



Changing lives together

2022 Annual Report
FAMILY SERVICES OF THE NORTH SHORE

NOTE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

This year reinforced for us that we can tackle the most complicated and deeply rooted challenges in our community if we remain united in our caring for each other. We collectively navigated many rough patches over the year, but our shared determination never wavered. Together, we expanded our services, extended our reach, and deepened our impact.

We are both proud and thankful for all the ways you supported Family Services of the North Shore and our community. We are

changing lives together

Throughout the Agency, our staff and volunteers gave their all in service to others. Our Thrive Family Programs remained safely open and accessible to families and children from birth to six years old. They extended program hours, nourished children and families with hot lunches, and provided warm clothing, diapers, and other essentials to families who face financial insecurity. Parents with young children remain vulnerable during this pandemic but are less isolated with our support.

The expertise and strength of our clinical team provided the safety needed for children, youth, individuals, families, and seniors to heal from mental health challenges, abuse and violence. In turn, the financial investment from our current and past supporters made it possible to expand our clinical team and reduce our waitlists. Our partners worked with us to develop innovative support groups in various languages, our YouthLAB volunteers created an interactive youth focused website, and our staff and partners launched our new Sexual Assault Response Program.

We extended our reach through our Jessie's Legacy Eating Disorder Prevention program, increasing engagement with critical information on our website pages by over 123%. This was also true of our PROUD2BE programs for LGBTQ2S+ youth and their parents which last year reached 500+ people through our online Education Series and Parents of Gender-Diverse Children support group. Parents are seeking out our services more than ever.

Our volunteer led outreach programs including the Christmas Bureau, Seniors & Caregivers Connect, Caring Calls, and Food and Meal Delivery reached 24% more people last year, serving over 3,200 individuals. These direct efforts to reduce food insecurity, isolation and poverty also serve to increase a sense of value and self-worth for parents, children, and seniors. We believe in honouring the value of all people.

As we uphold our commitment to acknowledge and dismantle systemic racism and other forms of oppression, our staff completed several training sessions with Cicely Blaine of Bakau Consulting. We also held strategic workshops for staff and volunteers, partnered with Impact North Shore to provide safety and support to service providers who have been targeted by violence, and will soon finalize an equity, diversity, and inclusion (EDI) strategic plan to clarify and measure our impact.

We began the important work of refreshing our 2018-2022 Strategic Plan this year. Our North Shore community has changed, and so has the Agency. It's time to re-calibrate, to ensure we're addressing what's happening now and into the future. We look forward to keeping you updated and involved in this planning process.

Across all programs and services, our staff are the backbone of the Agency. Words can't express our gratitude for the care and dedication they bring to this community. Like many organizations, we face ongoing

challenges around recruitment and retention, and the rising costs that flow through every artery of our work. We continue to have important conversations with funders to address these sector-wide challenges, and also remain confident and proud of our staff who bring their best selves to their work each and every day.

The Agency remains in a strong financial position, thanks to the unwavering commitment of our funders and donors. Throughout the pandemic, we've been able to sustain and expand our supports for the North Shore community. This is no small feat – and we're profoundly grateful to every individual and organization who stepped up to help us change lives together.

We also know the need is accelerating. We see it every day, and we know you do as well. Thank you for staying on this journey with us. We need all of you.

The past year has been tough, but hope and resilience go hand in hand. When you go through hard things, you emerge stronger, more empathetic, and better able to cope. We see this happening across the community we love, and we feel it deeply here at the Agency. We're excited to redefine what's possible – today and for years to come.



Nancy Adie-MacKay
Board President

Nancy Adie-MacKay



Julia Staub-French
Executive Director

Julia Staub-French

2021 / 2022

Agency & Foundation Board

Nancy Adie-MacKay
President, Agency Board
Director, Foundation Board

Brian O'Neill
Vice President, Agency & Foundation Boards

Azim Lalani
Treasurer, Agency & Foundation Boards

Alison Parry
President, Foundation Board
Director, Agency Board

Neil Alexander
Director, Agency Board

Michelle Audet
Director, Agency Board

Jaci Edgeworth
Director, Agency Board

Amanda Farrell
Director, Agency Board

Carly Monahan
Director, Agency Board

Tony Valente
Director, Agency Board

Suzara Viray
Director, Agency Board

Bob Yau
Director, Agency Board

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each other

Who we are

Family Services of the North Shore is a non-profit, community-based agency. For over 60 years, we have been committed to making a deep and lasting impact across the North Shore. We offer counselling, support, education, and volunteer engagement opportunities to help people reach their full potential throughout their lives, whenever they need us most.

10,000

people supported through our programs and services

New! Sexual Assault Response Program

This new program provides free, coordinated services for survivors of sexual assault, 13 years and older, inclusive of all genders, across the North Shore. Funded by the Government of British Columbia and in partnership with North Shore Crisis Services, we now offer these critical services 24/7.

- Crisis intervention
- Safety planning
- Hospital accompaniment
- Criminal justice system support
- Emotional support
- Information and referrals

Counselling Support

Our team of Clinical Counsellors works with children, youth, individuals, seniors, as well as couples and families. We offer support through a wide range of issues from simple to complex, including stress, anxiety, depression, relationship conflicts, life transitions, abuse, and trauma. Counselling support is available on a sliding fee scale based on income.

We also offer counselling support at no cost through our **Sexual Abuse Intervention** program, our **Stopping the Violence** counselling, and our **Family Preservation and Support** services.

LGBTQ2S+ Support

The **PROUD2BE** program offers counselling for families, individuals, youth, and children, and support groups for gender-diverse youth, and for parents of gender-diverse youth.

Eating Disorders Prevention Support

The **Jessie's Legacy Eating Disorders Prevention and Awareness** program provides resources, information, and support for youth, families, educators, and professionals across the province. www.jessieslegacy.com

Senior and Caregiver Support

The **Seniors and Caregivers Connect** program provides support, connection, and resources for family and friends who are caring for older adults who live at home.

End of Life or Grief Support

Connection and resources for those with, or living with, life-limiting or chronic illness, or grieving the death of a loved one.



“ I have worked at the Agency for many years, both for the personal satisfaction of knowing that what we do touches so many people, and also for the opportunity to be part of such a compassionate and caring team.

-Agency staff member

Support for Young Families

Thrive Family Programs offer free family drop-in programs for parents and caregivers with children from birth to six years old.

Additional Support

The **Christmas Bureau and Community Outreach** programs offer assistance during the holiday season and year-round, with holiday gift baskets, groceries, hot meals, resources, and connection for individuals, seniors, and families.

Our vision

is a healthy community where everyone can live full and meaningful lives.

OUR IMPACT

Counselling

The expertise of our 26 counsellors brought much needed relief to over 2,400 children, youth, and adults who were struggling with anxiety, depression, abuse, relationships, and the challenges of everyday life. The team kept our services accessible through both virtual and in-person appointments, provided services in 10 languages, and facilitated 14 different support groups which brought people together in a shared journey of healing; all offered at low or no cost ensuring everyone equal access to a healthier future.

84% of clients who were experiencing depression or anxiety reported that their symptoms decreased

Group Support

- Rebuilding family relationships for men (English and Farsi)
- Women and empowerment (English and Farsi)
- Women's trauma support (English)
- Building connections (Mandarin)
- Postpartum depression support (Farsi)
- Breastfeeding support (English)
- Thrive early years parenting support (English)
- Parenting support (Korean)
- Parenting teens support (Mandarin)
- Middle years parenting support (Mandarin)
- Parenting gender-diverse children and youth (English)
- Parenting support group (Farsi)
- Be Yourself youth group (English)
- Grief and loss support (English)

83% of women report that they have a better understanding of how power and control operate in relationships

648

parents and children served through our partnership with the Ministry for Child and Family Development

188

women supported who were impacted by gender based violence

80%

of parents feel they can cope better with the stresses in their life

24%

more people supported by volunteers this year (3,263 people)

Diversity, Equity, Inclusion and Reconciliation

We upheld our ongoing commitment to acknowledging and dismantling systemic racism and other forms of oppression by doing our own internal work with staff and volunteers.

We also partnered with Impact North Shore (previously North Shore Multicultural Society) to facilitate 3 Community Dialogue Circles which allowed a space for service providers and community members to explore their experiences of racism, micro-aggressions, and other forms of oppression.

“ Bringing our communities together to eradicate racism and hate is the important and hard work we are doing in partnership with Impact North Shore and Resilience B.C. Our collective mission is for everyone to live freely.

- Kim Laforest, DEI R committee co-chair

“ We are committed in our work, as an agency, to foster diversity, inclusion, and equity in our workplace, and to serve the needs of those who are most vulnerable, without exceptions.

- Navaz Daruwalla, DEI R committee co-chair



4,100+

meals delivered to seniors

Volunteers

Our 669 volunteers remain united in caring for one another, and more than 3,200 people including children, families and seniors who are impacted by food insecurity, isolation, poverty, grief, anxiety, depression, stress, and all that life has thrown at them this past year. While these volunteers connected our community with caring phone calls, delivered food and meals, prepared snacks, organized hampers, and explained how to get vaccinated, their ultimate goal was to ensure that all people knew they were valued and have what they need to live full and meaningful lives.

“ Being part of a volunteer team like this has created a family of caring, strong-willed, compassionate and kind people. A team that makes a difference and isn't afraid to get their hands dirty to get it done. This past year has been an amazing display of what we can do, and not what we are limited to by things that are out of our control.

- Agency volunteer

1,100+

people received caring calls





OUR IMPACT

450
people reached
through virtual
PROUD2BE events

1,300+
people visited Thrive
programs, 5,219
times this year

Thrive Family Programs

Our Thrive Family Programs welcomed over 1,300 families back to in-person programs 6 days per week at both Maplewood and West Vancouver locations, providing needed support and community. Children enjoyed 4,185 nutritious snacks prepared by 10 volunteers, while parents received warm and expert support from our staff in English, Mandarin, Farsi, Cantonese and Spanish. Our team created a hot lunch program, expanded the Alexa Hudson Exchange Room, and with our generous donors, provided diapers, clothing and baby essentials, all helping to reduce financial stress for families.

PROUD2BE Program

When parents are supportive, their LGBTQ2S+ children and youth are more able to navigate and thrive within their families, schools, and communities. We continued to support 12-18 parents every week at our online parent support group. We reached over 450 people from across the province through our 4 virtual education events. Our Be Yourself youth drop-in group supported young people every week and we also created space for more in-person youth social connections in partnership with West Vancouver Youth Services.

PROUD2BE Education Event Series:

- Medical and Professional Experts Panel**
 A special opportunity to access, navigate, and understand the medical system and services for supporting gender-diverse young people.
- Voices of Young Adults Panel**
 Young Adults sharing their journeys about living their authentic lives and how parents and family can support children and youth.
- Parent and Caregiver Event**
 Coffee, tea, and meaningful conversations set-up to meet new folks and reconnect with others.
- Mental Health Professionals Panel**
 How to support the emotional well-being of gender-diverse and gender-questioning children and youth.

Jessie's Legacy Eating Disorders Prevention and Awareness Program

Our Jessie's Legacy program expanded its reach this year in response to the growing need for information and support, and especially during the pandemic. Over 580 attended presentations, 1,273 people received individualized support, and webpage views increased by 123%.

Youth Leadership Advisory Board (YouthLAB)

This year our YouthLAB volunteers designed a website and created content to share their reflections and experiences around mental health and social justice topics, and have been sharing it across our community. Check out the site: www.youth4you.space.

Thank you to our incredible YouthLAB team for all their amazing work this year!

“ It is our hope that this space can serve as a reminder that you are not alone in your experience, and inspire empathy and care for everyone who might be struggling.

- YouthLAB volunteers



Listen to Jessie's Legacy and YouthLAB interviews on our **Open hearts. Honest conversations. podcast.**



40%

of 9 year-old girls have dieted to lose weight – even when they were a normal weight.

(estimate by The National Eating Disorder Information Centre)



YouthLAB website:
www.youth4you.space



Thank you TO OUR DONORS

Because of you we have continued supporting our community with critical programs and services. For this we are

grateful

550+
new donors supported the Agency this year

Our community

is **stronger** and remains **connected** because of you. You have helped us connect isolated seniors with companions, deliver groceries to vulnerable families, and provide free mental health services to children and youth.

Thank you for being with us during these challenging times. We are

changing lives together

LEADERSHIP CIRCLE

\$50,000 +

- Anonymous
- Anne Carlile and Scotty Grubb
- Anne-Marie and Peter Kains
- The Leone Carey Carlile Alter Ego Trust
- Estate of Jirayr Eran
- Mount Olivet Lutheran Church
- Robin Pascoe and Rodney Briggs

HEART AND SOUL

\$25,000 +

- Anonymous
- Lianne Britnell and Family
- Darwin Properties Ltd.
- Djavad Mowafaghian Foundation
- The Houssian Foundation
- Northshore Auto Mall
- The Tait Family

GIVING CIRCLE

\$10,000 - \$24,999

- Anonymous
- Nancy Adie-MacKay and Alex MacKay
- BlueShore Financial
- Fernwood Foundation
- Headwater Living Inc.
- Jim Pattison Developments Ltd.
- RBC Foundation
- Toby's Social Pub, Andrew and Rola Priatel
- The Walsh and Mackay Families
- West Vancouver Community Foundation
- The Wheelbarrow Fund
- The Young Foundation

Thank you TO OUR DONORS

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

Anonymous
Janice Blocka and Peter Barnes
Capilano Lodge #164
Sheri and James Clay
Wendy and Cameron Currie
Heather and Horst Duess
Lower Mainland Christmas Bureau
Macquarie Group Ltd.
Mount Seymour Lions Club
Neptune Bulk Terminals (Canada) Ltd.
Nicola Wealth
North Shore Community Foundation
Northland at Grouse LP
Estate of Frank Alfred Storey
TELUS
Wheaton Precious Metals Corp.

GOLD \$2,500 - \$4,999

Andrew Mahon Foundation
Ian and Jan Ashdown
Sue and Bob Bauman
David and Cheryl Bell
Charles Chang
David and Nancy Chapman
Gregory and Susan Fauquier
Fograscher Family Fund
Bill and Betty Fox
John Geeling
The Hamber Foundation
Hollyburn Country Club
Malcolm and Janice Hunter
Intergulf Development (Hunter) Corp.
Lakes, Whyte LLP
Ledcor Industries Inc.
Jeffrey McCord
Sandra McIntosh-Kocaba and
Jan Kocaba
The Old Spaghetti Factory Canada Ltd.
Janice O'Sullivan
Alison Parry and Steeve Routhier
Don Piercy
Anthony and Katie Scott
Cornelis Van Der Werff
Malcolm White
Sean and Sari Wiens
Bob Yau

25%
of our donors have
been giving for
over 10 years



We thank all 2,300+ donors for their generous support last year. To view donors in all of our categories, including Silver, Bronze, and In-kind \$500+ who also gave between April 1, 2021 and March 31, 2022, please visit:

www.familyservices.bc.ca/our-supporters

Whether you have been a supporter for 30 years or joined us recently, you are making a

difference



Fundraisers THAT BROUGHT US TOGETHER AND MADE A DIFFERENCE

Thank you for raising funds in new and creative ways.



Christmas at Beach House

Our community supported the Christmas Bureau through raffles with prizes generously donated by Ross Penhall (left), Air Canada Foundation, and Beach House Restaurant. Thank you to co-chairs Janice O'Sullivan and Monica Soprovich, and the committee: Karen Bruk, Nancy Chapman, Wendy Currie, Jill Drever, Susan Green, Coryn Hemsley, Carlota Lee, Cindy Pasco, Lisa Stout, Coleen Weir, Christy Young.



Holiday Trees

This year we participated in the Dundarave Festival of Lights and filled holiday trees with ornaments in support of the Christmas Bureau. Thank you to co-chairs Allison Gibault and Leigh Stratton, and the committee: Carrie Chatelain, Eugenia Gorkowa, Jennifer Harper Uncao, Christie Longster, Andrea McDonald, Kirsten Newlands, Challa Reisner, Danielle Russell, Tony Scott, Justin Szott, Amanda Wong.



Toy Drive Brunch

The Toy Drive Brunch Committee has been coming together for 25 years, to provide toys and gifts to the Christmas Bureau. Thank you to chair Christina Rowntree, and to the committee: Lorena Angus, Susan Cressey, Dierdre Ert, Debra Jappy, Barb Lunter, Beth Rowntree, Debbie Smith, Linda Wolverton. In loving memory of Debra Jappy.

Thanks to you

we were able to continue to listen and respond to the needs of our community.

\$135,500+

was raised through creative fundraising ideas to support our North Shore neighbours in need

Creative Fundraisers

- Air Canada Foundation
- Beach House Restaurant and the Fuller Family
- Bridge Brewing Company
- The Caring Schools Team
- The Christmas at Beach House Committee
- Deep Cove Brewers and Distillers
- The Helping Hearts Team
- The Holiday Tree Committee
- Hollyburn Huskies Minor Hockey Association
- Innovative Fitness West Vancouver's 'Train the Trainer' Event
- Monica Murray & Robin Forst's Wedding Celebration
- North Shore Basketball Club
- Ross Penhall
- RBC
- Christina Rowntree and the Brunch Committee
- Wildeye Brewing

MESSAGE FROM THE BOARD TREASURER

I am pleased to report that Family Services of the North Shore (the "Agency"), and Family Services of the North Shore Foundation (the "Foundation") continued to maintain strong financial positions this year. A secure financial base enabled the Agency to ensure existing programs and services remained accessible.

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

Total Agency revenues were approximately \$111,000 lower than last year, which reflects lower donations, grants and other income offset by higher government funding. The Province of B.C. continued to support our programs by providing additional funding for staff recruitment and retention. A strategic decision was made at the start of the year to increase staffing and expand program offerings resulting in higher salaries and wages. The Foundation's fundraising activities generated additional revenues of approximately \$226,000 and coupled with investment income generated higher revenues to support the Agency's activities with an approximately \$992,000 cash transfer to the Agency, which was higher than last year but significantly less than the budgeted transfer amount of approximately \$1.5 million.

The Foundation successfully raised approximately \$1.1 million through generous donations and grants from individuals, corporations, and foundations. This was achieved despite COVID-related cancellations of our signature fundraising events such as Beer by the Pier and Winter Family Ball, for the second consecutive year. The continued support of our donors helped us to serve those in our community who needed us the most through our programs.

Our investments, consisting of term deposits and investment funds held at the Vancouver Foundation, had a market value of approximately \$4.4 million as of March 31, 2022, (as compared to \$4.2 million at the same time last year). These investments generate immediate and ongoing distributions in support of our programs and will continue to be utilized over the coming years to provide liquidity and support our Strategic Plan.

We are optimistic heading into next year. We are focused on providing the programs and services our community needs now and over the next few years. We have set a 2022-23 budget that increases staffing levels in order to expand mental health services, support for seniors, parents and caregivers, and programming for vulnerable families. We are in a strong financial position because of your generosity and partnerships. Your continued commitment is critical in helping us meet these ongoing challenges together.

Azim Lalani, CPA (CA), CBV
Board Treasurer

Thank you

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
- Community Action Initiative

United Way British Columbia

2021 - 2022 FINANCIALS (FOR THE YEAR ENDED MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2022	2021
Government Contracts	\$2,470,880	\$2,408,260
Fundraising, Donations and Grants	1,172,529	1,356,413
Client Fees	115,425	49,343
Investment and Other Income	89,498	144,951
TOTAL REVENUES	\$3,848,332	\$3,958,967
EXPENSES:		
Salaries and Benefits	3,285,378	2,878,632
Transfers to Other Agencies	679,538	640,366
Premises	259,381	247,020
Office and Sundry	214,934	162,854
Program	160,810	127,316
Promotion and Communication	99,103	63,559
Amortization	71,560	68,136
Consulting Fees	56,291	14,543
Staff Development	21,510	15,075
TOTAL EXPENSES	\$4,848,505	\$4,217,501
OPERATING DEFICIT	(1,000,173)	(258,534)
Operating Transfer from FSNS Foundation	991,920	258,887
Gain/(Loss) on Investments	8,253	(353)
EXCESS OF REVENUES OVER EXPENSES	\$ -	\$ -

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2022	2021
Donations	\$1,113,914	\$888,000
Investment Income	130,517	139,999
Special Events and Campaigns	98,854	209,546
TOTAL REVENUES	\$1,343,285	\$1,237,545
EXPENSES:		
Salaries and Benefits	125,000	185,820
Special Event and Campaign Costs	26,659	7,876
Office and Sundry	18,915	18,908
TOTAL EXPENSES	\$170,574	\$212,604
SURPLUS AVAILABLE FOR FSNS	1,172,711	1,024,941
Operating Transfer to FSNS	(991,920)	(258,887)
Gain on Investments	46,668	551,331
EXCESS OF REVENUES OVER EXPENSES	\$227,459	\$1,317,385

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



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 our programs and services, please contact **Lucy Isham-Turner** at isham-turner@familyservices.bc.ca or call (778) 870-6793.

Connect with us

To join our monthly giving circle or to fundraise for Family Services of the North Shore, please contact **Regan Scott**, at rscott@familyservices.bc.ca or call (778) 886-5961.

Have you moved?

To help us minimize costs and our environmental impact, and to ensure we have your most current information, please contact **Regan Scott** at rscott@familyservices.bc.ca or call (778) 886-5961 to make any updates.



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.



Family
Services
NORTH SHORE
Changing lives together

We respectfully acknowledge that the services we provide are on the traditional and unceded homelands of the Coast Salish peoples, including the x^wməθk^wəy^{əm} (Musqueam), Skw̓x̓wú7mesh (Squamish), and sə1'ilwəta7ɥ (Tsleil-Waututh) Nations.

www.familyservices.bc.ca



@FamilyServicesoftheNorthShore



@FSNorthShore



@FSNorthShore

Suite 203 – 1111 Lonsdale Avenue, North Vancouver, BC V7M 2H4 (604) 988-5281

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