

We believe

communities must
take care of their
most vulnerable.

2020
Annual Report



Family
Services
NORTH SHORE
Changing lives together

Note FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Our shared values have long been a source of strength. These are the foundational beliefs and priorities we established over decades, and most recently, refined in the Agency's 2018-2022 Strategic Plan. We are steadfast in our mission to:

- 1) Facilitate strong and caring connections between people throughout our community
- 2) Understand and respond to the needs of the most vulnerable people in our community
- 3) Develop new and innovative ways to approach mental health services

When the Covid-19 crisis landed on the North Shore, we were ready to respond – and our priorities were clear. We quickly established a free counselling support line for people affected by Covid-19, including overwhelmed parents, first responders and frontline workers, and anyone feeling anxious, fearful, isolated, depressed, or grieving a loss.

Our volunteers immediately reached out to thousands of isolated seniors and Christmas Bureau clients. Staff promptly adapted our Thrive Family Programs to provide virtual services for parents and caregivers of children aged 0-6, including breastfeeding and parenting support groups, and online Circle Time stories and songs.

As we write this note, the crisis is still unfolding. We continue to support women and children affected by trauma and abuse, many of whom are even more vulnerable due to self-isolation and physical distancing practices. Nearly all of our services remain available by phone, email, or online platforms, where in-person connection is not yet possible. Thanks to significant year-over-

year growth across the Agency, we are serving where we're needed, and meeting each new challenge with boldness, commitment, and creativity.

We have always treasured our staff and volunteers, and the Covid-19 crisis has deepened that gratitude. Thank you. Your dedication and singular focus on our community – even as we all adapt to changing responsibilities – is inspiring. You've enabled us to confront an unprecedented situation head-on, and to continue providing support and services across our North Shore communities.

The Agency now finds itself in an unfamiliar position. The pandemic continues to affect how we work, connect, and communicate, and our signature fundraising events are on hold. We face significant financial risk. We have also experienced incredible support from our community during this difficult time. The unwavering commitment of long-term supporters and donors, plus our close work with government and community partners, empower us to move forward with confidence.

We need your ongoing support, now more than ever. Navigating a crisis is not easy, but it will make us stronger. We are all becoming more resilient. We have already felt a deep well of caring and the power of real, personal connections. We believe that communities must take care of their most vulnerable. This is not merely an inspirational message; it's a tangible mission we will continue to fulfill – together.

Julia Staub-French
Executive Director



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Board President



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*Navigating a crisis is not easy,
but it will make us stronger.
We are all becoming more*

resilient.

Our response TO COVID-19

As the Covid-19 crisis sent our North Shore communities into self-isolation, we knew mental health support would be more critical than ever. Our teams acted with courage and determination to ensure Agency programs would continue without interruption. We also developed new services and partnerships in response to this widespread time of need.

Within the first seven weeks, our dedicated **Covid-19 phone line** had provided free counselling to more than 100 North Shore community members working on the front lines and those directly impacted by the crisis, including overwhelmed parents, first responders, frontline workers, and anyone feeling anxious, fearful, isolated, depressed, or grieving a loss.

Virtual counselling sessions

Our counsellors have offered over 1,500 virtual counselling sessions for individuals and groups, including 559 sessions for women affected by gender-based violence, 10 groups for LGBTQ2S+ youth, and 694 sessions for overwhelmed parents.

Seniors and caregivers outreach

Local seniors and caregivers are especially vulnerable and isolated during Covid-19. Our dedicated Companioning Community Care and Christmas Bureau volunteers connected with 348 seniors and caregivers during the first seven weeks, offering 626 caring phone calls and delivering meals and groceries in partnership with United Way's Safe Seniors, Strong Communities program. We expect to continue this outreach for the foreseeable future.

Online parenting support

Parenting without support has left many parents feeling overwhelmed. Within the first seven weeks, Thrive Family Programs had reached over 650 families through online parenting, breastfeeding and postpartum support groups, virtual Mother Goose, online Circle Time stories and songs, and individual parenting support by phone.

Christmas Bureau caring connections

Our volunteers reached out to 2,100 Christmas Bureau families and individuals to offer support and determine their most urgent needs during the crisis. Within the first seven weeks, Agency volunteers had already made 1,662 caring connections and delivered 139 meals and grocery bags.

1,500+

virtual counselling
sessions for individuals
and groups.

2,100+

caring connections
made by volunteers
to our Christmas
Bureau families.

Gender-based violence support

We know that gender-based violence and child abuse increase dramatically when disasters strike, as well in the recovery periods afterward. We have delivered over a thousand virtual counselling sessions, while considering additional safety needs at this time.

Disordered eating resources

Self-isolation and physical distancing practices can significantly affect eating and exercise routines. Within the first seven weeks, 1,525 individuals struggling with disordered eating had accessed our Jessie's Legacy website and social media resources focused on coping with the stresses of Covid-19.

STRATEGIC PLAN IMPACT REPORT

“ In 2018 we asked ourselves, ‘how do we build a strategy that adapts to our changing environment?’ Our answer was to identify three priority areas that would consistently guide our work. As I reflect today, I’m proud to say they are more relevant than ever.

- Julia Staub-French, Executive Director

When we created our **2018-2022 Strategic Plan**, we identified three priority areas that would consistently guide our strategic initiatives and future plans. Over the last year, and when the Covid-19 pandemic reached the North Shore, these priorities enabled us to serve our community with clarity and intention. We are proud to share the impact of our work, and your support.

Priority 1

We facilitate strong, caring connections between people throughout our community.

Strong, caring connections are the lifeblood of our community. We have continued to establish and reinforce these bonds of connection through our volunteer initiatives, partnerships, innovative programming, and educational events. Our goal is to ensure that everyone feels valued, respected, and fully at home in our North Shore community.

Priority 2

We deepen our commitment to understanding and responding to the needs of the most vulnerable in our community.

A healthy community is fully inclusive. It’s a place where everyone feels a sense of belonging, acceptance, and value. We continue to listen and respond to the needs of those who are most vulnerable, in every part of our community.

Together, we have expanded our support for new parents, deepened our work with victims and perpetrators of violence, reached isolated seniors, supported overwhelmed caregivers, and relieved the suffering of children who have been sexually abused. As we address inequities in our society, we remain committed to reducing vulnerability and promoting wholeness.

Priority 3

We are developing new and innovative ways to approach mental health.

Our intention is to provide robust, innovative, and accessible systems of support for the community’s mental health needs. This requires expanded services, new approaches, effective partnerships, and strategic, collaborative relationships. We have listened to our North Shore community and are responding to the needs of children, youth, adults, families, and seniors.

416

volunteers working with the Agency.



Priority 1

We facilitate strong, caring connections between people throughout our community.

- **Our volunteers** are true leaders who work alongside our staff at the Christmas Bureau, Thrive Family Centres, at our main office and in the community through the Youth Leadership Advisory Board (YouthLAB), Companionship Community Care, Seniors and Caregivers programs, PROUD2BE conference, Board of Directors, and Agency administration.
- We're excited to report that 103 **new volunteers** joined the Agency this year. We now have 416 volunteers, and a goal of reaching 750 by 2022. We're almost there, so [please join us](#).
- Over 25 youth and parents worked closely with our team to create the 6th annual **PROUD2BE** conference for over 150 participants.
- Our **Caregivers Program**, part of Healthy Aging by United Way, began this year, featuring strategic partnerships with the North Shore Neighbourhood House, Silver Harbour Seniors Activity Centre, Parkgate Community Services, and Capilano Community Services. Together, 22,000 North Shore caregivers are supporting over 35,000 seniors.
- When the Covid-19 crisis hit our community, our volunteers responded immediately. Our team was happily flooded with calls asking, "How can we help?" and "What will we do?" The caring generosity of these volunteers has already made a powerful impact in our community:
 - **122 seniors** called within the first two weeks.
 - **514 families** reached within the first four weeks.
 - **152 meals and grocery bags** delivered by the end of May.
 - **21 computers and laptops** distributed within the first two weeks.
- Our **Christmas Bureau volunteers** reached over 200 more low-income families and seniors this year, reaching a total of 2,100 people. They also engaged 562 students at 53 schools.

“*The school engagement committee communicated with administrators, teachers, PACs and students - those who could provide support, and those who needed support. Our goal was to provide students with an education in empathy to foster engagement in our local community, as well as open the door for youth and families in need to discover the other support services offered by the Agency.*

- Christmas Bureau volunteer

Photo by Carrie Marshall.



200+
more low-income families and seniors reached by our Christmas Bureau volunteers this year.



We believe
human connections are essential for a full and meaningful life.

Priority 2

We deepen our commitment to understanding and responding to the needs of the most vulnerable in our community.

- We are inspired by the 883 families, schools, and businesses who are partners in caring, providing 850 holiday gift baskets to over 2,100 low-income families and individuals.
- Gender-based violence has significant and multi-generational negative effects in people's lives – and children suffer the greatest impact. Our counsellors and support workers assisted 457 women, 117 men, 174 families, and 393 children impacted by violence.
- The Ministry of Children and Family Development is an important partner and funder of our work with families where children are vulnerable and at risk. These include children and families affected by violence, addiction, mental health issues, and where children have disclosed sexual abuse. Together, we worked with over 250 children and their parents and families last year.
- As Early Years lead on the North Shore our Thrive Family Programs reached 4,475 parents, caregivers and children age 0-6 years through drop-in programs that support healthy child and family development during the critical first years. We continue to offer care for vulnerable families with infants during this difficult time through virtual breastfeeding/postpartum and parent support groups.

4,475

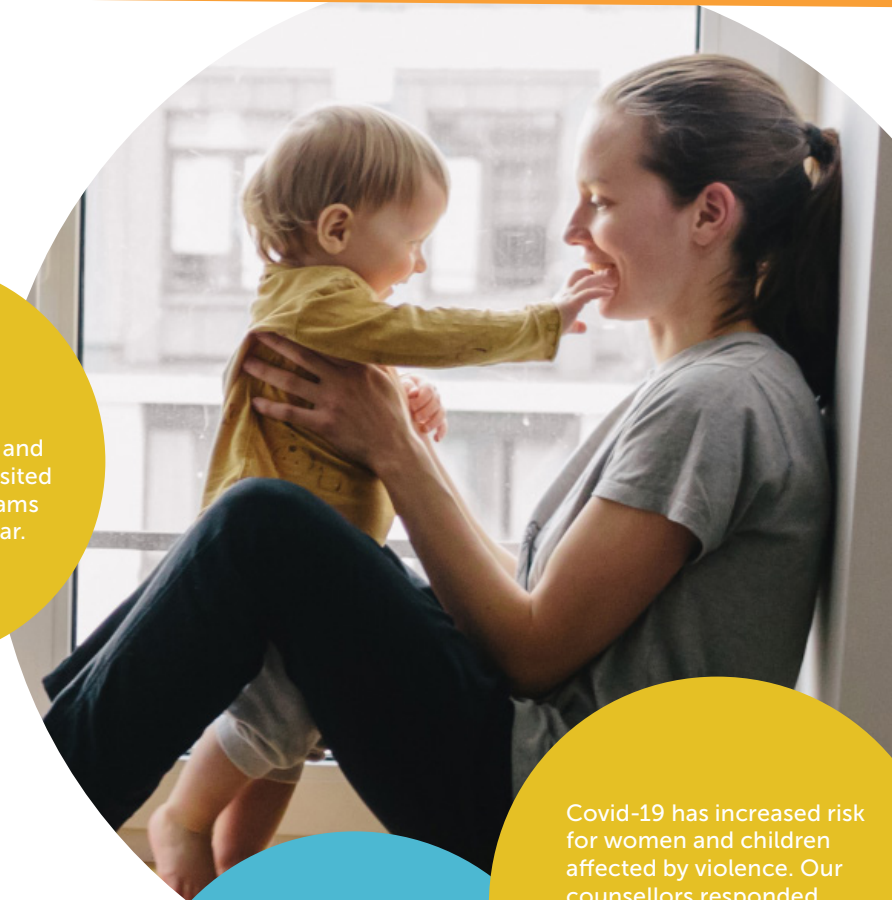
parents, caregivers, and children ages 0-6 visited Thrive Family Programs 26,100 times this year.

“ I personally find the breastfeeding group very helpful, even by Zoom. It is a time I look forward to each week. I enjoy seeing other moms and their children, and also having a safe space to ask questions where I can trust the answers.
- Breastfeeding Postpartum Support Group Participant

31

families have attended our virtual Breastfeeding Support Group, gaining connection and expert consultation, at a time they need it most.

Covid-19 has increased risk for women and children affected by violence. Our counsellors responded when the crisis hit, providing over 193 phone or virtual counselling sessions in the first two weeks alone.



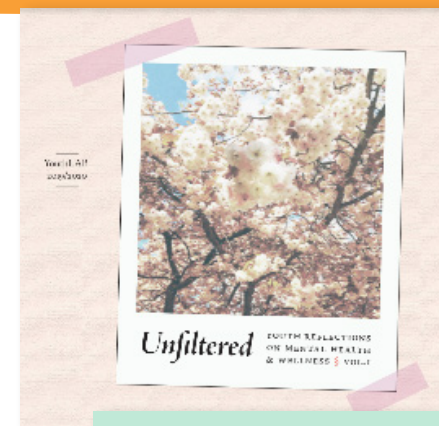
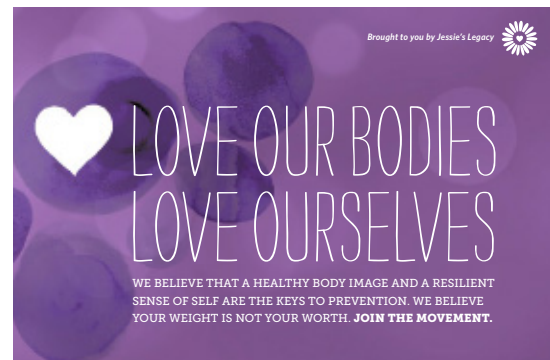
Priority 3

We are developing new and innovative ways to approach mental health.

- **Jessie's Legacy Eating Disorders Prevention and Awareness** program collaborated with Anxiety Canada to address the gap in mental health information about anxiety and eating disorders. New **Jessie's Legacy website** content focused on social media and body image also drew over 560,000 page views from across the province.
- Within the first three weeks of the crisis, our **dedicated phone line** was up and running, providing free counselling for anyone affected by Covid-19. Our experienced counsellors have been available to listen, provide parenting tips, offer mental health support, and help our North Shore neighbours to cope with this challenging time. Visit **our website** for more information.
- Our **Child and Youth team** supported 288 children, youth, and their families last year. We helped them feel less shame, anxiety, and stress. We also supported parents in learning new ways to be with their children to create healthier family environments.
- This year, our 11 **Youth Leadership Advisory Board (YouthLAB)** members produced a book titled **Unfiltered – Youth Reflections on Mental Health and Wellness**, which provides a creative illustration of their youth-lead work in addressing mental health issues facing young people. The book is intended to share reflections with their peers, examples include:
 - *Your experience is valid*
 - *We are stronger than we think*
 - *Be gentle with yourself – it's ok not to be ok*
 - *You are enough*

“*Jessie's Legacy plays an essential role in the continuum of care for those suffering from eating disorders. It has been fantastic to work collaboratively with the dedicated staff at Jessie's Legacy towards raising awareness in eating disorders prevention in BC.*

- Dr. Julia Raudzus, MD, FRCPC, Medical Director, BC Provincial Tertiary Adult Eating Disorders Program, St. Paul's Hospital



Above: **Unfiltered – Youth Reflections on Mental Health and Wellness** book by YouthLAB.



Thank you TO OUR DONORS

Ongoing **support** from our community enables us to provide critical counselling, support, education, and volunteer engagement for families and individuals. It enables and **inspires** us to care for the most vulnerable in our community, and for that we are incredibly

grateful

Whether it's the teen who was able to leave the house without feeling anxious, the family who received a personal gift basket of warm clothing and toys from the Christmas Bureau, or the mom who gained the courage to flee an abusive relationship, please know that because of **your gifts**, big or small, our community is stronger and more

connected

We thank you
for your unwavering **support**
and ask that you continue to share your
generous, philanthropic spirit as we

change lives together

Thank you

TO OUR DONORS

Thank
you.

“ A community is only as strong as the support it receives from those who live in it. I believe we all have a duty to sustain and protect everyone, especially those who are the most vulnerable and especially now, during the Covid-19 crisis. That is why I believe in Family Services of the North Shore and why I am honoured to be able to make a contribution right now to the invaluable work they are doing.

- Robin Pascoe, Leadership Circle donor and long-time supporter

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“ I began giving to Family Services of the North Shore as a family sponsor to the Christmas Bureau, but soon realized the Agency's work and contribution to our community is very much all year round. Now, I support many other areas of the Agency's work.
– Anonymous

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Thank you TO OUR DONORS

Our counsellors and support workers assisted 457 women, 117 men, 174 families, and 393 children impacted by violence this year.

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“ We love working with Family Services of the North Shore because we know that our donation goes directly to programs that make a difference in the lives of others. Our commitment to date totals well over half a million dollars. From sponsoring the Christmas Bureau and hosting the annual Toy Drive, to supporting YouthLAB and a donation match program, the Northshore Auto Mall and its employees have brought hope and healing to our community for many years. We couldn't imagine a better partner and look forward to continuing together well into the future.

– Christine Fedina, Manager,
 Northshore Auto Mall

Thank you TO OUR CHRISTMAS BUREAU SUPPORTERS

CHRISTMAS BUREAU \$500 +

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32 Books & Gallery

We made Christmas possible for **2,100 families and individuals** by distributing 850 gift baskets with the support of 248 volunteers who donated 4,335 hours.



These lists reflect the different contribution levels of \$500 or more made between April 1, 2019 and March 31, 2020. 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 Lucy Isham-Turner, Director of Development, at 604-831-1223.

Events THAT BRING US TOGETHER AND MAKE A DIFFERENCE.

We enjoyed highly successful fundraising events in 2019, and while we may not be able to come together in the same capacity in the near future, we want to celebrate those of you who have made our events possible.

Thank you to everyone who supported Family Services of the North Shore – including those who participated in our events, local businesses that sponsored us with cash donations and gifts in kind, the hard work of our dedicated vendors, and those of you who spent your valuable time on committees to make these events a huge success.

To our volunteer committee members: your generosity in organizing, supporting, and attending our events has ensured that the most vulnerable members of our North Shore community can receive the help they deserve, at times when they need it most. We are truly grateful to all of you who supported our community by coming together, and we look forward to making these strong and caring connections again.



With special thanks to co-chairs Sue Chow and Jaci Edgeworth, and to our committee: Brett Boag, Kath Britton, Anne Fischer, Andrea Flintoft, Jill Johnston, Brian O'Neill, Laurie Oseen, and Leigh Stratton.



With special thanks to co-chairs Janice O'Sullivan and Monica Soprovich, and to our committee: Karen Bruk, Nancy Chapman, Wendy Currie, Jill Drever, Susan Green, Coryn Hemsley, Cindy Pasco, Mirjana Popescu, Lisa Stout, Coleen Weir, and Christy Young.



With special thanks to co-chairs Brittany Anderson and Carly Monahan, and to our committee: Carissa Boudreau, Emily Brine, Kylie Dickson, Eugenia Gorkowa, Kim Larsen Mellor, Yvette Leung, Kristen Neeser, Tony Scott, Anna Serin, Catherine Underwood, and Sarah West.



1,000+
people participated
in our fundraising
events in 2019.

*Christmas at Beach House committee
co-chairs Janice O'Sullivan and Monica
Soprovich. Photo by Carrie Marshall.*

Thanks to you

we raised more funds to ensure we can listen and respond to the needs of our local community.

Thank you TO OUR VOLUNTEERS

“The extraordinary passion, energy, and commitment of our volunteers inspires me every single day.

- Julia Staub-French, Executive Director

Our volunteers have always been community leaders. Throughout the past year, a caring team of 416 volunteers contributed a combined 9,203 hours of their time. Agency volunteers consistently show up when and where they're needed – and often before they're asked. We are able to fulfill our mission because of these dedicated leaders who support people through every stage of life. We simply can't say it enough: **Thank you.**

9,203+

combined hours contributed by a caring team of 416 Agency volunteers.



Above: Family Services of the North Shore Board of Directors, June 2019.
Photo by Carrie Marshall.



TELUS staff spring cleaning at Thrive Family Centre Maplewood, during TELUS Days of Giving.



850 Holiday Gift Baskets donated by our community.



Our volunteers loading toys into DLO Moving Support Service's van.

Thank you TO OUR COMMUNITY FOR RAISING FUNDS THROUGH THEIR OWN INITIATIVES



Christmas Bureau Coffee Party, West Vancouver

Christmas Bureau Coffee Party West Vancouver has been coming together for 24 years, providing toys and gifts for our Christmas Bureau. **With thanks to the committee:** Tina Rowntree (Chair), Lorena Angus, Susan Cressey, Diedre Ert, Debra Jappy, Barb Lunter, Deb Smith, and Linda Wolverton.

Photo by: Paul McGrath, North Shore News.



Innovative Fitness West Vancouver

Innovative Fitness West Vancouver's annual 'Train the Trainer' event brings their community together to support our Christmas Bureau. **With thanks to:** Keith Sharman (R) and all the staff and clients.



Connecting Hearts Team

This initiative is about community helping community, and is raising funds to buy groceries for our most vulnerable community members during Covid-19.

With heartfelt thanks to: Alison Sawers and her team, Elspeth Cooper, Katy MacLellan and Roberta Perrin, and with support from Patty Mills - Millennium Textile Agency and Fabricland - New Westminster.

Thank you

for putting our most vulnerable families and individuals first by raising funds in unique, creative, and varied ways. If you are interested in hosting an event or raising funds for Family Services of the North Shore, please visit our website for more information or contact **Regan Scott** at rscott@familyservices.bc.ca or call (604) 988-5281.

MESSAGE FROM THE BOARD TREASURER

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 again this year.

We are incredibly thankful for all of the financial support we received from our donors, funders, and partners. We are grateful for the continued support from the Government of Canada, the Province of British Columbia, the City of North Vancouver, the District of North Vancouver, and the District of West Vancouver.

We successfully fundraised approximately \$1.7 million through generous donations and grants from many individuals, corporations, and foundations, as well as through our signature events – Winter Family Ball, Christmas at Beach House, and Beer by the Pier. All of this support helped us to continue serving those in our community who need us most, while making a deep and lasting impact through all of our innovative programs.

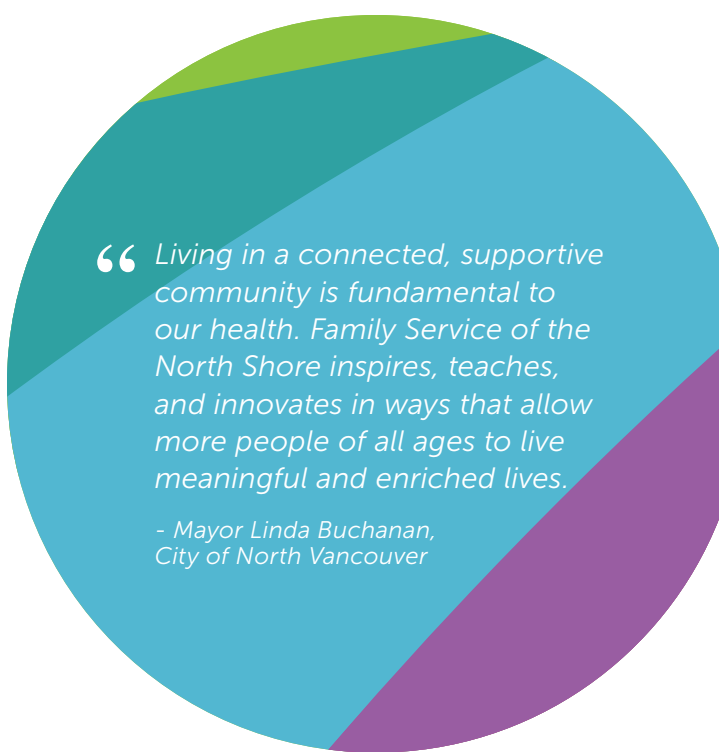
Total Agency revenues were slightly higher than the previous year, primarily reflecting Economic Stability Mandate increases from the Province of British Columbia, as well as additional grants received this year to support our clinical programs. Total overall expenses for the Agency were approximately \$161,000 under budget. The Foundation's fundraising and investment activities were able to generate sufficient revenues to support the Agency's needs, as approximately \$877,000 was transferred from the Foundation compared to a budgeted transfer of approximately \$1,038,000.

Our investments, primarily the Family Services of the North Shore Foundation Investment Fund (held at the Vancouver Foundation and Blue Shore Financial), had a market value of approximately \$3.7 million as of March 31, 2020. These investments will be drawn upon over the coming years to provide liquidity and to support our Strategic Plan initiatives, and to enhance our programs and services. At this time, these investments generate immediate and ongoing distribution payments to support our program expenses.

A secure financial base enabled the Agency to react quickly to the Covid-19 crisis, and to ensure our programs and services continued to remain accessible by phone, email, and online platforms. At the same time, we are seeing the financial impact of the crisis as a number of our signature fundraising events such as Winter Family Ball and Beer by the Pier have been postponed for the year.

We are confident and realistic heading into this next year. We have made revenue and expense adjustments to ensure the short- and long-term sustainability of the Agency. Our focus, as always, remains on supporting those in need across our North Shore communities and with your continued support, we can meet this challenge together.

Azim Lalani
Board Treasurer



“ *Living in a connected, supportive community is fundamental to our health. Family Service of the North Shore inspires, teaches, and innovates in ways that allow more people of all ages to live meaningful and enriched lives.*

*- Mayor Linda Buchanan,
City of North Vancouver*

With thanks

to our government funders

City of North Vancouver
District of North Vancouver
District of West Vancouver
Government of Canada
Province of British Columbia:

- Ministry of Children and Family Development
- Ministry of Public Safety & Solicitor General
- Provincial Health Services Authority

2019 - 2020 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2020	2019
Government Contracts	2,675,129	2,282,701
Fundraising, Donations and Grants	835,019	863,343
Client Fees	119,638	117,600
Investment and Other Income	133,237	101,828
TOTAL REVENUES	3,763,023	3,365,472
EXPENSES:		
Salaries and Benefits	2,876,433	2,692,448
Transfers to Other Agencies	885,039	576,892
Premises	236,870	231,948
Program	147,753	209,656
Office and Sundry	187,181	189,527
Promotion and Communication	83,608	115,890
Computer Expenses	17,473	79,659
Amortization	65,911	66,360
Consulting Fees	103,014	36,438
Staff Development	37,135	17,006
TOTAL EXPENSES	4,640,417	4,215,824
OPERATING DEFICIT	(877,394)	(850,352)
Operating Transfer from FSNS Foundation	877,301	850,400
Gain/(Loss) on Investments	93	72
EXCESS OF REVENUES OVER EXPENSES	-	120

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2020	2019
Donations	370,609	490,382
Special Events and Campaigns	586,906	619,658
Investment Income	143,103	119,066
TOTAL REVENUES	1,100,618	1,229,106
EXPENSES:		
Special Event and Campaign Costs	204,137	199,186
Salaries and Benefits	185,820	185,820
Office and Sundry	18,757	18,512
TOTAL EXPENSES	408,714	403,518
FUNDS AVAILABLE FOR FSNS	691,904	825,588
Operating Transfer to FSNS	(877,301)	(850,400)
Gain/(Loss) on Investments	(300,089)	58,878
EXCESS OF REVENUES OVER EXPENSES	(485,486)	34,066

Audit performed by Rolfe, Benson LLP Chartered Professional Accountants, Vancouver, BC. Complete audited statements available on request.

We are deeply appreciative of our long-standing partnerships with all levels of government and acknowledge the financial support they provided over the last year.

2019/20 PERFORMANCE & QUALITY IMPROVEMENT REPORT

Our Commitment to Excellence

We set high standards for our work and we're proud to report on all our Performance and Quality Improvement initiatives over the last year, which include:

- Comprehensive new protocols implemented during the Covid-19 crisis to keep our clients, staff, volunteers, and others safe. This effort continues as we get through this together.
- A new website created to ensure everyone can easily access our programs, services, events, and opportunities and quickly find what they need. Check it out: www.familyservices.bc.ca
- Technological improvements to reduce mailing costs, improve staff efficiency, enhance connections to volunteers, and to track client outcomes, engagement, and satisfaction.
- Increased supports for the 40% of participants at our Thrive Family Centre, West Vancouver Community Centre location who identify as speaking another language than English. This included increasing onsite staffing and recruiting volunteers who speak Chinese, Farsi and Korean, expanding our partnership with the North Shore Multicultural Society, and providing translated resources.
- Improving the cultural safety of the people and community we serve by investing in our own learning. In addition to our work within individual programs and our Diversity, Equity and Inclusion Committee, we held an all-Agency Indigenous cultural competency training: "Building Bridges through Understanding the Village."
- Investing in research to support our strategic initiative #2: Expanding and developing new ways to support victims of gender-based violence, trauma and abuse.

- Expanded programming through successful funding proposals:
 - \$250,000 three-year grant from Healthy Aging by United Way of the Lower Mainland to support seniors and caregivers.
 - \$125,000 annual funding from the Ministry of Child and Family Development Early Years Services to support parents with young children. We are pleased to partner with Bowen Children's Centre and North Shore Multicultural Society.
 - \$60,000 from the Province of BC through Civil Forfeiture for programming to reduce violence against women through men's group programming.
- Beginning a full review of our internship program, with the goal of increasing our work with graduate level interns in 2021 to expand programming, reduce costs, and enhance new staff recruitment.
- Reducing our environmental impact through more sustainable practices. One highlight of the year was the shared work of students and volunteers at the Christmas Bureau, who sewed reusable shopping bags from material donated by the community.

Family Services of the North Shore is accredited with the Council on Accreditation (COA) – a North American Standard. Through accreditation, the COA measures our agency against best practice standards for social service organizations and confirms that we meet or exceed those standards.



Family Services of the North Shore staff. Photo by Carrie Marshall.



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.



Volunteer with us

We're always eager to find volunteers for our wide range of programs and services – and *everyone* is *welcome*. If you are interested in joining us please contact **Michele Varley** at varley@familyservices.bc.ca or call (604) 984-9627.

Support us

We'd love to hear from you if you are interested in supporting any one of our initiatives. Please contact **Lucy Isham-Turner** at isham-turner@familyservices.bc.ca or call (604) 831-1223.

Connect with us

Would you like to meet our Executive Director, our leadership team, and take a tour of our organization? We'd be happy to show you what we do.

Learn more about our programs, services, upcoming events and how you can get involved.

Contact **Amy Lynn Taylor** for a meeting or tour, at taylor@familyservices.bc.ca or call (778) 318-3683.

Have you moved?

Help us minimize postage and printing costs by ensuring we have your most current contact information. Please contact **Regan Scott** at rscott@familyservices.bc.ca or call (604) 988-5281 to make any updates.

www.familyservices.bc.ca



@FamilyServicesoftheNorthShore



@FSNorthShore



@FSNorthShore

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Charitable Registration Numbers: FSNS Foundation 864745575RR0001 * FSNS 119061240RR0001