WE ARE FAMILY
SERVICES OF GREATER VANCOUVER

Family Services of Greater Vancouver (FSGV) supports thousands of families and individuals across the Lower Mainland living in need, in crisis, or with trauma. Since 1928, our more than fifty programs, services, workshops, and groups have helped people build resiliency, develop skills and knowledge, and gain the confidence to make positive changes in their lives. From youth experiencing homelessness, to families impacted by trauma, to isolated seniors and newcomers to Canada—whatever the challenges our clients are facing, our compassionate, expert staff meet people where they are at and give them the support they need to create brighter tomorrows.

“We are all connected by one simple wish, to be visible, to be heard, to know that we matter.”
Vlada Mars
Maintaining a healthy family can be a challenge. By addressing each family’s unique needs, FSGV’s programs help families grow stronger today so that they can continue to thrive tomorrow.

We do this through:
• Counselling for individuals, children, youth, and families
• Trauma services
• Conflict mediation for parents and teens
• Financial empowerment courses and coaching
• Life skill development for children and youth with special needs

Finding the courage to reach out for support is often the hardest part. FSGV helps victims of violence find their voice and work towards a safer, healthier future.

We do this through:
• Advocacy, counselling, safety planning, and other essential supports
• Victim Services in partnership with municipal police services, the RCMP, and community policing centres
• Trauma services

Youth who experience homelessness face a harsh reality. Directions Youth Services, a division of FSGV, meets vulnerable youth where they’re at and empowers them to discover their inner strength, make healthier choices, and get closer to the lives they want.

We do this through:
• 24/7/365 low-barrier services centre for youth
• Voluntary detox program
• Safe, temporary housing
• Supportive housing for youth transitioning out of Ministry care
• Pre-employment programs
• Daycare and parenting supports for young parents in high school

FSGV provides essential programs, workshops, and other services that help people build connections and access support, so they don’t have to face life’s challenges alone.

We do this through:
• Counselling for individuals, children, youth, and families
• Free workshops, community kitchens, groups, and programs for newcomers, parents and caregivers
• Financial empowerment workshops and coaching
OUR IMPACT

OUR VISION
Brighter tomorrows in which all people are resilient, confident, and filled with hope.

OUR MISSION
To ensure children are nurtured, youth find optimism, adults feel empowered, and parents make choices that build strong families.

OUR VALUES
• Diversity: everybody matters
• Integrity: we do right by people
• Optimism: change is ever possible
• Innovation: we dream; we have courage; we respond
• Excellence: it’s where we start

OUR IMPACT
BY THE NUMBERS

Our people make FSGV’s impact possible. And this past year alone, our staff served more than twelve thousand families, children, youth, women and seniors across the Lower Mainland when they needed us most. From direct service, to managing programs, facilities and volunteers, our staff are the reason that our clients are able to imagine a better tomorrow for themselves and their loved ones.

$22M+ 14 18
SPENT ON PROGRAMS LOCATIONS MUNICIPALITIES SERVED

420 10K 12K+
STAFF VOLUNTEER HOURS CLIENTS
Step back in time for a glamorous night out at FSGV’s signature fundraiser. The Speakeasy Soirée brings together the business and philanthropic communities to raise funds for our community’s most vulnerable families and individuals.

The A Night in the Life Challenge is a twelve-hour immersive experience of youth homelessness. It will forever change the way you see homeless youth.

Directions Youth Services offers low-barrier programs and services to support youth under the age of 25 who are in crisis or experiencing homelessness as a result of abuse, neglect, substance use, or mental health challenges. We welcome and serve all youth.

For many families or seniors struggling with financial hardships or isolation in the Lower Mainland, the holiday season can be a difficult time. From November to December, FSGV’s Caring Neighbours Holiday Campaign works with donors and local businesses to create a special holiday for families in need.

When youth are supported in achieving their potential, the whole community benefits. For of a variety of reasons, many of our youth rely on our nightly hot dinner as their only meal of the day. Many have never cooked for themselves.

Community Volunteers are the heart and soul of many of Family Services’ programs. We could not do what we do without the support of our amazing volunteers.

Donors like you help us take care of those in crisis.
Directions Youth Services has served homeless or precariously housed young people for over 30 years, and currently offers a suite of wrap-around support programs serving highly vulnerable youth in our community.

Directions includes BC’s only 24/7/365 drop-in centre where all youth experiencing homelessness are welcome. All Directions programs are trauma-informed, non-judgemental, and focus on youth self-determination.

Recognizing that vulnerable youth have diverse needs, Directions offers a mix of services, including access to basic necessities, low-barrier emergency shelters, safehouses, education and (pre-employment) skills training, health services, harm reduction and counselling. Whether through our Outreach efforts, short-term residential supports or Daycare Centre for Young Parents attending high school, Directions Youth Services sees the infinite possibilities for the young people we serve.

“Directions Youth Services because I strongly agree with the mission, values and excellent community focused work being accomplished throughout all of FSGV. I am proud to be a member of the Directions Youth Services team and contribute to the success of FSGV.” - Katie Baker, Program Manager, Directions Youth Detox
PROGRAMS & SERVICES:
• In-home counselling and supports
• Approaches to Parenting and the Effects on Children Workshop
• Couples and Communication Workshop
• Impact of Trauma on Parenting Workshop
• Dad’s Support Group
• The Power of Play Workshop
• Attunement Workshop
• Financial Literacy Workshop

Parenting is one of the most important roles a person can have in their lifetime, and parent education is a great resource to provide the knowledge and skills needed to fulfill that role.

Our Project Parent program provides parenting education, modeling and coaching, counselling, support, advocacy, and connection to community resources to help parents establish and maintain a strong, nurturing bond with their child.

“Parenting is one of the most important roles a person can have in their lifetime, and parent education is a great resource to provide the knowledge and skills needed to fulfill that role.”

The client really enjoyed the one-on-one parenting sessions with the counsellor. She felt that it was useful and that she learned a lot about parenting methods/styles. She enjoyed the psychoeducation that was provided to her.” - Project Parent client’s Social Worker

“Steps of the program that worked well was the one-to-one support, building confidence in the client, working with schools, and providing a safe space for discussing parenting tips and personal issues.” - Project Parent client
PROGRAMS & SERVICES:
• In-home support
• Parenting support
• Community kitchens
• Attending meetings with social workers
• Support during legal processes
• Support navigating the Ministry of Children and Family Development
• Connection with other foster parents

While some parents choose to become foster parents, others may fall into the role when a relative can no longer live with their birth parents.

Grandparents and extended family often become foster parents to young children and each individual may need support adjusting to their new roles and responsibilities to one another. Each foster family is unique in its challenges and in the support each family member needs in order to thrive.

Our Foster Family Support Services team are highly trained professionals who understand these challenges and have extensive experience working with the child welfare system. The service provides parenting support to parents, family members and extended family caregivers who are providing care to children on behalf of the Ministry of Children and Family Development. A referral from an MCFD social worker is required.

“Thank you so much for everything. Thank you for caring, listening, helping, advocating for my partner and I as well as for each of the kids and so much more.” - Foster Family Support Services client

“Working for FSEAP and what it means to me: is to be part of change, empowerment, being spokesperson and support for our communities.”
- Eloise D’Aubin, Care Center Administrative Coordinator

“We are so happy to have you in our corner; your support has helped us a lot as we adjust to parenting full-time.” - Foster Family Support Services client

“Our programs and services: In-home support, Parenting support, Community kitchens, Attending meetings with social workers, Support during legal processes, Support navigating the Ministry of Children and Family Development, Connection with other foster parents.”

“Have been waiting a really long time to have someone like you to talk to.” - Foster Family Support Services client

OUR PROGRAMS

FOSTER FAMILY SUPPORT SERVICES

125 Clients served
1,331 Service hours
95% Client satisfaction

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FSGV | REPORT TO THE COMMUNITY 2019/20
PROGRAMS & SERVICES:

- Vital Connections Seniors Counselling
- Stopping the Violence
- Sexual Abuse Intervention Program
- Healthy Connections: You and Your Baby
- PEACE Trauma Counselling
- Family Development/Response Counselling
- Residential Historical Abuse Program
- Crime Victim Assistance Program
- Youth Counselling

Family Services offers compassionate, professional counselling and trauma services to individuals, families, children and youth. Our experienced counsellors offer trauma-informed and client-centered care to individuals and families.

Our youth and seniors counselling programs are free, and offered at community centres, which provides a strong web of community support in one location. Co-location can also help remove the stigma of seeking mental health support, and improves accessibility for clients.

Our Trauma Services serve survivors of incest, trauma, sexual abuse, family and gender-based violence. There is no fee to access these vital mental health supports, as the programs are funded by the Ministry of Public Safety and the Solicitor General, the Ministry of Children and Family Development, Vancouver Coastal Health, and the generosity of our donors.

“Our support worker was always caring and accommodating. She took her time to explain everything to me in great detail. Legal matters and procedures were difficult for me to understand but she is patient and reassuring. She would always be there to help me if I had questions. She was also really caring when I feel sad, confused and anxious.” - Victim Services client

“Six is so helpful to discuss past trauma with someone who understands the lifelong effects. The fact that I didn’t have to go through a resurgence of it alone was invaluable. I don’t know how I would have coped with the jumble in my mind and with the pain. My counsellor was knowledgeable, welcoming and compassionate. She was excellent at picking up threads of discussion from previous sessions. I’m glad I got to work with her.” - Counselling client

OUR PROGRAMS

VICTIM SERVICES

Our embedded support workers ensure that the survivors of violence and abuse have an advocate who operates on their behalf, focused on the safety and wellbeing of the client, not the outcome of an investigation or legal proceedings.

Having a trauma-informed support worker available to these women is necessary to prevent re-traumatization during the investigation and prosecution. It is also necessary to assist the survivors in rebuilding their lives, which is outside the purview of law enforcement and often where victims fall through the cracks if no one advocates on their behalf. Our goal is to help the clients achieve a safe and stable life outside of the criminal justice system by supporting them through the legal process and connecting them with the resources they need to rebuild their lives and recover from trauma.

PROGRAMS & SERVICES: • Vancouver Police Department: Domestic Violence Unit, Counter Exploitation Unit, Provincial Protective Measures Unit, Elder Abuse Unit • New Westminster Police Department: Domestic Violence Response Team, Elder Abuse Unit, Special Investigations Unit • Burnaby/New Westminster Community-Based Victims Services: Domestic Violence Response Program, Domestic Violence Response Unit • Richmond Community-Based Victims Services: Family Violence Unit, Community-Based Victim Services • UBC RCMP: Police-Based Victims Services

COUNSELLING & TRAUMA SERVICES

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“I really appreciated being listened to and learning about how to accept feelings in myself and others. I continue to learn how to communicate with my family.” - Counselling client

FSGV | REPORT TO THE COMMUNITY 2019/20
Parent-teen mediation is a free and confidential program for families experiencing interpersonal conflict between parents and teenage children.

Mediation can be an effective way to address conflict in the home to promote understanding and resolve issues between caregivers and teens. Families struggling with poor school attendance, high-risk peer relationships, blended families, grief, trauma, or generational clashes can all benefit from mediation support. Strained family relationships can become even more contentious without intervention and conflict resolution skills.

Our mediators are trained in conflict-resolution and have experience working with youth. Our goal is to improve family relationships by addressing each family’s unique needs, and ensure that individual family members feel heard, appreciated, and valued. Mediation may involve siblings, parents, step-parents, foster or adoptive parents, grandparents or other relatives in a caregiving role, and community support as deemed necessary by the mediator.

Parent-teen mediation typically lasts ten to twelve sessions and takes place over three to four months to support the long-term integration of conflict-resolution and communication skills.

“My daughter and I liked everything, it is hard to pick the best experience. I just wish this program will keep going forever because it is such a well organized program and it will help more and more people like my daughter. Thank you very much!” - PRIYD client’s parent

“Thank you for understanding our complicated situation and not judging our behaviour. Mediation helped us learning how to listening to each other.” - Parent-Teen Mediation client

“She is nice and understanding of my situation. Provided useful resources and hints.” - Parent-Teen Mediation client
I have only good things to say about my experience. I really need this service. The support keeps me able to continue to work at a high level of competency. It is my lifeline.”
- FSEAP client

“Thank for what you do. The people fielding the calls there at your office have been kind and courteous.” - FSEAP client

“I was pleasantly surprised at how easy it was to talk about my situation.” - FSEAP client

For more than 40 years, FSEAP has been helping employees balance their work and personal lives, build knowledge and skills to deal with challenges, and resolve problems that can negatively impact their ability to maintain focus and productivity at work.

Our Employee Assistance Program takes a comprehensive and integrated approach to employee and workplace health and resiliency. Employees who are healthy, happy, and engaged make for better business. The right help at the right time can make all the difference for an employee who is struggling with personal and family problems. For an organization, this means a more productive, loyal and resilient workforce, even during challenging times.

FSEAP is the only national EAP provider structured as a social enterprise, meaning 100% of profits generated go toward supporting mental health and community-based programming for children, youth, adults, families, and seniors in communities across Canada.
OUR PROGRAMS

PROGRAMS & SERVICES:

- Apart but Together
- Community Kitchens
- Parents Connect
- Arts & Songs/Creative Explorations
- Raising Exceptional Children
- Food, Fun and Facts
- Single Moms’ Group
- Neighbourhood Small Grants
- Positive Discipline
- Literacy New West
- Nobody’s Perfect Parents Support Group
- Cooking and Language Support
- Food Skills and Cooking Classes
- Richmond Family Friends

Caring Neighbours provides fun, educational, and inclusive programming that brings people together, creating communities where individuals have the connections and support that they need to face life’s challenges.

For individuals dealing with challenging circumstances such as living with poverty, being a newcomer to Canada, or dealing with isolation, Caring Neighbours provides group classes, family-friendly activities, and educational programming that sparks conversations, teaches new skills, and builds lasting friendships.

Caring Neighbours sees where individuals and families need a little extra support, and is there to lend a hand. Many of our programs run in collaboration with other partner organizations and local volunteers, creating additional networks of support within communities.

“I want to become a volunteer in the RFF program to give back as I have benefited so much from the program. Thank you so much!”

- Richmond Family Friends client

Volunteers

- 134

Volunteer hours

- 1,787

 Clients served

- 1,211

Adult/parent participants

- 186

Senior participants

- 1,078

Child participants

- 2,475

CARING NEIGHBOURS

FINANCIAL EMPOWERMENT

Financial Empowerment is part of our Community Education and Development Services program. Teaching financial literacy is an approach to poverty reduction that helps people become financially secure, manage their debts, create budgets, and make the most of their money.

The program partners with community organizations to deliver workshops, one-on-one coaching sessions, and tax filing clinics to assist our clients in making sound financial decisions that provide security for themselves and their families. Our financial coaches are empathetic, experienced advisors who are here to help.

Our programs are free, and specifically designed to address the financial concerns of newcomers, youth, seniors, people living on low or fixed incomes, at-risk youth, and vulnerable populations. Our goal is to help people grow their incomes, improve their credit scores, savings and debt levels, and build wealth through education, employment, entrepreneurship and improved housing.

Programs & Services:

- Money Skills Workshops
- Youth Money Skills Workshops
- Family Finances For Newcomers Workshops
- Tax Filing Clinics
- One-On-One Financial Coaching
- Registered Education Savings Plan (RESP) information sessions
- Education Savings Coaching
- Train The Trainer Workshops
- Youth Saving Circles

“I loved how the lessons weren’t too technical; we had realistic conversations about things that related to me. I liked the facilitator’s stories.”

- Youth, Money Skills client

Clients served

- 1,880

Adults served

- 1,558

Youth served

Seniors served

- 104

Groups

- 706

706

Hours of workshops & coaching

“Programs & Services: • Apart but Together • Community Kitchens • Parents Connect • Arts & Songs/Creative Explorations • Raising Exceptional Children • Food, Fun and Facts • Single Moms’ Group • Neighbourhood Small Grants • Positive Discipline • Literacy New West • Nobody’s Perfect Parents Support Group • Cooking and Language Support • Food Skills and Cooking Classes • Richmond Family Friends

FSGV | REPORT TO THE COMMUNITY 2019/20

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PROGRAMS & SERVICES:

- One-on-one consultations
- Monthly newsletter with children’s activities, self-care and parenting tips

Family Service’s Early Childhood Community Consultant offers parenting support to those caring for children 0-5 years old. The consultants help parents understand early childhood development, children’s mental health, play-based learning, social and emotional development, and healthy attachments.

Children communicate through their behaviour; parents and caregivers need kindness and empathy to uncover the causes and emotions that are guiding the child’s behaviour, and our ECC program provides clear, practical advice on connecting with young children in ways that validate their feelings.

ECCC is a valuable resource for caregivers looking to better support their child’s development, in need of strategies for challenging behaviour, or just looking to strengthen their relationship with their children. We are here to help guide, coach, model parenting best practices, and support our clients connect and support their young children. When parents are supported, the whole family thrives.

OUR PROGRAMS

“I love FSGV because we do right by our clients, we stay client centered and put their interests first, always. We are privileged to be able to help our clients become contributors to our community, while helping them reach their potential. I’m proud that we celebrate their diversity, and that we educate the general public to be both inclusive and open.” - Wilson Wong, Co-Manager, PRIYD

“Anita has helped my family through many challenges and we are truly grateful to have such a wonderful service available to us. I cannot express enough how much this service has improved our family dynamic.” - ECCC client

“This service was an enormous help for me during a very sleep deprived period, while trying to figure out infant sleep. I am so thankful for Anita’s wealth of knowledge and her support through all the learning curves of motherhood!” - ECCC client

“ECCC provides a wonderful service to our community and I am so thankful for the care and support we received.” - ECCC client

EARLY CHILDHOOD COMMUNITY CONSULTANT (ECCC)

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FSGV’s bottom line is not just about dollars and cents; it is about the bottom line for our clients as well. We continue to provide best-in-class programming, while re-negotiating fair service delivery contracts, diversifying our revenue to support our modest administrative costs, and creating efficiencies wherever possible.

2019-20 brought its share of successes and challenges. Residual costs from the closing of FSGV’s Work BC program, the historical underfunding of service contracts, and a shortfall in undesignated funding have impacted the organization.

WHERE OUR SUPPORT COMES FROM

- 72.7% | Government Contracts
- 17.5% | Social Enterprise Revenue
- 6.9% | Grants
- 2.8% | Individual, Community & Corporate Giving

$25,444,928 | Revenue
$25,933,951 | Expenses

2020 TOTAL REVENUE | $25,444,928
2020 TOTAL EXPENSES | $25,933,951

EXPENDITURES: How our resources were used.

- 86.1% | Operations & Service Delivery
- 13.9% | Administration & Fundraising

This year FSGV experienced a deficit of $489,023 or 1.9% of expenditures.

$25,933,951 | Program Funding

PROGRAM EXPENDITURES: Areas of work this funding supported.

- 24.6% | Family Preservation
- 23.0% | Directions Youth Services
- 18.1% | FSEAP
- 12.8% | Trauma & Victim Services
- 8.1% | Project Parent
- 7.4% | PRIYD
- 2.0% | Caring Neighbours
- 2.0% | Fee-for-service Counselling
- 1.3% | Financial Empowerment
- 0.6% | Specialized Family Supports

86.1% | Program Funding

FSGV is led by a dedicated volunteer Board of Directors and a passionate Senior Leadership team. Together, they bring a breadth of experience in the non-profit, community-building and social services sector, as well as business, government, law, and Indigenous relations to FSGV and our clients. FSGV is proud to deliver essential service with and on behalf of a variety of federal, provincial and regional partners. Together, we are there for those who need us most.

BOARD OF DIRECTORS

- TERRY ANNE BOYLES - Chair*
- TONY KIRSCHNER - Vice Chair*
- RICHARD POZZEBON - Treasurer*
- KATEY GRIST - Secretary
- KEITH BERGNER
- BRIAN DEMUY
- SARAH TUFTON FROST
- MARINA KATUSA*
- SUSANNE KINGSHOTT
- JOCELYNE LEGAL
- IRIS LO
- MARCELA MCBURNEY*
- JACQUELINE PER
- DAVID WELLS
- TREVOR ZECK

*Also members of the FSGV Foundation Board

OUR TEAM AND PARTNERSHIPS

MEMBERSHIP | ACCREDITATION

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7.4% | PRIYD
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2.0% | Fee-for-service Counselling
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26.

OUR FINANCES

This year FSGV experienced a deficit of $489,023 or 1.9% of expenditures.

FSGV's bottom line is not just about dollars and cents; it is about the bottom line for our clients as well. We continue to provide best-in-class programming, while re-negotiating fair service delivery contracts, diversifying our revenue to support our modest administrative costs, and creating efficiencies wherever possible.

This year FSGV experienced a deficit of $489,023 or 1.9% of expenditures.
As retired social workers, Ken Gracie and Philip Waddell know first-hand the essential role that social service agencies play in our communities. So when asked to participate in FSGV’s Speakeasy Soiree in their roles as trustees for the McGrane-Pearson Endowment Fund, held at Vancouver Foundation, Ken and Philip provided their enthusiastic support as Presenting Sponsors. Now the organization’s signature fundraising event, The Speakeasy Soiree, presented by The McGrane-Pearson Endowment Fund, raised more than $170,000 in 2019, welcoming 250+ supporters and friends to the FSGV family.
A GIVING STORY
ROB AND JOAN CONKLIN

Decades ago, when the Conklins began supporting Dusk To Dawn – an overnight drop-in program –, they were struck not only by the need of homeless youth in our city, but by the compassionate support provided by the program’s wonderful staff. Now, the program is part of Directions Youth Services, and with the Conklins’ ongoing annual donations, it provides wraparound support to youth in crisis. They know that Directions will continue to provide immediate, frontline support for youth in their moments of need.

THANK YOU TO OUR SUPPORTERS CONT.
A GIVING STORY

THE CARING NEIGHBOURS
HOLIDAY CAMPAIGN

Each year in Vancouver, New Westminster and Surrey, corporate and community supporters come together to make the holidays warm and bright for children and seniors in need. In #theheartofKits, retailers from the West Broadway BIA collect donations and coveted gifts from children’s wish lists. In New West, sponsors are matched with low-income families and isolated seniors in the spirit of the giving season. And in Surrey, our newest campaign, local companies and their employees collect gift cards, toys and more to bring joy to local FSGV families. While 2020 will be a bit different due to COVID-19, FSGV’s clients know that they can count on the community for their generosity.

THANK YOU TO OUR SUPPORTERS CONT.
This past year, FSGV supported over twelve thousand families, seniors, women, youth, and newcomers across the Lower Mainland when they needed it most. We could not have done this without our incredible staff, who bring enthusiasm, ingenuity, and resourcefulness to their work each and every day. Our heartfelt thanks go out to our staff, volunteers, and communities for making brighter tomorrows possible for everyone.