

**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

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We recognize the continuing contribution of the City of North Vancouver,
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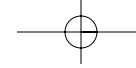


Family Services of the North Shore

annual report 2005/2006



the heart of our community



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 and 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.

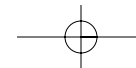
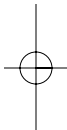
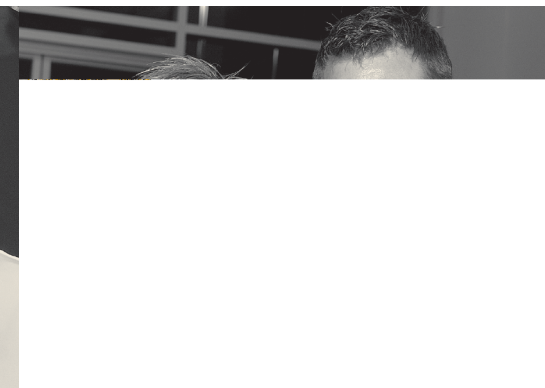
Volunteers are an intrinsic part of Family Services and its programs. It is our hope that by volunteering with Family Services, they may gain an understanding of the many difficult challenges faced by our neighbours

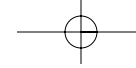
and be moved to speak out on behalf of those whose voices are often not heard. Volunteers continue to play an important role within Family Services by generating enthusiasm for the agency and its work; recruiting friends and neighbours to participate.

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)





Donors 2005/06,



Seniors

"Counselling helped me to understand myself and who I am... I was lost."

- In Memory of Hilda J. Carter
- Directors Guild of Canada
- The Leon and Thea Koerner Foundation

Gift In Kind

- Able Copiers
- Beach House Restaurant – Festival of Lights
- Bond Reproductions Inc.
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- Creber Music Corporation
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- DLO Move Support Services
- Eclipse Production Associates
- Envisioning & Storytelling
- Michael Gehrman
- Grouse Mountain Day Quilters
- Margitta's Flowers
- Moustache Café and Restaurant
- Isabel Nichol
- North Shore Credit Union
- North Shore News
- Outline Graphic Design Inc.
- Pendersen's Rental Ltd
- Regency Auto Group
- RNB Dance and Theatre Arts
- Dorothy Robertson
- Roger's Media
- Sotheby's International Realty, Canada
- Wall Street Dance Band
- Woodhouse & Associates Inc.

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.

President's Report



Agency

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.

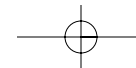
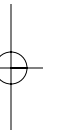
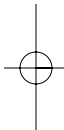
This year the Boards of Family Services focused on strategic goals that addressed two criteria, relevance and sustainability. Is Family Services meeting the needs of the community it serves and will the services we provide be sustainable into the future?

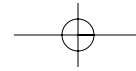
The services that FSNS offers to the community are varied from trauma counselling to parent education. It will be our goal to communicate this diversity of services to all ages, economic levels, individuals and families. In order to provide these services there will be fees where appropriate based on 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.

Family Services' stake holders including clients, donors, volunteers, staff, government and community are a valued asset. They reflect our success in their commitments and become our best ambassadors. We have a reputation supported by people, success in our work and a vision for the future. "Think of FSNS first" as your connection to a safer, stronger community.

Success this year was due to the vision and commitment of our staff and Board. The integration of "Safer Places" as our process for education and counselling will further enhance the synergy in our staff and create opportunities for the future including research and expanded services. Our ability to be innovative and flexible is due to the continued support of our donors. We are proud to be part of an organization that can make a difference to so many, regardless of age or status.

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





President's Report



Foundation

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. The auction at the Winter Family Ball has expanded to become a major component of the evening's fundraising activities.

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.

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
Foundation

Donors 2005/06



Christmas Bureau

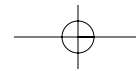
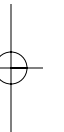
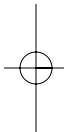
"Thank you very much for brightening up our Christmas this year. It's not just gifts that help but the knowing that there are caring people in our community. Thank you very much."

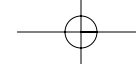
- Lorena and Craig Angus
- Anonymous Foundation
- Laura-Lee Armstrong
- Nicola and Glenn Bailey
- Virginia and Frederick Barnes
- Wayne Bastien
- Sue and Bob Bauman
- Cindy and Ryan Beedie
- Marilyn Bell
- Patty and Doug Bentley
- Paddy Bickerton
- Katherine Blair
- Jimmy Bosa
- Kristy Brinkley and Kevin Layden
- Capilano Lions Club
- Jim and Laurie Case
- Lee Chapman
- Maria-Isabel and Gary Charlwood
- Collingwood School
- Carolyn and Robert Cross
- Dorothy Collins
- Diana and Tom Cowden
- Directors Guild of Canada
- John Donovan
- Morris Ergas and Sandy Elliott
- Stacey Esau
- Barbara and William Esau
- Susan Evans
- Eileen Finnegan and Bob Deering
- Force Four Productions Ltd.
- Foundation for Youth
- Marie Genest
- Global Securities Corporation
- H2O Fire Systems
- Holly Gordon
- Hugh Grenfal
- Carol and Hal Griffiths
- Christa and Jeffrey Harder
- Darlene Hayne
- Elaine and Ross Henderson
- Scott Hill
- Joyce and Jim Hodge
- Russell Hollingsworth
- Dorothy and Dennis Holmes
- Sharon and Greg Hope
- Darlene and Paul Howard
- Michele and Gary Huebner
- Cathy Hunt
- Eleana and Ender Ilkay
- Isabelle's Bridal Inc.
- Margot Jones and Doug Irwin
- Frieda and Robert Jackson
- Anne Marie and Peter Kains
- Kiwanis Club of Capilano
- Sandra Klimuk
- Lamoureux Architect Incorporated
- Gabrielle and Gordon Lancaster
- Laughing Matters Theatre Company
- Janet and Stephen Laver
- Bob Leier
- Bernard Leroux
- Lionsgaters Four Wheel Drive Society
- Locin Industries
- Barb and Jeffrey Lunter
- Lorraine and Dr. P.E. Ma
- Karen and John MacPhail
- Carell McPherson
- Linda Mari
- Suzanne and John McDonald
- Marjorie and Bruce McKay
- Catharine Middleton
- Jenny Mitchell
- Mount Seymour Lions Club
- Beverly and Gottfried Muench
- Brian Muvihiil
- Donald Murray
- North Lonsdale United Church Women's Group
- North Shore Credit Union Charitable Foundation
- North Shore News
- North Shore Optimist Club
- Northshore Auto Mall Ltd.
- Jill Dawson-Nowack and Robert Nowack
- Leah and John O'Neill
- Marie and Kevin O'Neill
- Bev and Robert O'Neill
- Janice and Brian O'Sullivan
- Jan and Greg Obertas
- Ginny and Bruce Orr
- Grace Orr
- Robin and Darrell Oswald
- Pacific Newspaper Group Inc. (Empty Stocking Fund)
- Paragon Financial Services Inc.
- Park Royal Shopping Centre
- Lorna and Ronald Penhall
- Pat and Tim Quan
- Anne and Glen Rattray
- Dawn and Axel Rehkatsch
- Janet and Allan Riedlinger
- Kristie and Chris Ritter
- Dorothy Robertson
- Judith Rodenbush
- Royal Canadian Legion #60 West Vancouver
- Royal Canadian Legion Branch #114 Lynn Valley
- Marc Sandercombe
- Dorothy and Dr. Harvey Sanders
- Eric Savics
- Scotiabank
- Carolyn and Graeme Sewell
- Soroptimist International of North and West Vancouver
- Spotted Dog Media
- Julie and Nick Steiner
- Supra Distribution Ltd.
- Gaylean and David Sutcliffe
- Shelagh Tracey
- Trends Electronics Company
- Twist Conditioning Inc.
- UFCW Local 247
- Vertec
- Stewart Walchli
- Janet and Michael Walker
- Rob Welsh
- West Van Florists Ltd.
- West Vancouver Care Centre
- West Vancouver Fire Fighters Charitable Society
- West Vancouver Yacht Club Women's Association
- Arthur Wilson
- Anne and David Elliot
- Maetel Grant and Dr. Allan Best
- Dwight Harbottle and Sandra Enticknap
- Sheila and Steve Henriques
- Jan and Gordon Hlynsky
- Joyce and Jim Hodge
- Mimi and Jim Hudson
- Anne Marie and Peter Kains
- Christa and Alan Krock
- Kyle Productions Ltd.
- Lamoureux Architect Incorporated
- Paul Lathigee
- Hossein Malek and Golez Navabi
- Maryam Malekyazdi
- Zahra and Hanif Mamadani
- Iain Mant
- Reza Navabi and Marjan Malekyazdi
- Neptune Bulk Terminals (Canada) Ltd.
- North Shore Credit Union Charitable Foundation
- Marie and Kevin O'Neill
- Beverly and Robert O'Neill
- Janice and Brian O'Sullivan
- Park Royal Shopping Centre
- Christine and Jeffery Read
- Tina and David Rowntree
- Royal Canadian Legion #114 Lynn Valley
- Janet and Dale Sanderson
- Jeannie and Rod Senft
- Sinclair Dental Co. Ltd.
- Marilyn Diligenti-Smith and Dr. Wayne Smith
- Soroptimist International of North and West Vancouver
- Steelhead Investments Ltd.
- David Stobart
- Shelagh Tracey
- Stewart Vorberg
- Grace and Ron Voyer
- R.Howard Webster Foundation
- Dona Wolverton
- Gregory Aasen and Margaret Maclaren
- Ambleside Masters Mile
- Anonymous Donors
- Anonymous Donor (deceased)
- Shelagh and Geoffrey Ballard
- Thomas Bandiera
- Sue and Bob Bauman
- Deborah and Perry Braun
- Kristy Brinkley and Kevin Layden
- Ruth Camping and Chris Pharo
- Wendy Carter and Brian Wallace
- CIBC World Markets Children's Miracle Foundation - Vancouver
- CIBC World Markets Children's Miracle Foundation - West Vancouver
- City of North Vancouver
- Diana and Tom Cowden
- Carmen and Robert Dickinson

Safer Places - Trauma Counselling

"The help and support I received from Family Services has helped my family to overcome so much."

- Gregory Aasen and Margaret Maclaren
- Ambleside Masters Mile
- Anonymous Donors
- Anonymous Donor (deceased)
- Shelagh and Geoffrey Ballard
- Thomas Bandiera
- Sue and Bob Bauman
- Deborah and Perry Braun
- Kristy Brinkley and Kevin Layden
- Ruth Camping and Chris Pharo
- Wendy Carter and Brian Wallace
- CIBC World Markets Children's Miracle Foundation - Vancouver
- CIBC World Markets Children's Miracle Foundation - West Vancouver
- City of North Vancouver
- Diana and Tom Cowden
- Carmen and Robert Dickinson





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



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, 2005 and March 31, 2006. We would also like to thank all the Anonymous donors who designated funds through the United Way campaign.

Adaptation, Orientation and Integration

"I came to Canada as an immigrant. Since I have participated in this program, I feel good emotionally and each day that I come here I feel happier than other days. Here we benefit from others' experiences 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
- Sinclair Dental Co. Ltd.
- Parissa Laboratories Inc.
- City & Guilds Development Corporation

Counselling

"What I liked best was my counsellor's knowledge, professionalism and care"

- Gloria Allan
- Angstrom Power Inc.
- Angus Reid Foundation
- Glenn and Nicola Bailey
- Sue and Bob Bauman
- Cindy and Ryan Beedie
- Linda and Graham Brown
- Karen and Steven Bruk
- Bull Housser & Tupper
- Janice and George Burke
- Wendy Carter and Brian Wallace
- City of North Vancouver
- Barbara Inglis and Paul Chalmers
- Katherine and Bob Clendenan
- Contact Printing & Mailing Ltd.
- Cheryl and Stephen Cowan
- Carolyn and Robert Cross
- District of North Vancouver
- District of West Vancouver
- Employees of Duke Energy
- Guy Elliot
- England Securities Ltd.
- Employees of Enterprise Capital Management
- Molly and Frank Evanshen

- Executive Air Conditioning and Refrigeration Ltd.
- Employees of Family Services of the North Shore
- Fasken Martineau & DuMoulin LLP
- Future Shop
- Rhonda and Billy Garton
- Holly Gordon
- Isabel Gordon
- Kim and Tony Grieve
- Douglas Holby and Marie-Helene LeFebvre

- Joanne and Joe Houssian
- Darlene and Paul Howard
- HSBC Bank Canada
- Diana Hutchinson
- ICBC
- Margot Jones and Doug Irwin
- Anne Marie and Peter Kains
- Lisa Marie and Gregory Kerfoot
- Bruce Lounds and Grace Lindsay
- Lower Mainland Publishing Group Inc.
- Lush Handmade Cosmetics
- Zahra and Hanif Mamdani
- Valerie Claire Mann

- Pamela McDonald
- Jonathan McLean
- Mercedes-Benz North Shore
- Metropolitan Fine Printers Inc.
- Millennium
- Miller Thomson LLP
- MJM Studios
- Nelson Avenue Leasing Ltd.
- Neptune Bulk Terminals (Canada) Ltd.
- North Shore Credit Union
- Pat and Jack O'Neill
- Ginny and Bruce Orr
- Mary Orr
- Monica Pastore
- Employees of Ray & Berndtson / Tanton Mitchell Inc.
- Christine and Jeffery Read
- Elise and Richard Rees
- Retirement Concepts
- Rogers Sugar
- Tina and David Rowntree
- Securiguard
- Yasmin and Azad Shamji
- Diane and S. Ross Sherwood
- Cathy and Moh Sleiman
- Debbie and Gord Smith
- Monica and Jason Soprovich
- Laurie and James Speakman

- Judy and W. Gerald Strongman
- Gaylean and David Sutcliffe
- Dee and Grant Sutherland
- WA-2 Water Company
- Wesbild Holdings
- Michael Woods and Ms. Cathy Van Alstine Woods
- Wolverton Securities
- Maureen and Fred Wright
- Sally and John Zaplatynsky

I hope family centre

"I hope family centre has in essence been, and continues to be, an important support to the community. It has contributed immensely to our experience raising our children by offering such caring, supportive people and excellent services on a readily available basis."

- Firouz Adab
- Mary and Franco Anglesio
- BC Association of Family Resource Programs
- Jay Biskupski and Catherine Imrie
- Kristy Brinkley and Kevin Layden
- Capilano Lions Club
- City of North Vancouver
- CKNW Orphans Fund
- Duke Energy
- Morris Ergas and Sandy Elliot
- Dierdre and Darrell Ert
- Five Anonymous Families
- Karen and Greg Fleck
- Marie Genest
- Government of Canada
- Joyce and Jim Hodge
- Barbara Inglis and Paul Chalmers
- Kiwanis Club of West Vancouver
- Literacy BC
- Graham Maclean
- Nancy and Dennis McCre
- Reza Navabi and Marjan Malekyazdi
- Elise and Richard Rees
- Lynn and Doug Sabourin
- Monica and Jason Soprovich
- Ian Telfer and Nancy Burke

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2005/06 Board of Directors

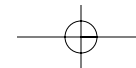


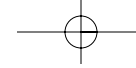
Family Services of the North Shore

Joyce Hodge, President
Christine Read, Treasurer
Bohdan Bodnar
Katherine Clendenan
Lucinda Flavelle
Zahra Mamdani
Maryam Malekyazdi
Pamela McDonald
Graham McIsaac
Gulshan Mitha
Marie O'Neill
Gail Spurgeon
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 Brinkley
Wendy Carter
Sandra Enticknap
Barb Inglis (Resigned Sept. 05)
Anne-Marie Kains
Janice O'Sullivan
Angus Reid
Marilyn Diligenti Smith
Lisa Wolverton





Continuous Quality Improvement

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 (STV); Child and Adolescent Sexual Abuse (CASA); Intensive Family Therapy (IF); Family Preservation (FP); Family Support (FS); I hope family centre (Ihfc); Palliative Care (PC); Closer Connections (CC); Adaptation Orientation and Integration (AOI).

By the fourth quarter in 2006 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.

Summary of Findings – 2005/06 Peer Record Reviews

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.

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 Cafe, 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

