement in the therapeutic process -- in service planning and aftercare planning, and overall greater compliance of files to the COA standards of documentation. Client feedback reported from our questionnaires was all positive with the exception of one regarding our fees being excessive even with our sliding scale in place.

Areas Requiring Review and Improvement
Staff are working to create improvements in the following: ensuring follow-up to critical incident reports; timing of closing of files on CIMS so that there is more consistency between electronic and paper records of closures; and streamlining of the documentation process.

Development of Quality Improvement Projects
The Continuous Quality Improvement process over the past two years has shown that it works. Files are on the whole compliant; areas requiring improvement have been identified and processes have been put in place to address them. It is now possible to begin work on specific improvement projects. The first of these concerns the streamlining of documentation. Currently underway are revisions of the Service Plan, to include specific cells for descriptions of the scope, frequency, and duration of the service. We are also revising and integrating the Progress Summary and Supervision Report into one document to reduce redundancy and reflect supervisory decisions about eligibility and appropriateness of service.

Respectfully submitted by Bea Donald, CQI Chair, 2005/6.

Summary of Findings – 2005/06 Peer Record Reviews

2005 Annual Report
This report summarizes the second fiscal year of peer review of program files at FSNS. All programs were reviewed:

Family Therapy (FT); Employee Assistance (EAP); Stopping the Violence (SV); Child and Adolescent Sexual Abuse (CAS); Intensive Family Therapy (IFT); Family Preservation (FP); Family Support (FS); I hope family centre (Ihf); Palliative Care (PC); Closer Connections (CC); Adaptation Orientation and Integration (AOI).

By the fourth quarter in 2005 we had completed the tenth Peer Record Review since the inception of the CQI process. Meetings took place on June 29, September 5, and November 22, 2005, and March 7, 2006.

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Respectfully submitted by Bea Donald, CQI Chair, 2005/6.

Thank you to our Donors 2005/06,
You made a difference!

As a not for profit agency we fundraise 38% of our annual budget. Financial contributions from our donors ensure our programs bring hope, help and healing to all who live and work on the North Shore.

Each year our donors generously support the programs of the agency through fundraising efforts such as the Winter Family Ball and Silent Auction, Moustache Café, United Way Donor Designations, the Christmas Bureau Direct Mail campaign and the I hope events. This guarantees innovative, accredited programs are delivered to the North Shore Community. Last year your donations helped to ensure that:

- 675 families and individuals were served by the Christmas Bureau.
- 95 individuals received instruction through our Adaptation, Orientation and Integration Program.
- 8,402 adults and children visits were recorded at the I hope family centre.
- 610 individuals were provided Counselling services.
- 122 adults attended our Parent Education programs.
- 298 individuals received Trauma Counselling.

How your donations worked

Respectfully submitted by Bea Donald, CQI Chair, 2005/6.