



2017

ANNUAL REPORT



This year, we began work on a new strategic plan which will be approved in June 2017. Our Board of Directors determined it was time to look deeply at our core identity, strategic direction, strategic advantages, and other big questions in order to set ambitious priorities for the next five years.



Neil Alexander
President, Board
of Directors



Julia Staub-French
Executive Director

Message from the President and Executive Director

We have spent the last year reinforcing a strong organizational foundation, engaging in meaningful conversations with our stakeholders, and positively impacting 8,689 children, youth, adults, and seniors. This is a 4.5% increase in the number of people we have assisted over the previous year. We do this work in partnership with all of you. Thank you!

Our core work remains strong, with an increased demand for services at our I hope family centres, a high demand for counselling services, an increased number of visits to our Jessie's Legacy eating disorders prevention and awareness website, our award winning YouthLAB volunteers, over 700 requests for Christmas Bureau hampers, and many seniors in need of support during transitions and at the end of life.

We also continue to evolve our programming in new and effective ways based on feedback from those seeking help. We created two drop-in groups: one for (gender diverse) transgender youth and another for their parents. Transgender youth are 30% more likely to commit suicide than other youth. We knew we must act to reduce this risk and support these vulnerable families.

In partnership with UBC Eng-cite and Geering Up programs, we created a pilot program to support underprivileged children and youth in STEM (Science, Technology, Engineering and Math) through workshops at Carson Graham Secondary and Queen Mary Elementary schools.

We believe all children deserve the same opportunities regardless of socio-economic status.

We have also just completed our fourth reaccreditation with the Council on Accreditation, confirming our adherence to the highest ethical, service delivery, financial, performance, quality improvement, human resources, risk, and other standards, which gives us tremendous confidence going into our next year.

This year, we began work on a new strategic plan which will be approved in June 2017. Our Board of Directors determined it was time to look deeply at our core identity, strategic direction, strategic advantages, and other big questions in order to set ambitious priorities for the next five years. We engaged staff, volunteers, community leaders, government, and other stakeholders in the process. Our progress to date is summarized within this annual report.

All that we have done this year and our work to prepare for the next five years is a result of the generous support of our donors, funders, and volunteers. On behalf of our Board of Directors and Staff, we thank you for your sustaining commitment to Family Services of the North Shore.



Our 2016/2017 Board of Directors

Photo credit Carrie Marshall Photography

Our Vision

A connected community where people care for one another

Our Mission

Strengthening our community through counselling, support and education

Our Values

We lead with our hearts

We embrace diversity and inclusivity

We act with respect and integrity

We promote learning and growth

We foster collaboration and connection

In 2016 we assisted

♥ 8,680+
families & individuals

Our Board of Directors are active and essential members of this organization. They are also our most senior volunteers, and have led us to create a Strategic Plan that is not only inspiring, but provides a clear compass and decision-making filter to guide us across the next five years (read more about the plan on pp 9-10).

Whatever we ask, this group of committed leaders is always up for the challenge - and they do it purely to support the North Shore communities they call home. We are grateful for their time and talent. Thank you!

2016/2017 Agency & Foundation Board

~ constituted under the BC Society Act.

Neil Alexander

President, Agency Board
Director, Foundation Board

Darlene Kennedy

Vice-President, Agency Board

Alison Parry

Treasurer, Agency & Foundation Boards

Sue Chow

President, Foundation Board
Past President, Agency Board

Nancy Adie-MacKay

Director, Agency Board

Jaci Edgeworth

Director (On Leave), Agency Board

Amanda Farrell

Director, Agency Board

Susan Green

Director, Agency & Foundation Boards

Kim Larsen-Mellor

Director, Agency Board

Brian O'Neill

Director, Agency Board

Cynthia Orr

Director, Agency Board

Laurie Oseen

Director, Agency Board

The year in review

Join the movement! [@loveourbodiesloveourselves](#) 4,196 Twitter followers + 5,418 Facebook followers



I hope family centre

A welcoming community hub that provides programs and services to promote wellness and optimal child development from birth to age six.

♥ 13,564 Learning Together Through Play visits

In the last year, we supported 8,689 families and individuals through our diverse programs and services. Everyone has their own story to share, but together we are creating a more connected, caring community. Every action, every conversation and every helping hand makes a difference.



Companioning Community Care

Our generous volunteers provide in-home support to adults living with terminal illness, bereavement, disability, or the severe effects of cancer treatment.

♥ 1,821 volunteer hours provided

The Christmas Bureau

A volunteer-driven program that brings holiday meals and children's toys to low-income families and seniors in our North Shore community.

“ Thank you so much for making our first Christmas in Canada truly magical! People like you are the ones who make this beautiful country the best of the world! ”

- Christmas Bureau client



“ It was really helpful to learn about how to be critical of the media. It's become a great topic of conversation among my group of friends since we had this presentation. Thank you! ”

- Student

Jessie's Legacy Eating Disorder Prevention Program

You are whole. You are enough. This is the message of Jessie's Legacy - a program that provides education, resources and inspiration to prevent and address disordered eating.

♥ 5,000 purple wristbands distributed



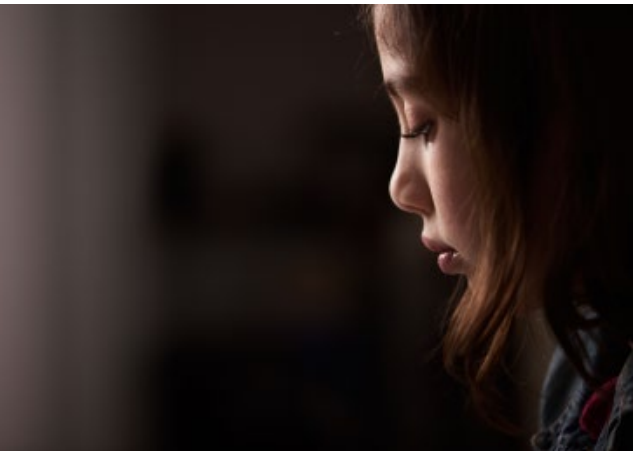
YouthLAB

The Youth Leadership Advisory Board provides mental health education and resources to North Shore youth. This year, YouthLAB teamed up with Jessie's Legacy to focus their outreach on eating disorder prevention and awareness.

“ I understand so much more now about mental health issues and I am so proud of the work we have done. ”
- YouthLAB member

♥ 500 students reached by YouthLAB ambassadors

Our clinical counselling programs



Stopping the Violence Program

Individual and group counselling for women 19+ who have experienced relationship abuse, sexual assault and/or physical, emotional or sexual abuse at any age.

♥ 3,162 hours of counselling this year to women in our community

Reaching out for help. Making connections. Learning new ways of coping. We believe these are healthy ways to deal with life's struggles. Our experienced counsellors help their clients work through a wide variety of issues.



Family Preservation and Support Programs

In-home support and community outreach to families affected by a wide range of challenges - from poverty to mental health issues to domestic violence.

Child and Youth Counselling and Prevention Program

Helping children and youth heal from abuse, trauma, or mental health issues - and increase their coping skills for a happier, healthier life.

♥ 2,170 counselling hours provided to 224 children and youth



Individual, Couple and Family Counselling

Clients receive supportive counselling to help manage mental and physical health issues, grief and loss, family challenges, trauma, relationship breakdown, and more.

“ So thankful to have found a service within my community that helps me navigate through the huge changes in my life. ”

- Counselling client

♥ 672 clients received 1,128 hours of clinical counselling

Group Counselling

Inclusive, interactive and support group counselling can enhance individual therapy. Groups include :

Helping You, Help Yourself

A group for men who are trying to eliminate abusive and violent behaviours in their relationships

Caring Dads

A group for dads to improve their parenting skills and abilities. The program is organized around four therapeutic goals: engaging men; building positive parenting; recognizing and countering abuse; and rebuilding trust with children.

Women and Anger

A group for women to explore their relationship with anger.

Surviving Parenthood

A drop-in group for parents based on building resiliency.

Trauma-Informed Family Support group

A group where women can gain trauma-informed support around parenting and access concrete resources.

♥ 100 clients served in 270 hours of group counselling

With your generous and ongoing support we are able to continue to offer high quality programs and services which have a positive impact within our community.

Sparking a passion for STEM

Last year, we partnered with UBC Eng-cite (a professorship working to promote the field of engineering to young women) and Geering Up UBC Engineering & Science for Kids, which is a non-profit organization with the mandate of promoting science engineering and technology to youth across British Columbia.

Together, we developed a pilot program to support underprivileged children and youth with a series of STEM (Science, Technology, Engineering and Math) workshops at Queen Mary Elementary and Carson Graham Secondary schools. Our goal is to ensure that all children and youth see the fun and opportunities of STEM fields – regardless of their gender, culture, ethnicity, and socio-economic status. We also support our partners' special outreach for groups traditionally underrepresented in the sciences.

Our new projects



Gender Diversity Support Program

We have one of the only gender diversity support groups that operates as a weekly drop-in program. This much-needed new initiative provides support for parents and youth through drop-in groups and individual counselling. Our two groups include:

Be Yourself drop-in group for youth

A safe space for queer, transgender, two-spirited and questioning youth to connect and share their experiences with gender identity.

Parenting Gender Diverse Youth drop-in group

A place for parents to build resiliency skills and access resources and support that are specific to parenting gender diverse youth. Parents are able to speak with other parents, and learn how to support their youth.



Visit: www.alliesinaging.com

Most seniors look forward to retirement, with an expectation of more leisure time and fewer demands and responsibilities. In many cases, however, seniors and their families are not adequately prepared for the stresses that also accompany aging.

ALLIES IN aging



Connecting seniors across our communities

Allies in Aging is a collaborative partnership working to connect seniors across our communities through leadership, outreach, transportation, training and advocacy. Projects are designed to connect seniors ages 75 and over with helpful people and services, in order to reduce isolation due to disability, low income, language or cultural barriers. Four lead partners are working with more than 20 additional partners to bridge geography and organizational diversity through strategic alignment.

20+ partner groups are working to connect seniors across our communities

Projects

Seniors Hubs

Supporting seniors' leadership in program design and delivery helps reach a significant number of isolated seniors.

Welcoming Spaces

Volunteers from diverse cultural backgrounds are trained to outreach to isolated seniors, connecting them to activities and services in their area.

Seniors on the Move

Transportation can be a significant obstacle for a senior wanting to connect with friends and family, participate in social programs, or even get out in the community for ordinary activities like shopping.

Volunteer Impact

Training can help volunteers and service providers better identify seniors who are isolated, understand their needs, and connect them with appropriate services and resources.

We're stretching ourselves to be openhearted and daring leaders. We are committed to serving in a way that's responsive and fully inclusive. We want to raise the voices of those who aren't always heard. We believe everyone is worthy of help, care and wholeness. Most importantly, by reaching the most vulnerable people and places, we want to promote a healthy and connected community.



Strategic plan

2017 Performance & Quality Improvement Report

The Agency is accredited with the Council on Accreditation (COA). To be accredited means that our Agency is measured against social service organizations' best practice standards and is found to meet or exceed those standards. We chose to be accredited by COA because it accredits the entire Agency, including governance, finance, human resources, training and supervision, service delivery and more.

Every four years we go through a robust process to demonstrate our continued compliance with these standards. The Agency has just completed its fourth accreditation cycle, which culminated in a visit by a team of COA peer reviewers. They commented on the Agency's strong clinical file maintenance system as well as our continued focus on good governance, our strategic planning process and our financial accountability.

The reviewers were particularly impressed with the Agency's Christmas Bureau, Companioning Continuing Care and Jessie's Legacy programs and how these programs support those most vulnerable members of our community. We were delighted when one of our peer reviewers said that we were the kind of Agency from which she would want her own children and grandchildren to receive service. We are currently awaiting the final report that confirms our accreditation status for the next four years.



Our Strategic Plan

The Strategic Plan is a bridge between the strong foundation we have established (and demonstrated through the accreditation process) and an even brighter, more connected future. Through interviews, conversations and group feedback sessions with all of our stakeholders, we have listened to the community and thought deeply about how we can serve.

Our Strategic Plan lays the groundwork for the coming years.

We're stretching ourselves to be openhearted and daring leaders. We are committed to serving in a way that's responsive and fully inclusive. We want to raise the voices of those who aren't always heard. We believe everyone is worthy of help, care and wholeness. Most importantly, by reaching the most vulnerable people and places, we want to promote a healthy and connected community.

Who are we? What does the community need? These are the questions that informed our 2017/18 Strategic Plan.

HOW WE SHOW UP

In all things, we will be:

- Openhearted and daring
- Honouring the value of all people
- Believing in the best future for everyone
- Mindful of our biases
- Reaching for excellence



OUR BELIEFS

We hold fast to a set of fundamental ideas that guide our work. We believe:

- Everyone deserves to feel whole
- Healthy families make communities thrive
- Communities are enriched through diversity
- A connected life is a meaningful life
- Mental health is a community responsibility
- There are reasons why people are having a hard time.
- Communities take care of their most vulnerable



Our Strategic Direction

As we build on our strong foundation and past successes, we will use three lenses to see the way forward. We will:

1. Seek to leverage our strategic advantages
2. Evaluate potential strategies, tactics and experiments by our strategy screen
3. Apply instructions from the board and senior leaders to address the big questions

The next five years

To focus our attention during the next phase of development, the FSNS board and senior staff have identified six priority areas:

1. Building caring connections between people throughout the community
2. Help reduce vulnerability in our community
3. Build a community of inclusion
4. Strengthen partnerships to serve the community's mental health and wellness
5. Help the full community to pursue and achieve wholeness and health
6. Develop innovations to meet community mental health needs

We will be sharing our full Strategic Plan upon its completion in June 2017.

Together, we are building a culture of philanthropy

Interested in donating or volunteering your time? family@familyservices.bc.ca



Our annual events - Beer by the Pier, Christmas on the Shore and the Winter Family Ball - are led each year by exceptional event chairs, committee members and volunteers. We are grateful for their visionary leadership and commitment to supporting our programs and services.

♥ 2,186
Active Donors in 2016

Investing in what matters

Our donors are the philanthropic cornerstone of our community and a big reason why we are able to provide the programs and services that touch the lives of thousands every year. Your support has not only changed lives in our community every day, it has also enabled our organization to plan on a multi-year horizon that dares to build a brighter and stronger future for our children, youth and families.

Your philanthropic participation reaches into our community in ways that illuminate the very core of what we seek to do – to create a connected community where people care for one another. You are also laying a foundation for your children and theirs to continue in a tradition that is transformational in nature.

At this year's Winter Family Ball, we unveiled the works of art that many of our children painted at our first-ever Art of Caring pre-gala event. Their powerful collective vision of what it means to

care for others in our community demonstrates the essence of why Family Services of the North Shore believes philanthropy matters and how it can make a lifelong impact that ripples throughout the community. We are inspired by their wisdom and hope to keep nurturing their vision in the months and years to follow.

Each donor dollar you invest in our organization is used with the utmost care in order to yield the greatest impact in our community through our programs and services. And because of your support, meaningful change continues to reverberate throughout the North Shore community. Thank you again for your continued support of Family Services of the North Shore and people in the community we serve.

“ The Winter Family Ball has become an annual event for us to not only support our community and the amazing work being done at Family Services of the North Shore, but also to show our children the true meaning of philanthropy and giving back. Our friends and family all come together for a night of giving and celebrating this important organization for all families of the North Shore. ”

- Carly Monahan, Odium Brown Limited and WFB Committee Member.

Thank you to our community

Your generosity extends far beyond a gift of time or money; you exemplify what it means to live in a connected and caring community where people of all ages can grow, belong, heal, and find the support they need. From the bottom of our hearts - thank you.

♥ \$549,236
money raised through events

Our amazing staff and volunteers

Whether they're delivering a holiday meal, counselling a family in crisis, or connecting with a bereaved senior, our staff and nearly 350 volunteers are the lifeblood of this organization. We couldn't provide any of our diverse programs and services without their talent, warmth and support - 365 days a year.

♥ 350+ volunteers who donated their time

Thank you to our donors

CIRCLE OF HEARTS

HEART AND SOUL \$25,000 +

Anonymous Private Foundation
Cisco Systems Foundation
North Vancouver Klass Association
Northshore Auto Mall Ltd.
United Way of the Lower Mainland

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

Diana Budden and Neil Alexander
Estate of Virginia B. Forsyth
Djavad Mowafaghian Foundation
Lynda and Reay Mackay
The Tait Family
Telus
Young Foundation

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

Anderson Air Ltd.
Sue and Bob Bauman
Lianne Britnell
The Dick Irwin Group Ltd.
Edith Llamzon and Robert Hartvikson
Nancy Adie-MacKay and Alex MacKay
Mount Seymour Lions Club
Pacific Newspaper Group
Robin Pascoe and Rodney Briggs
The Toskan Casale Foundation

SILVER \$1,000 - \$4,999

A & W Food Services of Canada Inc.
Mark Alexander
Andrew Mahon Foundation
Paul Balfour
Jurg Josef Basler
Shirin and Oliver Bock
Erin Bruchet and Morgan Poliquin
Neil Chrystal and Andrea Hamilton
Greg Coombs
Y.V. and W.E. Couling
Diana and Tom Cowden
Louise Donovan
Heather and Horst Duess
École Pauline Johnson Parent Advisory Council
Anne Elliott
Fidelity Investments Canada ULC
Bill Fox
John Geeling
Marie Genest
Diane and Grant Gisel
Susan and Peter Green
Jean Hadgraft
June Harris
Jo Lynne Hoegg
Hoffart Metro Financial Group Ltd.
David Humer
ICBC
Investors Group
JH Investments Inc.
Juba Properties
Lauren Kent
Gabrielle and Gordon Lancaster
Dave Lavallie
Grace and Edwin Lee
Carlota and Derek Lee
Teresa and David Lepoidevin

Andrea Linsley
Lorraine and Patrick Ma
Elissa and Harrison Mak
Vivian and Darren Martin
Jeff McCord
Dean McDonald
Mary and Dan McDougall
Geraldine McIntosh
Sarah McLachlan
Jonathan McLean
Phyllis Moore
Chris Morrison
Murphy Battista LLP
North Shore Optimist Club
North Vancouver Host Lions Club
NWM Private Giving Foundation
Janice O'Sullivan
Janet and Allan Riedlinger
Tanya Robertson
Judith Rodenbush
Royal Canadian Legion Branch #118
Dorothy Sanders
Maria and Eric Schwitzer
Julie and Dean Shepard
Tara and Evan Sherman
Diane and Ross Smith
Soroptimist International of North & West Vancouver
Laurie and James Speakman
Julia and Sheryl Staub-French
Roderick Swenson
Eira Thomas
Thunderbird Marine Corp.
Tommy's Catering Kitchen
Lorraine and Robert Travers
Kees Vanderwerff
Betty Gladys Werner
Ashley Willard-Bauman and David Bauman
Maureen and Fred Wright

BRONZE \$500 - \$999

Carol and Allan Achtemichuk
Lesley and Doug Allen
Thomas Bandiera
Adele and William Barnett
William Barraclough
Jodie and Michael Beattie
Big Coat Productions
Mary-Jo Boone
Michael Borden
Yda Brink
British Pacific Properties Ltd.
Linda and Graham Brown
Mark Chala
Nancy and David Chapman
Gary Charlwood
Jason Chesko
Chutter Underwriting Services Ltd.
Trudy and Don Clippingdale
Deborah and David Couling
Cove Cliff Elementary School
Wendy and Cameron Currie
Teresa and Antonio Da Roza
Janice and Doug Dalzell
Darwin Properties Ltd.
Douglas Davison
Stacey and Simon Doran
Bernice Drew
Deborah and Allan Edgeworth
Barbara and William Esaw
Nicola-Ann Evans
William Brian Fensom
Christiane Dubuc Forgie
Gillian and Peter Forgrascher
Terence Fox
Rhonda and Peter Garton

Isabel Gordon
Patricia Gouge
John Gunn
Gyro Club of Vancouver Charitable Foundation
Amerlys and John Hamilton
William Heese
Hobbs, Winter & MacDonald
Hollyburn Country Club
Gayle Hunter and Brian Moghadam
Janice and Malcolm Hunter
Brenda Isherwood
Katherine and Glenn Ives
Jane Johnson
Pat and A. Denis Jordan
Deborah Keyes
Gergana Kouzeva
Lakes, Whyte LLP
Marvin Lamoureux
Gina Lazarowich
Kelly Lefaire
Belinda Lyons
Gordon MacRae
G. B. John Mancini
Marilyn's Enterprises Ltd.
Sue and Don Matheson
Graeme McFarlane
McKibbin Marketing
Andrew McLaren
Dave McMurray
In-Ah and Michael Mellor
Miles Industries Ltd./ Valor Fireplaces
Marlene and Barry Mitchell
Nancy Morrison
Brian Mulvihill
Melanie and Munesh Muttucomaroe
Ann Neumann
Jill Newby



Deb and Tom O'Brien
Janette O'Keeffe
Olive Grove Childcare Ltd.
Mary Orr
Caroline and John Parker
Paul Pocock Inc.
Michelle Perrault
Carol Piercy
Nancy and Don Piercy
Siobhon and David Posnikoff
Sandra Putnam
Zelma Rebmann-Huber
Richard Samaroo
John Sampson
June Sawyer
Scotiabank
Julie and Nick Steiner
Jane and Robert Strang
The Ruth E. and Dr. William HY Ross Foundation
Michelle Tice
Alexa Ulinder Baughen and Callum Baughen
Shelagh Van Kempen
Jacqueline and David Webbe
Sari and Sean Wiens
Kaayla Wildor and Robert Wilds
Alison and Dave Wilson
Joan Wilson
Philip Wright

Thank you to our supporters

CIRCLE OF HOPE

\$500+ Stocks, Annuities, Estate and Legacy Gifts

Erin Bruchet and Morgan Poliquin
Diana Budden and Neil Alexander
Geraldine McIntosh
Dorothy Sanders



CIRCLE OF SUPPORTERS

\$500+ In Kind Donations

Joy and Dean Alexander
AV Strategies
Heidi Barnes
The Beach House Restaurant
Biteson Salmon Charters Vancouver
Bridge Brewing Company
Cactus Restaurants Ltd.
Carousel Cleaners
Carrie Marshall Photography
Christmas on the Shore Committee 2016
Contact Printing & Mailing Ltd
Cressey Group of Companies
Cypress Capital Management
Janice Quinn and Remco G. Daal
DLO Move Support Services Ltd.
Dr. Geoffrey Gillespie
Susan and Peter Green
Eyes on Burrard
Fairmont Express Victoria
The Fairmont Hotel Vancouver
Fusion Projects
Harbour Air Seaplanes
Heidi Barnes
Hollyburn Country Club
Joanne and Joe Houssian

Lakes, Whyte LLP
MAC Cosmetics
Marilyn's Enterprises Ltd
Nancy Adie-MacKay and Alex MacKay
North Shore News
Obakki Designs
Olilia Designs Inc.
Opus Art Supplies
Park Shore BMW
Ross Penhall
Photos by Kathryn
Predator Ridge Golf Resort Community
Barbara Pudwill
Redfish Kids Clothing
Sager Legal Advisors LLP
Diane and Ross Smith
Studio 2 Photography
Terra Luma Design
Barb and Jim Turner
Richard Underwood
Vairdy Photography
Veranda Beach Resort
West Vancouver Police Department
West Vancouver Wellness Centre
Westin Resort & Spa, Whistler
WESTJET
Winter Family Ball Committee 2016



These lists reflect the different contribution levels of \$500 or more made between April 1, 2016 and March 31, 2017. 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 the our Coordinator of Development Services at (604)988-5281.



COMMUNITY PARTNERS

City of North Vancouver
District of North Vancouver
District of West Vancouver
Government of Canada
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



CORPORATE SPONSORS

Adera Development Corporation
Anderson Air Ltd.
BlueShore Financial
Capilano Suspension Bridge and Park
Cisco Systems, Inc.
Cypress Capital Management
Guardian Capital
Lakes, Whyte LLP
Old Spaghetti Factory
Onni Group
Park Shore BMW
Polygon Homes Ltd.
RBC Phillips, Hager & North Investment Counsel Inc.
Silver Wheaton Corp.
Sussex Insurance
TELUS
Toby's Pub & Grill
Wallmark Custom Homes

“ Working at the Christmas Bureau was my first experience as a volunteer for Family Services of the North Shore and I look forward to being involved in the future due to the positivity of all involved and the personally rewarding experience. ”

- Christmas Bureau volunteer

Message from the Board Treasurer



We successfully fundraised \$1.6 million through generous donations and grants from many individuals, corporations, and foundations, as well as through our signature events.

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 strong financial positions this year. We have concluded the fiscal year ended March 31, 2017 with a surplus of \$146,561 being held in the Foundation, and this provides us with a secure financial base going forward into our next fiscal year.

We are very thankful for all of the financial support we received from our donors, funders and partners. We received 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 \$1.6 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, and Beer by the Pier. We are so grateful for all of this support, which helps us continue to serve those in our community through all of our specialized programs.

Total revenues for the Agency were higher than the previous year, reflecting the addition of a new three-year contract with Employment and Social Development Canada for the Volunteers as Navigators and Connectors project (Allies in Aging), as well as one-time-only funding from the Ministry of Children and Family Development (MCFD) for program enhancements and training, of which a portion was directed via flow-through transfer payments to other agencies.

 **\$1.6**
million raised by fundraising

Total expenses for the Agency were higher than the previous year reflecting the additional transfer payments directed to other agencies for MCFD, as well as the Allies in Aging partners. Additional expenses were also incurred for the strategic planning process, staff development and specialized training, as well as program and other expenses. These expenditures will help set a good foundation going forward into the coming years.

The market value of our investments, primarily the Family Services of the North Shore Foundation Investment Fund (Fund) held at the Vancouver Foundation, rebounded from last year's decline. As a result, an accounting gain on investments was recorded in the Foundation at year-end. We were pleased to be able to make an additional contribution to the Fund this year, which generates ongoing distribution payments throughout the year, and provides a financial cushion for times of economic uncertainty.

Our fundraising target for 2017-18 is \$1.7 million. We are confident that with your support we will achieve our goal to continue to offer programs and services that will have a positive impact within our community.

Alison Parry
Board Treasurer

2016 - 2017 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2017	2016
Government Contracts	2,218,805	1,778,756
Fundraising, Donations and Grants	807,592	934,345
Client Fees	137,749	121,064
Investment and Other Income	88,879	94,837
TOTAL REVENUES	3,253,025	2,929,002
EXPENSES:		
Salaries and Benefits	2,250,813	2,293,002
Transfers to Other Agencies	690,627	472,884
Premises	207,755	223,261
Program	141,361	109,364
Office and Sundry	140,055	121,183
Promotion and Communication	80,529	64,305
Amortization	61,692	57,572
Strategic Planning	58,151	-
Consulting Fees	55,595	43,154
Staff Development	43,022	14,095
TOTAL EXPENSES	3,729,600	3,398,818
OPERATING DEFICIT	(476,575)	(469,816)
Operating Transfer from FSNS Foundation	476,700	470,000
Gain/(Loss) on Investments	114	(29)
NET SURPLUS / (DEFICIT)	239	155

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2017	2016
Special Events and Campaigns	494,100	436,478
Donations	333,723	367,143
Investment Income	34,296	30,290
TOTAL REVENUES	862,119	833,911
EXPENSES:		
Special Event and Campaign Costs	145,488	127,978
Salaries and Benefits	138,960	138,960
Office and Sundry	14,572	13,576
TOTAL EXPENSES	299,020	280,514
FUNDS AVAILABLE FOR FSNS	563,099	553,397
Operating Transfer to FSNS	(476,700)	(470,000)
Gain/(Loss) on Investments	60,162	(17,874)
NET SURPLUS / (DEFICIT)	146,561	65,523

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

2017 Events



2016/17 Annual General Meeting
Tuesday, June 6, 2017



Beer By The Pier
Sip, snack, mingle and raise money to secure a brighter future for Northshore children, youth and families who need our help.
Saturday, June 17, 2017
The Pipe Shop at Shipbuilders' Square



Christmas Bureau
8th Annual Toy Drive
November 2017
Northshore Auto Mall



Christmas on the Shore
An intimate evening in support of the Christmas Bureau.
November 2017
The Beach House Restaurant



32nd Annual Winter Family Ball
Our signature gala fundraising event to raise money for innovative, affordable, quality programs and services for children and youth.
Sunday, December 3, 2017
Fairmont Hotel Vancouver

Stay in touch!

Have you moved recently? Help us save postage and paper costs by ensuring we have your most recent contact information. Update your personal information on our website www.familyservices.bc.ca to learn more about our programs, services and upcoming events and how you can get involved.



Suite 203 - 1111 Lonsdale Avenue, North Vancouver, BC V7M 2H4 t: 604-988-5281 f: 604-988-3961
www.familyservices.bc.ca | www.need2talk.ca | www.jessieslegacy.com | @FSNorthShore

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.

Charitable Registration #'s: FSNS Foundation 864745575RR0001 * FSNS 119061240RR0001