

## VALUES...

### We're here to help.

To ensure the Agency's success, Family Services of the North Shore continues to follow our core Strategic Objectives:

**People/Culture** - To create an environment where our staff feel confident, valued and a part of an integrated team.

**Financial** - To create and sustain long-term viability.

**Internal Process** - To ensure our internal structure and processes enable the delivery of high quality services.

**People We Serve** - To develop and provide programs to meet the needs of our diverse community.

**Stakeholder** - To build awareness and trust with our community stakeholders.

With the help of our 315 Volunteers who have delivered close to 12,000 hours of service, and our Donors and Community Partners who have financially supported us throughout this past year, THANK YOU... you have allowed us to continue our work and meet the needs of our community.



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## INTEGRITY...RESPECT...COMMUNITY...GROWTH

### 2008/2009 Accomplishments

Family Services of the North Shore (Agency) has grown and changed, but at its base are the core values of integrity, respect, community and growth that have allowed the Agency to make a difference in the lives of so many people for close to sixty years. Our service to the community would not have been possible without our significant funders, generous donors, dedicated staff and hard working volunteers. 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.

In 2008/09 we:

- Developed the new Vision and Mission.
- Approved the Strategic Plan 2008/09 - 2011/12.
- Secured a five year lease with the District of North Vancouver for \$1.00 a year, to operate our 2nd location of the highly successful **I hope family centre** at the Maplewood site.
- Received funding from the TELUS Community Board and Northshore Auto Mall, and partnered with SafeTeen to develop our Safer Paces for Teens program.
- Received funding from Millenium and the Ministry for Children and Families to work together with the North Shore Multicultural Society offering programs in Farsi and Korean.
- Fundraised over \$1.3 million through initiatives such as: our highly successful Moustache Cafe event; and our wonderful family tradition, the Winter Family Ball.
- Authored a parenting column in the North Shore Magazine and a bimonthly column in the North Shore News.
- Raised awareness of the Agency through initiatives such as the new program cards describing how the Agency can help.

At Family Services of the North Shore we envision a connected community where people care for one another. As a donor, volunteer, staff member, or funder, you are the heart of the Agency. We thank all of you for building our community, each and every day.

Christine Read  
Agency President

Sue Bauman  
Executive Director



We recognize and acknowledge the financial assistance of the Province of British Columbia, City of North Vancouver, District of North Vancouver, and District of West Vancouver.



### 2008/2009 BOARD OF DIRECTORS

Christine Read  
President

Graham McIsaac  
Treasurer

Bohdan Bodnar  
Elke Babicki  
Daniel Bennett  
Sue Chow  
Susan Green  
Nancy Harrison  
Darlene Kennedy  
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#### Leadership Team

Sue Bauman  
Diana Cowden  
Mimi Hudson  
Vivian Martin  
Julia Staub-French  
Kathleen Whyte



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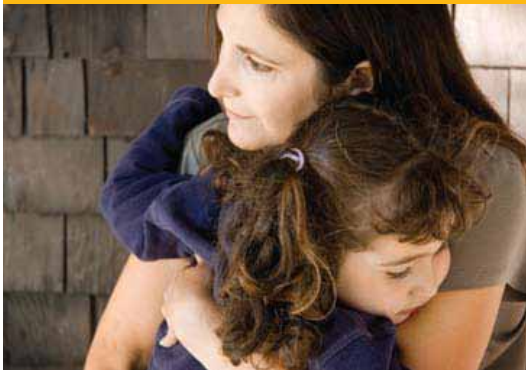
## ANNUAL REPORT 2008/2009



FAMILY SERVICES  
OF THE  
NORTH SHORE

101-255 West 1st St  
North Vancouver BC  
604.988.5281

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



**FAMILY SERVICES  
OF THE NORTH SHORE  
AGENCY & FOUNDATION**

**COMBINED OPERATIONS  
FOR THE 12 MONTHS  
ENDING 3/31/2009**

**REVENUES:**

Government Contracts	\$ 1,878,491
Fundraising, Donations & Grants	1,345,976
Client Fees	151,042
Interest and Other	52,659

**TOTAL REVENUES** 3,428,168

**EXPENSES:**

Salaries and Benefits	2,175,657
Flow Through Grants to Other Agencies	648,469
Premises	198,777
Event and Fundraising	187,515
Office and Sundry	118,511
Program	112,353
Amortization	33,951
Professional Fees and Staff Training	26,833
Accreditation Costs	14,560

**TOTAL EXPENSES** 3,516,626

**OPERATING DEFICIT** (88,458)

Unrealized Loss on Investments (75,704)

**NET DEFICIT** (164,162)

Audit performed by Rolfe, Benson  
Chartered Accountants, Vancouver  
Complete Audited Statements Available on Request

**MESSAGE FROM THE  
BOARD TREASURER**

At Family Services of the North Shore we are very grateful for the continued support of our donors, funders and partners. The Provincial and Federal governments, the United Way, and the North Shore Municipalities continued to support the Agency in a very substantial way. In addition many generous donations from individuals and corporations such as Northshore Auto Mall, Millennium, Davis LLP, TELUS, North Shore Credit Union, North Shore News, Outline Graphics, and Contact Printing were instrumental in providing significant funding and assistance for all of our programs.

Despite the high level of support received from these donors, we have been impacted by the downturn in the economy and fell short in achieving our aggressive fundraising targets for the year, resulting in an overall operating deficit of \$88,458. The value of our investments (primarily our Investment Fund with the Vancouver Foundation) has also been negatively impacted by the financial market collapse last fall, resulting in an unrealized loss of \$75,704.

Looking forward to 2009/2010, we have examined our expense base in an effort to cut costs as much as possible while still focusing on maintaining the same level of service to the community in all of our programs. Our fundraising goal for this year is \$1.3 million. The key to our success will depend on the continued generosity and support of donors, funders and partners. Now, more than ever before, in times of a weak economy, the need for our services for today's families is paramount. With your continued and valued support we will succeed in our mission to provide education, support and counselling to heal and connect our community.

Graham McIsaac, FCA  
Board Treasurer

**Performance and Quality  
Improvement (PQI)**, previously called

Continuous Quality Improvement is an internal peer-review process by which the work of the Agency undergoes regular review to ensure that standards of practice as determined by the Council on Accreditation (COA) are met or exceeded in all areas of the Agency.

**Our Process:**

We accomplish this by reviewing records and critical incidents, by surveying our stakeholders and by measuring program outcomes. When we identify areas needing improvement we recommend appropriate changes.

**Maintaining Accreditation:**

Every four years the Agency must be reevaluated by COA to ensure that we are still meeting all of their standards for service delivery. During our recent on-site visit, the team leader reported to COA that he has done over 50 COA site visits and that our Agency's PQI system is one the best he has ever seen.

**Looking Forward:**

We are continuing the hard work of striving to exceed practice standards and ensuring that proper systems are in place to monitor and improve the performance and quality of our work at Family Services of the North Shore.

Respectfully submitted by:  
Kathleen Whyte & Miriam McClellan  
PQI Committee

**Our Vision**

A connected community where people care for one another.

**Our Mission**

Providing education, support and counselling to heal and connect our community.

**We Believe**

That reaching out for help, connecting with others, and finding new ways of coping is a healthy way of dealing with life's struggles.

**We Offer**

A broad range of services to children, youth, adults, couples and families from a diverse array of ethno-cultural and economic backgrounds. These services are offered at either no fee or on a sliding fee scale thanks to the generous support of our donors and funders.

We promote community involvement through:

- **Special Events**
- **Volunteer Opportunities**