

strengthening people
strengthening communities

Family Services of Greater Vancouver



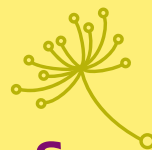
Family Services
of Greater Vancouver

annual report 2009/2010



Strengthening families –
yesterday, today...

...and **tomorrow.**



Family Services
of Greater Vancouver

Message from CEO & Board Chair

This annual report represents a new era for our agency, as we say goodbye to our long standing “people” logo, and introduce a new symbol for our agency—a symbol that represents us on so many levels. From one perspective, it represents the seeds of possibility that take root in those who come to us for help. From another perspective, it represents a journey. We’ve chosen to connect to the “i” in services, as the journey has to begin with the individual, and is central to the family. This symbol has been designed with an air of celebration, sending a message of hope and possibility.

Ultimately, our new logo represents why we believe so strongly in what we do—we know that when we help one person, it strengthens their family, and eventually, the community at large. With a history that spans nearly 83 years, we know that many people in our community are thriving today because, they, their parents, or grandparents received the help they needed at a difficult period in their lives.

It is this knowledge that has spurred us on through the challenging economic climate of this past year. We’ve seen the social service sector become seriously



eroded with fewer services available for people in need, but demand for services greater than ever. We were faced with government funding losses and the announcement of significant government funding shortfalls which threatened to result in a direct impact to many of our agency services. Despite the uncertain environment, our amazing staff continued to deliver quality services, conducting themselves to the highest professional standards. As a result of their dedication and passion for helping people make change, we were able to maintain our overall service levels.

Much of our progress is attributed to an intense focus on advocacy for the crucial services we deliver—both at a Board and staff level.

Our deepest thanks to our staff, board, and volunteers for the phenomenal commitment and professionalism they continue to display as we work through these unprecedented challenging times. We continue to be inspired and look forward to continuing on our path in the coming year.

A handwritten signature in purple ink that reads "Teri Nicholas".

Teri Nicholas
CEO

A handwritten signature in purple ink that reads "Anthony Ostler".

Anthony Ostler
Board Chair

Compassion is the radicalism of our time —Dalai Lama

“ My parents divorced when I was six, and before age 15, I saw a lot of things that no child should ever see. Cocaine on the table, a marijuana grow op in the basement, and my mother stoned all day.

At 15 I moved in with my dad. He did the best he could, but he drank a lot. I constantly stayed at friends' houses, or at shelters when he would kick me out.

On my 19th birthday I saw something that still haunts me. I went to visit my mother, and found her slouched in the lazy boy chair, unresponsive. She was 46 and dead from a drug overdose.

In 2009, with a bus ticket and \$200, I headed to Vancouver. After two weeks in a shelter, I heard about Directions Youth Services Centre – the most amazing place ever.

The centre had a lot of things going on; showers, laundry, computer access, TV, counselling, art and music programs, and a hot meal every night.

I found out about Tonesetting, a program where youth help in the kitchen and around the center, and earn \$25. Each night had already been filled, so I had to wait until someone left. Finally, I gained the Saturday position and tone set every Saturday from August until February.

Directions has helped me along my journey – getting me interview clothes, making sure I have clothes on my back, or just having someone to talk to, they have done so much for me. I now have a job, and I'm a part time student at UBC.

Youth need a place to be safe and to get help to move on in life, and Directions is just that.

Peace out & remember: youth are the world's future !

Letter from a youth helped by our services



Never look down on



We believe...

- Every child deserves the chance to be nurtured and to thrive.
- Every youth deserves to know that they matter.
- Every woman deserves to live her life empowered.
- Everyone deserves the opportunity to live to their fullest potential.

We value...

Quality

We strive for excellence in our programs and services.

Respect

We deal with people in a fair, honest, and respectful manner.

Possibility

We believe in the capacity to overcome life's challenges.

Diversity

We provide services that recognize and respect our differences.

Accountability

We uphold the public's trust through responsible management of our resources and a commitment to social justice.

“It is much easier to believe
in yourself when other people believe in you.”

—Mother, Parenting Support Service



It is only possible to live happily



We are...

Family Services of Greater Vancouver is a private, not-for-profit community agency that's been helping people meet life's challenges since 1928.

Each year, we touch the lives of more than 25,000 people of all ages, ethnicity, gender, and socio-economic status. Whether it's offering a teen a safe, warm respite from the street, transitioning someone into the workplace, or providing therapy for a child who has witnessed family abuse, our mission remains the same: To offer support, hope, and opportunity to help people create new life opportunities. Through our core counselling and support services we help people deal with the root causes of their conflict, providing them with the tools they need to build a better future for themselves, their families, and their community.

ever after on a day-to-day basis. —Margaret Bonnano

“Thanks for opening up the door, giving me the key so I could pass through. I am now able to go beyond my past and into my present and future, again.”

—Young woman, Prevention Program



We have...

More than 500 employees and 150 volunteers operate out of more than 20 locations across Metro Vancouver. Together, they speak a combined total of 30 languages. Our services are diverse. Then again, so are the needs of those who seek our help.

Our credentials...

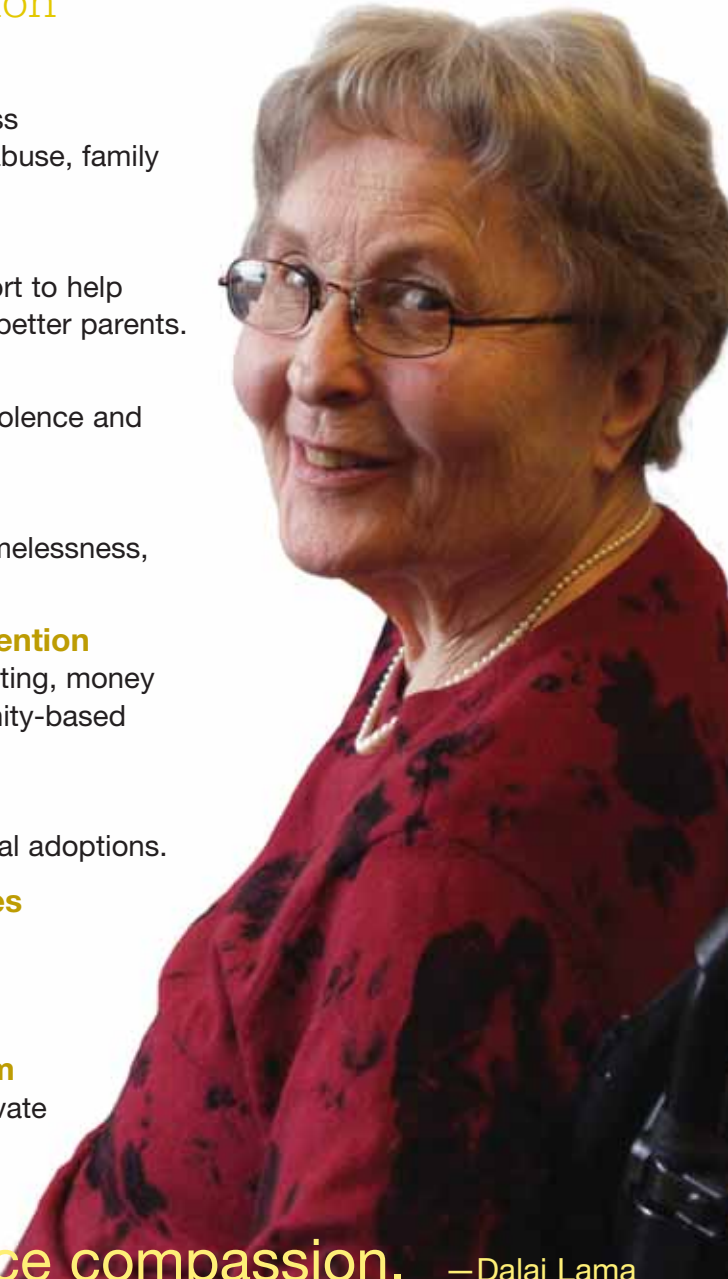
Family Services of Greater Vancouver is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) – a testament that our agency conforms to the highest level of nationally and internationally recognized service standards.

If you want others to be happy, practice compassion. If

We offer...

Prevention & Intervention

- **Counselling**
To help adults and children address relationship/family issues, sexual abuse, family violence, and addictions.
- **Parenting Support**
Counselling, education, and support to help Ministry-referred parents become better parents.
- **Victim Support**
Services for victims of domestic violence and sexual abuse.
- **Youth**
Support for youth dealing with homelessness, crisis, addictions, or disabilities.
- **Community Education & Prevention**
Courses in personal growth, parenting, money management; school and community-based prevention programs.
- **Adoption Agency**
Facilitation of local and international adoptions.
- **Employment Resource Centres**
Access to job training, job finding, skill-building referrals, resources, and information.
- **Employee Assistance Program**
Counselling services for public/private sector organizations in B.C.



you want to be happy, practice compassion. —Dalai Lama

“When your family cares,
and your friends too, that helps you shine.”

—Young boy, School-Based Prevention Program

Our funding...

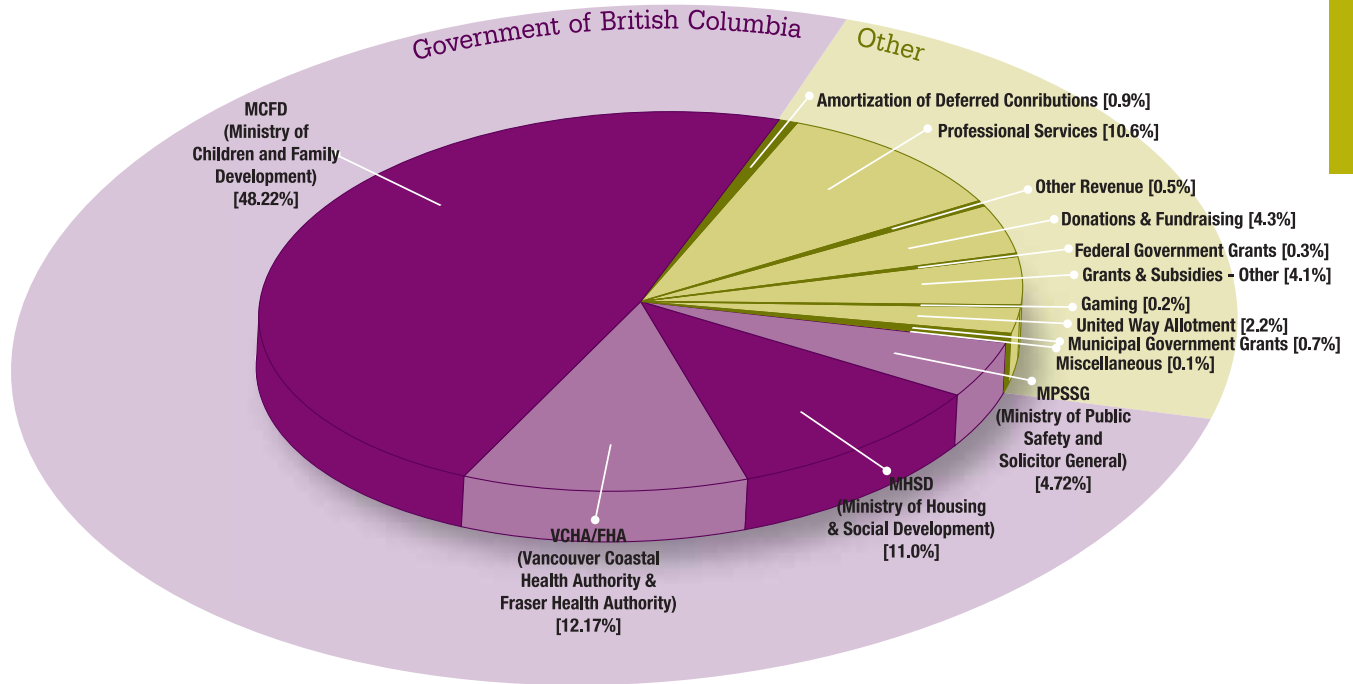
Family Services of Greater Vancouver is a private, not-for-profit community agency. We rely on individuals and businesses in our local community to provide their time, advocacy, expertise and funding to help us realize our goal to assist those in need. While we do provide service through government contracts for some of our programs, many others survive solely on the support of community and corporate dollars. Without this funding, these programs would not exist. Every dollar is crucial to assisting one more child, one more youth, one more family in crisis.



Kindness is the golden

Statement of Earnings
For the year ended March 31, 2010

Revenues	2010	2009
Government of British Columbia	\$17,635,011	\$15,431,156
Professional services	\$2,446,830	\$2,485,545
Donations and fundraising	\$1,004,965	\$786,327
Program grants	\$958,426	\$861,362
United Way of the Lower Mainland	\$509,747	\$509,747
Amortization of deferred contributions	\$206,646	\$198,704
Municipal governments	\$169,655	\$157,602
Other revenue	\$114,635	\$130,582
Government of Canada	\$77,920	\$1,508,789
Gaming revenue	\$35,193	\$33,000
Miscellaneous	\$22,956	\$30,815
	\$23,181,984	\$22,133,629
Expenses		
Salaries, wages, and benefits	\$14,991,688	\$14,409,221
Purchased services	\$4,102,270	\$4,036,343
Building occupancy	\$1,358,035	\$1,320,389
General program expenses	\$930,821	\$756,528
Direct program expenses	\$736,344	\$702,383
Amortization	\$267,811	\$309,899
Recruitment and professional development	\$151,532	\$126,471
Insurance, dues and other fees	\$103,733	\$116,050
Promotion and fundraising	\$100,850	\$83,521
Pension solvency	\$100,800	\$100,800
Miscellaneous	\$61,841	\$73,830
Audit and legal	\$57,383	\$76,413
	\$22,963,108	\$22,111,848
Excess of revenues over expenses for the year	\$218,876	\$21,781



“thank you from the bottom of our hearts”

Leadership Circle

Platinum \$100,000+

Anonymous
Vancity

Gold \$50,000 - \$99,999

CKNW Orphans' Fund
United Way of the Lower Mainland
Vancouver Foundation

Silver \$10,000 - \$49,999

Anonymous
BC Hydro
Blake, Cassels & Graydon LLP
CIBC Wood Gundy at Bentall Caring
for Kids Fund
City Of Richmond
Face The World Foundation
John Hardie Mitchell family
foundation
Lawson Lundell LLP
Vancouver Police Union Charitable
Foundation
Variety - The Children's Charity of BC

Our Family Circle

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

Electronic Arts (Canada), Inc.
Ipsos Charity Trust
Ministry Of Public Safety And
Solicitor General
Phillips, Hager & North Investment
Management Ltd.

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

Anonymous (2)
Margaret M. Blackwell
Linda Blankstein
The Body Shop
Jonathan Burke
Caroline N. Campbell
Gabrielle and Richard Campbell
Employees of Canada Border
Services Agency
Dorian Cochran
Credential Asset Management Inc.
Brian DeMuy

Paul DiPasquale
Kim and Bob Disbrow
Dundee Wealth Management
Grayross Foundation
The Hamber Foundation
Robyn Hastings
Higher Resources Inc.
Kelly-Ann Hunter
Paul Kearns
Mercedeh Kiaii
Douglas H. Knight
The KPMG Foundation
Lynn Valley Lions Club
Marin Investments Limited
Andrew Medd
McLean Foundation
MOES Furniture
John Montalbano
New Westminster Firefighters
Charitable Society
Teri and Lee Nicholas
Anthony and Victoria Ostler
Philippa Ostler
Moura Quayle and David Fushtey
Radical Foundation
Selwyn and Lorna Romilly
Chris and Diana Sanderson
Schein Foundation
Keith E. Spencer
Jonathan Stewart
St. Mary's Kerrisdale
John and Judy Taylor
TELUS
Employees of University of British
Columbia
Shane Uren
The Vancouver Sun Children's Fund
Vancouver Coastal Health
Employees of Veterans Affairs
Canada
Michael Wallberg
Ken Werker
Westminster Savings Foundation
Claire Wright

Gifts in Kind \$1,000+

Electronic Arts
H&M
MOES Furniture
No Limits Sportswear
Publicis
The Shore FM
Cara Sinclair
St. John's School
Vancouver Organizing Committee for
the 2010 Olympic and Paralympic
Winter Games
West Point Grey Academy
York House School

Friends of the Family

Gifts up to \$999

1435583 Alberta Corp.
Andrew Acherman
Glenda Ainsworth
Alice Angus
Robert Allan
Anonymous (15)
Gary Arca
Peter Archibald
Atlas Pots Ltd.
Jean L. Badun
Carol Baert
Lisette and Robert Baker
Christopher Barton
David H. Bell
Chris Bennett
Gordon Berka
Jennifer Bettiol
Beyond Expectations
Rob Bobshaw
The Body Shop
Brenda Bolwyn
Paul Bonenfant
Sarah Boon
Micheal and Laurie Borden
Natalie Boychuk
Frederick Brooks-Hill
Leanne Brothers
Mary Jane Burkholder
Juvy Cabello

James F. Cahill
Canadian Office & Professional
Employees Union Local 15
John Carrington
Employees of Certiwood Technical
Centre
Laura Chanin
Renzo Caredda
Joan and Robert Carne
Liang T. Chen
Virginia Chin
Karen Choi and Bernard Chan
Miranda Choi
Amy Chow
Andrew Chowne
Rudy Chung
Employees of Coast Mountain Bus
Company Burnaby Transit Ctr.
Cecilia Codizal
Colliers International
Lisa C. Colls Simpson
Robert and Joan Conklin
Jeff Connery
Constructive Media
Constructive Media Inc.
Costco Wholesale Canada Ltd.
Employees of Costco Wholesale Port
Coquitlam Warehouse
William Cottle
Leanne Coughlin
Sharon F. Cox-Gustavson
Brian Crowther
Judith F. Davis
Dawson Dental Centre
Nancy M. Dickson
Warren H. Downs
Anne Drennan
Steve Dumanski
Gary W. Dunn
Dysarchitecture
England Group
Brian Eve
Fashion Accessories By Parvane
Terry Fay
Barry Fenton
Philip Fernandes

Don Foster	Alex Jones	Mark Neale	Denise Sheppard
Jack Fournier	Elaine V. Jones	The New Westminster Lions	Arnold and Anita Silber
Allen M. Fowlis	Mavis Jonsson	Community Spirit Society	Joanne R. Silver
Employees of Family Services of Greater Vancouver	Joseph Segal Family Foundation	John L. Nichol	Monique Simard
Shelley Fitzpatrick	Peter and Deborah Kafka	North Shore Studios Management Ltd.	Trevor Simpson
Franklin Templeton Investments Corp.	Rita Li Kam	Mike Nott	John M. Sims
Louise Fridman	Ash Katey	David Ogilvie	Eleni Skalbana
G&F Financial	Sophia Kelly	Richard Ostler	Patrick Smith
Kurt Gagel	Kerrisdale Annex Elementary School	Robyn Page	Sindie Smith
Glenn Gardner	Jaye Kerzner	Annastasia M. Palubiski	Jack Sniderman
Jocelyn Gardner	Lynne Kiang	Rob Parrish	Megan Stannard
Sabrina Gill	Sean Kim	James Pelmore	Phyllis Stelling
Patricia Gilley	James W. Kirkland	Michael Perry	K. Glenna Stewart
Margaret Gillis	Joy S. Korman	Hurrian Peyman	Mary Stewart
Andrea Gillman	Eileen M. Kozak	Earl G. Phillips	Graeme I. Strang
Karen Gilmore	Karen Kuzek	Sheryl Piedad	Nancy Street
Pamela Glassby	Paul D. Lailey	Ian and Ebie Pitfield	Sarah Stuble
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Barry J. Gustavson	Kaitlyn Lawson	Barjinder Rana	Deryck I. Thomson
Rahel Halabe	Darwin LeMay	Dennis & Dari Rank	Jeff Thronsdon
Hambleton Fine Art Services	Lori Lemay	Bonnie Rapaport	Jill J. Tolliday
Adrian Hanser	Doug LePard	Sharina Rattan	Ralph B. Toombs
Charles and Marilyn Harris	Marian P. Leung	Dwight Raulston	Total Compensation - University of British Columbia
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Joanne Hausch	Patricia Lloyd	John Rea	Employees of Transport Canada
Judy Hayden	Tony T. Logistics	Stacey Revell	Panagiotis F. Tsaparas
Neil Hershfield	Robert Luft	Gavin Reynolds	Ruby and Gregor Turner
R. Hershler	Neil MacKay	Alison A. Rhodes	Kathryn Underwood
Dennis Hill	Elizabeth MacLeod	Ann Ricci	Union of BC Performers
Adolf Hofmann	Elinor Martin	David Richardson	University Of British Columbia
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Stephanie Hunt	Sandra McBride	Royal City Jewellers & Loans Ltd.	Glenda M. Wey
Marietta Hurst	Duncan McCrindell	Russell Investments Canada Limited	Peter M. Wheatley
The HYDRECS Fund	Alex McCulloch	Devra Samson	Heather Whiteford
Employees of Indian & Northern Affairs Canada	Ian Metherell	Aizaz Sattar	Ronald D. Wilhelm
International Language Schools of Canada	Paul and Cheryl Meyers	Ursula Schmelcher	Elizabeth J. Wilson
Murray Jackson	Jonathan Miles	Jacquelynn Schouls	Mary P. Wilson
Jennifer Wilson Consultants Ltd	Jesse Moss	Sam Schwann	Sandra Witherspoon
Darrin Johnson	Tracy L. Moran	Elaine Seeley	Nicholas Wright
M. Dianne Johnson	Nancy Morrison	Murray Sellers	Lily Y. Yau
Kate Jonas	Rob Mulrooney	Megan Sheldon	Morris Zallen
	Ian Mummery		
	Moira Murdoch		
	Raj Naidu		



Our thanks...

Some ways that funding dollars touches lives...

- Supports play and art therapy for children whose lives have been affected by domestic violence.
- Helps mothers who have suffered abuse as children become better parents.
- Offers one-on-one support to women who have experienced relationship violence.
- Helps homeless youth make positive and meaningful changes in their lives.
- Assists individuals struggling with addictions to make healthy choices.
- Helps families with relationships, activities, and connection to the community.



“For over 10 years “Patty”†, her three children and her extended family lived in fear of violence and harassment from her husband. On many occasions neighbours had called the police, but each time she was too afraid to give a statement. She tried to leave twice but he found them and promised never to hurt them again, so she returned.

In the final assault Patty was strangled to the point of unconsciousness and her children called the police. When the Domestic Violence Response Team got involved, Patty gave a police statement, her husband was charged and conditions were put in place preventing his contact with her, her children and her extended family.

The DVRT counsellor developed a safety plan with Patty and her family and connected her to supports such as counselling. The DVRT detective monitored the man’s compliance with conditions and liaised with Crown and

Probation. The counsellor also prepared her for, and supported her through, court. Her husband was convicted.

After two years of support, Patty and her children have successfully relocated to another jurisdiction.

“Even though it took me a few goes to get the strength, thanks to you we are free. For all that you did for my children and I, “thank you” seems so short and sweet and not enough. Without your strength and guidance, I would not be able to walk down the street without a panic attack. You are the reason my life has become something wonderful and happy again.”

The Domestic Violence Response Team has been supporting victims of violence since 1996, and is a partnership between Family Services of Greater Vancouver and the New Westminster Police Department. The team supported 105 victims of violence in 2009.

†Name has been changed to protect confidentiality.

“I feel more like an individual. Not just a failure in life.”

—Father, Family Counselling Program



Family Services
of Greater Vancouver

Our contact information

Family Services of Greater Vancouver
1616 West 7th Avenue
Vancouver, BC V6J 1S5

604-731-4951

www.fsgv.ca

email: contact_us@fsgv.ca

CHARITABLE REGISTRATION #11891-3102-RR0001

Canada



NEW WESTMINSTER



strengthening people, strengthening communities