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.

Teri Nicholas
CEO

Anthony Ostler
Board Chair
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
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
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.
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
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.

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

—Young boy, School-Based Prevention Program
Statement of Earnings
For the year ended March 31, 2010

<table>
<thead>
<tr>
<th>Revenues</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of British Columbia</td>
<td>$17,635,011</td>
<td>$15,431,156</td>
</tr>
<tr>
<td>Professional services</td>
<td>$2,446,830</td>
<td>$2,485,545</td>
</tr>
<tr>
<td>Donations and fundraising</td>
<td>$1,004,965</td>
<td>$786,327</td>
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<tr>
<td>Program grants</td>
<td>$958,426</td>
<td>$861,362</td>
</tr>
<tr>
<td>United Way of the Lower Mainland</td>
<td>$509,747</td>
<td>$509,747</td>
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<tr>
<td>Amortization of deferred contributions</td>
<td>$206,646</td>
<td>$198,704</td>
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<tr>
<td>Municipal governments</td>
<td>$169,655</td>
<td>$157,602</td>
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<tr>
<td>Other revenue</td>
<td>$114,635</td>
<td>$130,582</td>
</tr>
<tr>
<td>Government of Canada</td>
<td>$77,920</td>
<td>$1,508,789</td>
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<tr>
<td>Gaming revenue</td>
<td>$35,193</td>
<td>$33,000</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$22,956</td>
<td>$30,815</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$23,181,984</strong></td>
<td><strong>$22,133,629</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, wages, and benefits</td>
<td>$14,991,688</td>
<td>$14,409,221</td>
</tr>
<tr>
<td>Purchased services</td>
<td>$4,102,270</td>
<td>$4,036,343</td>
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<tr>
<td>Building occupancy</td>
<td>$1,358,035</td>
<td>$1,320,389</td>
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<tr>
<td>General program expenses</td>
<td>$930,821</td>
<td>$756,528</td>
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<tr>
<td>Direct program expenses</td>
<td>$736,344</td>
<td>$702,383</td>
</tr>
<tr>
<td>Amortization</td>
<td>$267,811</td>
<td>$309,899</td>
</tr>
<tr>
<td>Recruitment and professional development</td>
<td>$151,532</td>
<td>$126,471</td>
</tr>
<tr>
<td>Insurance, dues and other fees</td>
<td>$103,733</td>
<td>$116,050</td>
</tr>
<tr>
<td>Promotion and fundraising</td>
<td>$100,850</td>
<td>$83,521</td>
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<tr>
<td>Pension solvency</td>
<td>$100,800</td>
<td>$100,800</td>
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<tr>
<td>Miscellaneous</td>
<td>$61,841</td>
<td>$73,830</td>
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<tr>
<td>Audit and legal</td>
<td>$57,383</td>
<td>$76,413</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$22,963,108</strong></td>
<td><strong>$22,111,848</strong></td>
</tr>
</tbody>
</table>

**Excess of revenues over expenses for the year**

| Excess of revenues over expenses for the year | $218,876 | $21,781 |

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[Graphic depicting financial contributions and expenses, with various categories such as Government of British Columbia, VCHA/FHA, MHSO, MCFS, etc., illustrating their proportions.]

chain by which society is bound together. —Goethe
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
Mercedes Kiall
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
Liset Barch
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 Codzial
Colliers International
Lisa C. Collins 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
Jack Fournier
Allen M. Fowlis
Employees of Family Services of Greater Vancouver
Shelley Fitzpatrick
Franklin Templeton Investments Corp.
Louise Fridman
G&F Financial
Kurt Gagel
Glenn Gardner
Jocelyn Gardner
Sabrina Gill
Patricia Gilley
Margaret Gillis
Andrea Gillman
Karen Gilmore
Pamela Glassby
Karen Goddard
Jonathan Goheen
Grace United Church Women of Coombs
Kelly Grayson
Louise A. Grimwood
Barry J. Gustavson
Rahel Halabe
Hambleton Fine Art Services
Adrian Hanser
Charles and Marilyn Harris
Brian Harwood
Joanne Hausch
Judy Hayden
Neil Hershfield
R. Hershler
Dennis Hill
Adolf Hofmann
Lee Hollins
Axel Hovbrender
Employees of HSBC Bank Canada
Rory Hunt
Stephanie Hunt
Marietta Hurst
The HYDREC'S Fund
Employees of Indian & Northern Affairs Canada
International Language Schools of Canada
Murray Jackson
Jennifer Wilson Consultants Ltd
Darrin Johnson
M. Dianne Johnson
Kate Jonas
Alex Jones
Elaine V. Jones
Mavis Jonsson
Joseph Segal Family Foundation
Peter and Deborah Kafka
Rita Li Kam
Ash Katey
Sophia Kelly
Kerrisdale Annex Elementary School
Jaye Kerzner
Lynne Kiang
Sean Kim
James W. Kirkland
Joy S. Korman
Eileen M. Kozak
Karen Kuzek
Paul D. Lailey
Land Title & Survey Authority of British Columbia
Lantic Inc.
Louie Lapa
Margaret C. Laurence
Denise Lauritano-Saplywy
Kaitlyn Lawson
Darwin LeMay
Lori Lemay
Doug LePard
Marian P. Leung
T. Barrie Lindsay
Patricia Lloyd
Tony T. Logistics
Robert Luft
Neil MacKay
Elizabeth MacLeod
Elinor Martin
Patricia Martz
Mary E. Matthews
Ean Maxwell
John Mayes
Sandra McBride
Duncan McCrindell
Alex McCulloch
Ian Metherell
Paul and Cheryl Meyers
Jonathan Miles
Jesse Moss
Tracy L. Moran
Nancy Morrison
Rob Mulrooney
Ian Mummery
Moira Murdoch
Raj Naidu
Mark Neale
The New Westminster Lions Community Spirit Society
John L. Nichol
North Shore Studios Management Ltd.
Mike Nott
David Ogilvie
Richard Ostler
Robyn Page
Annastasia M. Palubiski
Rob Parrish
James Pelmore
Michael Perry
Hurrian Peyman
Earl G. Phillips
Sheryl Piedad
Ian and Ebie Pittfield
Sandra Posnikoff
Heather Prittie
Provincial Employees Community Services Fund
D. Clifton Prowse
Employees of Public Works & Government Services
Barjinder Rana
Dennis & Dari Rank
Bonnie Rapaport
Sharina Rattan
Dwight Raulston
Employees of RBC - 805 PCD Kerrisdale
John Rea
Stacey Revel
Gavin Reynolds
Alison A. Rhodes
Ann Ricci
David Richardson
Elizabeth Ridley
Gail Rogers
Rotary Women's Association
M. Anne Rowles
Royal City Jewellers & Loans Ltd.
Russell Investments Canada Limited
Devra Samson
Aizaz Sattar
Ursula Schmelcher
Jacquelynn Schouls
Sam Schwann
Elaine Seeley
Murray Sellers
Megan Sheldon
Denise Sheppard
Arnold and Anita Silber
Joanne R. Silver
Monique Simard
Trevor Simpson
John M. Sims
Eleni Skalbania
Patrick Smith
Sindie Smith
Jack Sniderman
Megan Stannard
Phyllis Stelling
K. Glenna Stewart
Mary Stewart
Graeme I. Strang
Nancy Street
Sarah Stuble
Sunrise Janitorial
Brent A. Sutton
Paul A. Taylor
Angela Thiele
David M. Thomson
Deryck I. Thomson
Jeff Thronson
Jill J. Toliday
Ralph B. Toombs
Total Compensation - University of British Columbia
Gail Townsley
Employees of Transport Canada
Panagiotis F. Tsaparas
Ruby and Gregor Turner
Kathryn Underwood
Union of BC Performers
University Of British Columbia
Thi Bich Ngoc Vo
W. Laurence Scott Law Corporation/DBA Scott & Company
Rosemary Westie
Robert A. Westoby
Glenda M. Wey
Peter M. Wheatley
Heather Whiteford
Ronald D. Wilhelm
Elizabeth J. Wilson
Mary P. Wilson
Sandra Witherspoon
Nicholas Wright
Qianying Yang
Lily Y. Yau
Morris Zallen
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