

**WE ARE
READY
WE ARE
COMMITTED
WE ARE
RESILIENT
WE ARE
FAMILY
SERVICES
OF GREATER
VANCOUVER**





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



SHIFTING THE PERSPECTIVE

How do we learn to see life's challenging moments in perspective? For many, it's with the help of a support network—one that includes a community of positive and empathetic people, financial, housing, and food security, and access to health care and mental health resources. This support network acts as a physical and emotional backstop when we face adversity in our lives.



TONY KIRSCHNER
BOARD CHAIR

But what happens if you don't have the tools to build that network? At Family Services of Greater Vancouver (FSGV), we help clients out of crisis and into resilience. The continuum of care is at the forefront of our mission and vision—from a client's acute moment of need to empowering individuals and families to make more informed choices in life.

In the non-profit and social services sector, we are emerging from a challenging year during which the pandemic heightened the inequities in our communities. Yet through the difficulties, our staff, board, volunteers, and clients have all built their resilience.

We welcomed Maria Howard as our new CEO, and we look forward to her leadership in this new era as we celebrate 92 years of service and approach our centennial. On behalf of the board, we would also like to thank Karin Kirkpatrick for her tenure as CEO from January, 2017 to July, 2020.

With the support of our donors and governments, including COVID-19 relief funding, FSGV managed a modest surplus. This was the third and final year of a strategic plan, and while the pandemic created a difficult environment in which to operate, FSGV stayed true to its vision and goals.

The organization also continued to learn and listen as we expand our actions in diversity, equity, justice, and inclusion. Our programs and services were optimized to reach people where they're at—with the health and safety of our clients, staff, and volunteers always top of mind. Positive change is on the horizon.

THE RESILIENCE TO BUILD BRIGHTER TOMORROWS

*Psychologists define resilience as “the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress such as family and relationship problems, serious health issues, or workplace and financial stressors.”
In short, resilience is our ability to bounce back.*



MARIA HOWARD
CHIEF EXECUTIVE OFFICER

Like many qualities, resilience takes effort to develop and maintain. As difficult situations arise, the ability to reflect and regulate our emotional response, accept change, and find the means to forgive and heal all contribute to the development of our resilience. It does not appear as the result of a one-time experience, but builds over numerous experiences of trauma, tragedy, or threat—experiences all people will face at some point in their lives.

At Family Services of Greater Vancouver (FSGV), our vision is to build brighter tomorrows in which all people are resilient, confident, and filled with hope. I stepped into the role of CEO in September, 2020. Within my first months, it was clear that the staff take this call to action very seriously.

As a former rehabilitation counsellor, I have witnessed first-hand the dedication and compassion our front-line staff and all who support them face on a daily basis. Thank you for your commitment, this year more than ever.

I would also like to thank outgoing CEO Karin Kirkpatrick, who so diligently ensured this agency's success during her tenure, January 2017 through to July 2020. Now, as we look toward the future of the organization, I am thrilled to work with the staff, board, and volunteers at FSGV to chart the next chapter of impact on the lives of thousands of British Columbians.

It is our responsibility as an agency to ensure the organization is resilient, our people are resilient, and that we continue to empower our clients to build their own resiliency. After all, resilience is about more than surviving the worst day; it's about thriving every day so we can live meaningful and fulfilling lives.

BUILDING RESILIENCE SINCE 1928

At Family Services of Greater Vancouver, we've been helping people in crisis for 92 years. With a focus on supporting our clients to build their resilience, the 2020/21 fiscal year was truly symbolic of this mission. We increased access to critical resources, ensured essential in-person supports were sustained, and found new ways to deliver programs and services online—all with limited or no delay of service.

In delivering more than 50 programs, services, and workshops across Greater Vancouver, we help people develop skills and knowledge, and empower our clients to create positive change in their lives. From youth experiencing homelessness to families impacted by trauma, our highly trained counsellors, therapists, and staff approach every person with compassion to solve even the most complex challenges.



BUILDING STRONGER FAMILIES

Today's families are more varied than ever. Our programs and services approach every family with that in mind, empowering individuals and recommending solutions that lead to impactful life choices for everyone involved.

Our programs and services

- Counselling for individuals, children, youth, and families
- Trauma services
- Conflict mediation for parents and teens
- Financial empowerment courses and coaching
- Life skills development for children and youth with special needs
- Parent education programs



ENDING VIOLENCE AGAINST WOMEN, CHILDREN, AND SENIORS

Family Services provides victims of violence with support in whatever form it's needed. Our goal is to reduce harm, provide a continuum of care, and help every client discover their voice on their journey towards a safer, healthier future.

Our programs and services

- Advocacy, counselling, safety planning, and other essential supports
- Victim Services in partnership with municipal police services, the RCMP, and community policing centres
- Trauma services



SUPPORTING YOUTH IN OVERCOMING HOMELESSNESS

Street-involved and homeless youth face adversity at a young age. Directions Youth Services, a division of FSGV, empowers youth to acknowledge and face challenges, develop new skills, make healthier choices, and get closer to the lives they want.

Our programs and services

- 24/7/365 low-barrier drop-in centre in downtown Vancouver
- 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



DEVELOPING MORE INCLUSIVE COMMUNITIES

Engaged citizens are an essential component of a healthy community. We bring people together through programs and workshops so that all people across Metro Vancouver can benefit from social connection.

Our programs and services

- Counselling for individuals, children, youth, and families
- Free workshops, community kitchens, groups, and programs for newcomers, parents, and caregivers
- Financial empowerment workshops and coaching
- Parent education programs



**DONORS LIKE
YOU HELP US
TAKE CARE OF
THOSE IN CRISIS**

OUR IMPACT

**OUT OF CRISIS
INTO RESILIENCE**

At Family Services of Greater Vancouver, we're dedicated to lifting people out of crisis and into resilience. This past year, with the added challenge of a global pandemic, our staff served more than 11 thousand families, children, youth, women, and seniors across Greater Vancouver when they needed us most. With limited service disruption due to provincial health orders, our staff continued to meet people where they're at, through safe in-person interactions and new virtual programming.



BUILDING A FRAMEWORK OF JUSTICE AND EQUITY

*Family Services of Greater Vancouver (FSGV) has always strived to serve our community with access and inclusion at the forefront. Among our guiding principles are the terms **diversity** and **integrity**, pillars we encourage FSGV staff, board members, and volunteers to carry with them through all aspects of their work. At their core, these terms mean everybody matters and that we must always aim to do right by our clients.*

Events throughout 2020 sparked outrage and renewed calls for anti-racism, reconciliation, and indigenizing society. Like many organizations, FSGV recognizes that we have work to do to listen, learn, reflect, and establish new pathways forward. And while individual growth is important, organizational change requires consistent, focused intention and dedication to continue evolving year over year.

The **Diversity Committee** recently guided the creation of the FSGV anti-racism statement and contributed to an agency reconciliation commitment. In these statements, FSGV acknowledges that our societal structures were built on a colonial history that oppressed and harmed many people, and cause ongoing inequity in our communities. The statements begin to articulate a pathway to anti-racism, reconciliation, and decolonization at the agency. You can read the full statements at fsgv.ca/justice-equity.

In recent years, FSGV has also built internal awareness of the impacts of colonization, systemic racism, and implicit bias, and their effect on Indigenous and marginalized people. We have also built our knowledge about LGBTQ+ communities.

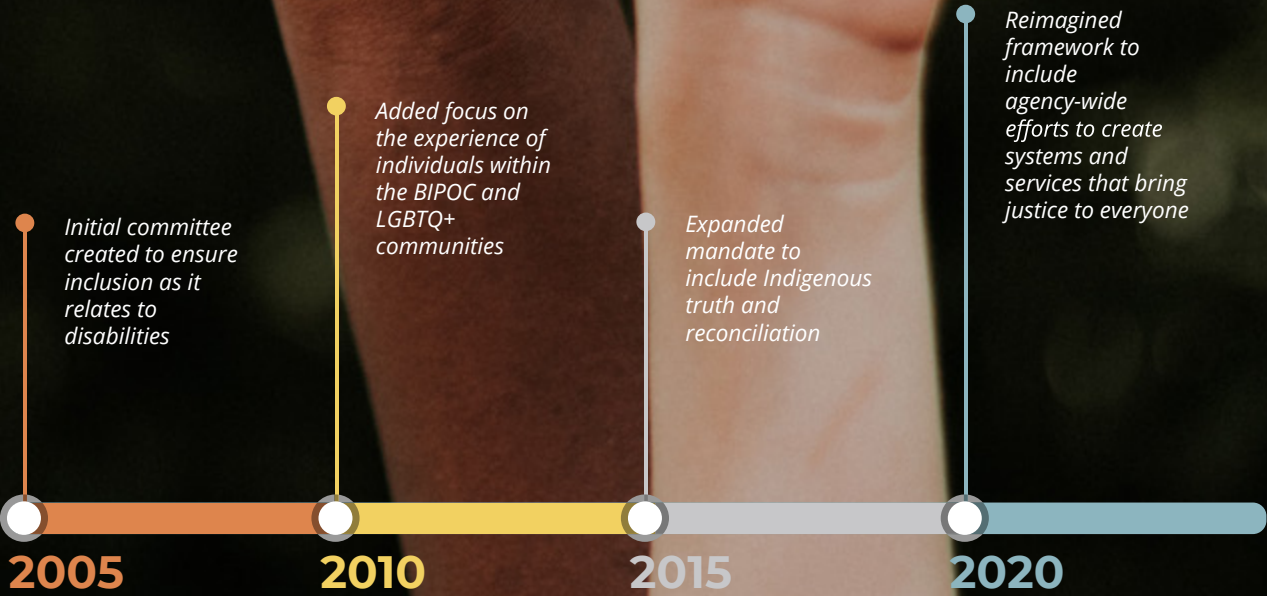
We know the impacts are real for our clients, staff, volunteers, and other stakeholders and constituents, and that the barriers to equity have significant consequences for the most vulnerable members of our community.

Today and moving forward, we will take the opportunity to reflect on how FSGV makes decisions, sets policies, and addresses community needs. We will work to ensure our staff better reflects the clients we serve, and we will increase opportunities for diverse perspectives to influence agency decision-making.

To appropriately address inequities, especially as they impact people with multiple and intersectional inequities, FSGV must thoroughly review our structures and systems as they relate to programs, operational activities, and partnerships.

This work has no completion date. To that end, FSGV commits to the ongoing exercise of measuring ourselves against our values, programs, policies, and practices to address justice, equity, diversity and inclusion now and for decades to come.

OUR JUSTICE AND EQUITY HISTORY



DIRECTIONS YOUTH SERVICES



When the COVID-19 crisis is just one concern for our most vulnerable clients, FSGV staff continue to serve.

Directions Youth Services Centre (DYSC) is open 24/7/365 but on any given night at 8:00 pm, the building is abuzz with activity: volunteers cook and serve meals, staff connect with clients, the media room is open, TV on. Youth connect and hang out. Those planning to access the shelter arrive, and, on nights with extreme weather, staff mobilize to accommodate additional people overnight.

When the pandemic hit, in-person and on-site supports at DYSC never stopped. Our clients do not have indoor

spaces of their own and our services respond to the most basic needs. The pandemic didn't change that. COVID-19 is not the only crisis for homeless and street-involved youth; the opioid poisoning epidemic and housing crisis chronically overwhelm this community.

While critical services did not close, DYSC suspended select programming and volunteer contributions, and removed the couches. Staff set up plexiglass barriers and sanitized high-touch surfaces regularly. They changed into work clothes at the beginning of shift, wore masks and face shields, and, when the risk was higher, donned additional protective clothing.

Clients could only enter the space to meet the most basic of needs: access to bathrooms, showers, laundry, and food. Staff gave the most vulnerable a chance to sit inside and rest. They provided information on programs that remained open and attempted to fill new service gaps, constantly triaging client needs and crisis. Seeing an increased need around food security, DYSC created a food pantry program.

Despite suspended programs, service delivery this year increased in many areas compared to last: clients seeking outreach supports, overdose responses, youth expressing dangerously poor mental health, critical incidences that involved violence or

aggression. All evidence of the many crises that youth face with or without COVID-19.

All the while, our staff showed up ready to provide compassionate and client-centered supports. They showed up when we didn't know how the virus spread. They showed up when buses stopped running, when downtown streets were empty, and when they were questioned or harassed for being outside. They continue to meet clients where they're at and provide support the best they can. They do it every day and every night.

ABOUT DIRECTIONS YOUTH SERVICES
Directions Youth Services offers low-barrier 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.

Government, foundation, and donor support helps nearly 1,000 youth per year to find safety from the streets, eat hot meals, receive medical care, find long-term housing supports, access detox, develop employment skills, and much more. FSGV provides unconditional care and empowers youth to take steps to build the lives they want.

For children and youth with special needs, the **Providing Resources and Independence for Youth Development** (PRIYD) program provides one-on-one and group life skills support in Burnaby, Richmond, and Vancouver. Our staff engage in goal-oriented and tailored assistance that helps young people achieve greater independence in their daily activities and build healthy relationships. The program also supports the young person's family by liaising with social workers, and providing behavioral consultants and other professionals as part of an integrated support team.

- PROGRAMS & SERVICES**
- 10K Supportive Housing
 - COLTS Young Parent Program & Daycare
 - Culinary Leaders in Training Program
 - Digital Media and Leaders in Training Program
 - 24/7/365 Directions Youth Services Centre
 - Directions Youth Detox
 - Directions Youth Haven
 - Directions Youth Safehouse
 - PRIYD
 - Street Youth Job Action
 - Street Youth Outreach Team
 - Transitioning Youth to Adulthood

1,049
Clients served

65K+
Service hours

30K+
Meals and snacks served

*“Getting a safe space to stay while I managed cravings, unable to leave without discharging, gave me the push I needed.”
—Directions Youth Detox client*

*“The outgoing staff always listen to my hard times, allow me to cry it out, then make me laugh right after.”
—10K Supportive Housing client*

FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM



The Family Services Employee Assistance Program (FSEAP) was there for thousands of Canadians as they navigated the uncertainty of pandemic stress.

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.

Then the pandemic added a new layer of complexity. Our clients faced job insecurity and work-from-home challenges, including social isolation, managing at-home childcare and

education, and increased anxiety and comorbid mental health conditions.

When the Provincial Health Officer recommended work-from-home and moved schools online, FSEAP knew additional supports would be needed for those who access our services. At the same time, it was important that our own staff—including counsellors, consultants, and critical incident response specialists—felt supported to manage their new responsibilities while coping with many of the same stresses faced by their clients.

In addition to transitioning existing programs online, the FSEAP team developed a number of new workshops

in a phased approach as the pandemic and public discourse evolved. Initial workshops focused on managing change and financial insecurity, while offerings introduced later in the year provided tools and skills to effectively deal with a prolonged period of pandemic stress.

The tone a year into the pandemic really shifted; our staff observed the narrative changing to concerns around how to gain back control, build resilience, and thrive. Despite the difficulties of the past year, there is momentum towards creating positive environments and a more resilient future.

ABOUT FSEAP

The Family Services Employee Assistance Program (FSEAP) is a social enterprise that provides workplace wellness and employee and family assistance to over 80 organizations across BC and the Yukon. We also provide Critical Incident Support Services in response to workplace deaths, accidents, and other traumatic events, and deliver a wide range of workshops and webinars addressing the specific mental health and wellness concerns of our clients and their employees.

FSEAP is the western Canadian branch of Canada's only national, not-for-profit, community-based employee assistance provider. Our services are designed and delivered with the belief that people and their needs should always come first. This influences all that we do, from program design to staff and provider qualifications, and how we count and report utilization to how we pay our providers.

PROGRAMS & SERVICES

- Employee & Family Assistance
- Health & Wellness Resources
- Workplace Training
- Management Consultation
- HR & Workplace Supports
- Critical Incident & Trauma Support
- Executive Coaching

FSEAP PANDEMIC WORKSHOPS

Phase 1: Apr-Jul 2020

- Stress and Anxiety Management During COVID-19
- Coping with Change
- Coping with Working from Home Through COVID-19
- Supporting Children and Teens Through Life Transitions
- Coping with Financial Uncertainty in Critical Times

Phase 2: Aug-Oct 2020

- Managing Multiple Priorities
- The New Normal: How do we Thrive?
- Self-Care in Challenging Times
- Managing Personal Relationships
- Three-part Series on Risks
- Coping Skills and Resiliency

Phase 3: Nov 2020-Feb 2021

- Vicarious Trauma
- Understanding Burnout: From Compassion Fatigue to Resilience
- Schools and COVID-19: Answers for Parents and Students
- Understanding Mental Health with a Special Focus on Anxiety and Depression
- Mental Fitness: Taking Care of Our Body and Mind During Challenging Times
- Enhancing Communication, Motivation, and Energy in the Workplace

6,810

Clients served

31K+

Service hours

"I just want to let you know how much I appreciate the support that you are all providing our organization during this challenging time."
—FSEAP client organization representative

"[FSEAP] allowed me to easily seek out counselling in a time of great need. The counsellor was amazing at her job and I could tell that she truly cared."
—FSEAP counselling client

COMMUNITY EDUCATION & DEVELOPMENT SERVICES



Community Education & Development Services (CEDS) offers a web of support so that clients feel connected and empowered in all areas of their life. CEDS includes programs and workshops in Community Food Skills, Community Connections, Parent Education, and Financial Empowerment.

At the onset of the pandemic, people across the country were confronted with a new threat, one most of us haven't faced before. The concerns for individuals and families varied, but for many of our clients who experience financial insecurities, the pandemic

heightened anxieties around secure housing, planning for meals, and supporting loved ones.

Within weeks of recommendations from the Provincial Health Officer to stay home and limit interactions, staff in our Financial Empowerment program—part of our Community Education & Development Services (CEDS)—launched the **C-19 Money Navigator**. It is still available to clients today, with support in seven languages.

The C-19 Money Navigator was added to our existing programs to help connect clients to the benefits and

financial supports available throughout the pandemic. Our coaches help people navigate overwhelming systems and provide education to build confidence and control over their finances.

At FSGV, we believe that financial literacy plays an important part in building brighter tomorrows. Poverty reduction includes helping people make the most of the resources they have. Our team helps people manage debt, create budgets, access financial subsidies and other entitlements, and plan for the future.

ABOUT CEDS

Building and maintaining connections in our community helps create an inclusive and resilient support network—one that will help us when we face adversity.

Programs in CEDS offer newcomers, parents, youth, and seniors the opportunity to engage with their peers and gain valuable life skills.

We support individuals facing complex and difficult circumstances, such as living in poverty, being a newcomer to Canada, struggling with parenting, or dealing with isolation.

Throughout the pandemic, our staff adapted and offered new models of program delivery, such as virtual Community Kitchens and online workshops. Though many people missed in-person connection, online engagement also created new avenues for participation for those who care for someone at home or experience social anxiety or chronic pain.

COMMUNITY FOOD SKILLS

- Community Kitchens and Food Skills
- Food, Fun and Facts
- School's Out: Cooking with School Agers

- Cooking through Grief
- Cooking for Families with Young Children
- BC Farmers' Market Coupon Program/Food Literacy

COMMUNITY CONNECTIONS

- Language Support
- Literacy New West
- Neighbourhood Small Grants
- Richmond Family Friends
- Holiday Support and Referral

PARENTING EDUCATION

- Nobody's Perfect Parent Support Groups
- Parents Connect
- Raising Exceptional Children
- Single Moms Group
- Arts Literacy/Creative Explorations
- Positive Discipline in Everyday Parenting

FINANCIAL EMPOWERMENT

- Money Skills Workshops
- One-On-One Financial Coaching
- Registered Education Savings Plan (RESP) information sessions
- Tax Filing Clinics
- Money Navigator
- Train The Trainer Workshops
- Youth Money Skills Workshops
- Saving Circles for Youth and Immigrant Women

1,944
Clients served

1,018
Program hours

*“As a person with disabilities, it is often too hard for me to shop and then cook food the same day. By having the ingredients ready for me, I could achieve the success of preparing the meal quickly. This was motivating for me”
—Community Kitchen client*

*“My coach helped me discuss my case in depth and provided me with various tools. She also was on call and advocated my case through each step.”
—Financial Empowerment client*

TRAUMA & COUNSELLING SERVICES



While some therapeutic models translate well to virtual counselling, those involving children require additional care.

Across all Trauma & Counselling Services, staff quickly pivoted to continue providing exceptional service to clients in the midst of the pandemic. Finding creative and effective ways in which to connect with children was a challenge because therapeutic interventions focus on play, art, and movement.

In our trauma counselling program that supports children and youth who

experience violence, therapist Katrina Grabner created a virtual storytelling and art-making group for young children and their parents or caregivers.

For each session, Katrina shares a video or facilitates the delivery of supplies in advance, so that participants have all they need at home to take part. In one session, the group read a book called *Visiting Feelings* that encourages readers to welcome and explore each feeling.

“That can be easier said than done,” Katrina tells the group, since, “each one of us was a child that grew up with

adults in our lives who may have had their own complicated relationship to different feelings.”

Katrina uses music, art, and other creative tools to navigate conversations around complex issues. Passionate staff across so many programs at FSGV took the time this past year to carve new pathways forward while managing the pandemic and its impacts on their personal lives.

ABOUT TRAUMA & COUNSELLING SERVICES

FSGV offers professional, compassionate counselling and trauma services to individuals, families, children, and youth in Vancouver, Richmond, and New Westminster.

Our counsellors are professionally trained therapists with graduate degrees in clinical social work and counselling who serve clients in English, Mandarin, Cantonese, Spanish, Korean, and other languages. Our Trauma Services programs serve survivors of incest, trauma, sexual abuse, and family violence.

FSGV also supports the professional development of aspiring trauma counsellors through a **Clinical Internship Program**. Interns are provided the opportunity to refine their counselling skills, develop new competencies, and nurture their personal development as a therapist—all from a trauma-informed, feminist, and anti-oppressive framework.

PROGRAMS & SERVICES

- Family Development/Response Counselling
- Healthy Connections: You and Your Baby
- PEACE Trauma Counselling for Children Affected by Family Violence
- Seniors Counselling
- Sexual Abuse Intervention Program
- Stopping the Violence
- Vital Connections
- Youth Counselling

“These programs are critical to families and children. It is important to have them available in a timely way and also free of charge. The program my family had [access to] changed our lives and my child is now thriving. Thank you!”
—PEACE Trauma Counselling client

“My counsellor is amazing. I felt instantly comfortable (never happens); she was gentle and assuring. She has such a wide depth of trauma-informed care knowledge; it was evident from the start.”
—Counselling client

284
Clients served

3,203
Service hours

2,766
Sessions provided

“My therapist was an excellent fit for me. Her empathy, compassion, and listening skills are excellent. I was well cared for by her.”
—Counselling client

SPECIALIZED FAMILY SUPPORT SERVICES



In the past year, the resources families need (and how they need them) have changed.

Across Greater Vancouver, families who access our **Specialized Family Support Services** have unique needs. Our staff provide families with support and referrals to the programs, services, and solutions that will best serve each client. During the pandemic, many of those responses needed to be online to ensure the health and safety of everyone involved.

Clients in **Project Parent** accessed virtual financial empowerment workshops in collaboration with FSGV Community Education & Development

Services (CEDS), gaining skills and knowledge to navigate the pandemic. Another collaboration brought foster families together online to participate in a **Community Kitchen** program. Groceries were delivered to participants in advance, so that everyone could cook and engage with their peers in real time online. Inspired by the workshop, one of our youth participants went on to successfully apply for a culinary program.

Over the summer when outdoor group activities were permitted, parents in our Family Day program in **Family Preservation** gathered for Mother Goose and Parenting Education groups in the park. In cooler months, we

offered these programs in a virtual setting. To support early childhood education for families across all of our program areas, we launched the **Parenting Place** blog, a destination for resources and information.

Through these efforts and the indomitable spirit of our staff, the pandemic did little to slow down service delivery. In fact, **Parent-Teen Mediation** surpassed the number of families that it planned to support throughout the year.

ABOUT SPECIALIZED FAMILY SUPPORT SERVICES

Counsellors and case workers across all FSGV **Specialized Family Support Services** are experts who approach every family with care and consideration. Across these programs, staff assess at-risk families and support them to achieve goals that are in the best interest of the children and family as a whole. FSGV offers support in the following areas:

Family Preservation and Reunification

Vancouver Family Preservation and Reunification Services helps diverse families increase their safety and wellbeing. Services offered are broad, tailored to a family's unique needs, and can include meeting concrete needs—like securing emergency shelter, food supplies, or income assistance—parent education, and therapeutic interventions that address family dynamics, domestic violence, or substance misuse.

Foster Family Support

Foster Family Support Services helps foster parents, their family members, and extended family caregivers to provide care to children on behalf of the Ministry of Children and Family Development.

Project Parent

Project Parent offers in-home counselling, parenting education, and support services to at-risk families with children in Burnaby, New Westminster, and Fraser South. Family counsellors work with families for up to a year, helping parents develop and strengthen their skills to meet their children's physical, emotional, and developmental needs.

Parent-Teen Mediation

The Parent-Teen Mediation program is available to Burnaby and New Westminster families experiencing interpersonal conflict between parents and teenage children. The program is staffed by highly skilled multilingual mediators with conflict-resolution training and experience working with youth.

Early Childhood Community Consultant

Our Early Childhood Community Consultant helps clients better understand early child development, infant and early childhood mental health, and offers information and resources about play-based learning, social and emotional development, healthy attachments, healthy routines, and more.

6,656

Clients served

28K+

Service hours

2,253

Families served

“Working with B has been very enlightening, helping me to understand my grand-daughter and why she feels as she does. B has taught me to see situations in a different manner. I will miss our weekly sessions as I have learned from them.”
—Project Parent client

VICTIM SERVICES



FSGV improves client care with PADS Accredited Facility Dog, Nessa.

Family Services has a long history of embedded programs with police, beginning with the **Vancouver Incest and Sexual Abuse Center (VISAC)** program established in 1985. The program supports children and youth who were either victims of domestic violence or sexual abuse, or otherwise exposed to violence.

The VISAC program now operates out of the **Treehouse Child and Youth Advocacy Centre** as a part of a multidisciplinary team with the Vancouver Police Department (VPD), Ministry of Children and Family Development (MCFD), and Vancouver Aboriginal Child and Family Services Society (VACFSS).

Isis Li is one of our VISAC Victim Services staff embedded with Treehouse. In 2019 she became the handler for a PADS Accredited Facility Dog, Nessa, that works with Isis in her victim support work. Accredited

Facility Dogs assist community care professionals in cases where there will be a physical, social, or emotional improvement with the presence of a dog and its specially trained dog-handler team.

Over the past year, Nessa has also helped other high-risk or vulnerable clients at FSGV, as requests from other Victim Services programs grow. Throughout the isolating pandemic, both Nessa and Isis continued to work with vulnerable survivors, providing comfort and compassion when it's needed most.

ABOUT VICTIM SERVICES

For over 35 years, Family Services has delivered Victim Services to women, children, and seniors who have experienced domestic violence, sexual violence, and human trafficking. Family Services has 18 Victim Support Workers embedded in or working in partnership with various police units in New Westminster, Richmond, UBC, and Vancouver.

Victim Services is accessible to anyone in need—whether or not they have reported the crime to the police.

Victim Support Workers offer clients trauma-informed support, safety planning, referral to resources, support navigating the criminal justice system, advocacy with various Ministries, and community education about sexual assault, human trafficking, and domestic and gender-based violence.

“I am feeling more comfortable and less stressed out since receiving supports. I am appreciative of and always feel better after we talk.”
—Richmond program client

New Westminster

- Burnaby/New Westminster Community-Based Victim Services

New Westminster Police

Department

- Domestic Violence Response Team
- Elder Abuse Unit
- Special Investigations Unit

UBC RCMP

- Police-Based Victim Services

Richmond

- Richmond Community-Based Victim Services

Vancouver Police Department

- Domestic Violence Unit
- Counter Exploitation Unit
- Elder Abuse Unit
- Provincial Protective Measures Unit

“Thank you. After having him tell me and treat me like I was nothing for so long it is nice to be validated that I am not what he said I am.”
—DVACH program client

815

Clients served

26K+

Service hours

“We want to express how truly grateful we are for all the care and support you have given. Your guidance, understanding, patience, kindness, knowledge, resources, and firmness when needed has helped us through the most difficult time of our lives. It is very important to us that we have a safe and supportive person we can turn to. We know we can depend on you and trust you. So from the bottom of our hearts, thank you.”
—VISAC program client

A YEAR OF ONLINE FUNDRAISING

Like non-profit organizations across the province, Family Services of Greater Vancouver had the health and safety of event guests at top of mind. For our 2020/21 fiscal year, we found new ways to reach donors online, raising \$506,933 across our virtual campaigns and initiatives.



SLIPPER SOIRÉE

Your sofa, your schedule. Don your favorite pair of slippers in support of children, youth, and families in crisis. In October, 2020 FSGV went virtual for its signature event of the year, including an online auction, raffle, and matched giving campaign.



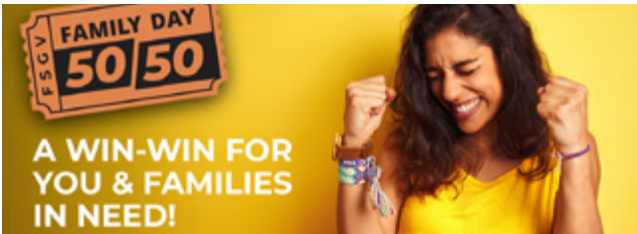
VANCOUVER SUN RUN

There's a distinct connection between health and community. In 2020, FSGV joined the Vancouver Sun Run Charity Program, which provides registrants the opportunity to raise funds for local charities through pledges and registration.



CARING NEIGHBOURS HOLIDAY CAMPAIGN

Every year, this campaign provides support to seniors and low-income families with children across Vancouver, New Westminster, Surrey, and Richmond. In November 2020, to keep both donors and recipients safe, we provided gift cards for food, toys, and other essential items to 800+ individuals.



50/50 RAFFLE

Families come in all shapes and sizes, and Family Day in February is all about celebrating that. But for some of our clients, family can also be challenging. To ensure vulnerable families have the resources they need, we launched our first ever 50/50 raffle. A win-win for families across the board.

A GIVING STORY LEONA & ALFRED

For more than 20 years, FSGV and the communities we serve have benefited from the wonderful support of Leona Kolla and Alfred Schultz. As their affinity for FSGV and the work we do grew, so did their thoughtful philanthropy.

By helping FSGV support families, Leona and Alfred feel like they are supporting their neighbours. Like so many, they want to “give a little back.” Beginning with a single holiday season donation, their generous support now includes a number of gifts each year—most notably, their ongoing support as monthly donors.

Monthly giving is one of the easiest, most important ways to support FSGV. It creates dependable, flexible funding that gives our staff the opportunity to

plan with confidence and proactively address our clients’ needs.

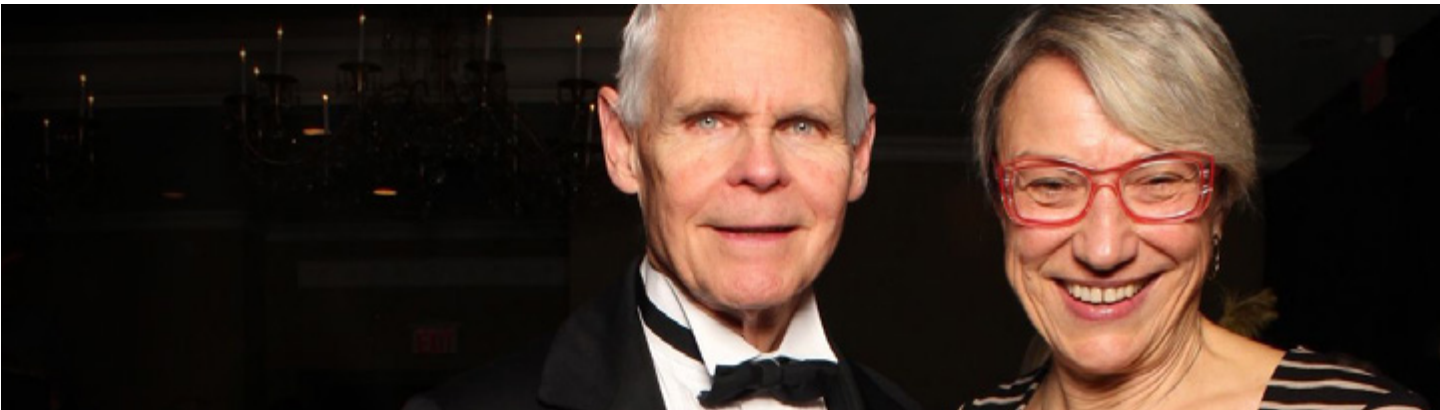
When asked what inspires them to give, Leona and Al shared a quote from their friend, Cress Walker. At the beginning of a 9,000 km sea voyage on a small sailing vessel, Cress wrote in his log: “We are making great time, having a great time, but it is everything we can do to keep up with the boat, keep warm food in us, and sleep in a cave that is bouncing, crashing, rattling, and just damn damp.” Al and Leona know that sometimes a little help can make a big difference to people whose lives feel like that sea voyage.

This simply wouldn't be possible without the support of donors like you, Leona and Al. Thank you for making a difference in the lives of people we serve.

20+

Years of support

Alfred and Leona know that sometimes a little help can make a big difference.



A GIVING STORY

CANUCKS FOR KIDS FUND

FSGV and the Canucks for Kids Fund (CFKF) have worked together to provide children’s health and wellness programs across Greater Vancouver for over 12 years. In that time, CFKF has contributed close to \$200,000 to FSGV campaigns and programs, including programs within Directions Youth Services and Trauma & Counselling Services.

Our partnership began in 2008 when CFKF supported the FSGV Respect, Safety and Violence Prevention (RSVP) program. RSVP, a school-based, anti-bullying program, was designed to help vulnerable youth develop healthy relationship skills through workshops and counselling.

In recent years, CFKF has supported the FSGV Healthy Connections program, providing new and expecting mothers who have experienced childhood trauma with group and individual counselling sessions. This support allows them to process and heal their own wounds, while forming healthy, loving bonds with their newborn.

At its core, the program aims to strengthen social support networks and peer relationships by creating a sense of connection between participants, developing trust and companionship, and exploring resiliency.

We are grateful for the long-term commitment of CFKF, whose support has helped so many children, youth, and their families make healthy choices and find optimism for the future.

\$200K

In program grants over 12 years

“We are so grateful to play a small role in supporting FSGV and their transformational work. The Healthy Connections program builds stronger families and, in turn, stronger communities, the impact of which can influence generations.”
—Alex Oxenham, Executive Director, Canucks for Kids Fund

PHOTOS: DEVIN MANKY; JEFF VINNICK



PARTNERS IN CARE

NEW WEST POLICE DEPARTMENT

For more than 35 years, Family Services has delivered victim support services to women, children, and seniors who have experienced domestic or sexual violence.

In 2021, FSGV marked a 25-year partnership with the New Westminister Police Department (NWPD), where our embedded victim support workers offer clients trauma-informed counselling, safety planning, referrals, and more.

Over the length of this community-based partnership we have secured hundreds of positive outcomes for our clients. FSGV staff have witnessed the compassion and care with which detectives in the Domestic Violence Unit, Elder Abuse Unit, and Special Investigations Unit approach every person that comes through the door.

All FSGV victim support workers approach clients as individuals, meeting them where they’re at. For some people, this means building up a rapport over several meetings at a coffee shop, while others may want to speak to police early or learn about the court process. People who have experienced domestic or sexual violence may also be going through other challenges in life, and FSGV connects them to other programs and services that will improve their unique situation.

We are grateful to the NWPD for their dedication and commitment to helping people build resilience through a partnership that’s focused on the individual continuum of care.

25
Year partnership

“Survivors of elder abuse, sex assaults, and high-risk domestic violence can have confidence knowing that when they reach out to the New Westminister Police Department, they will be receiving specialized support. Our partnership with Family Services of Greater Vancouver has made a big difference for victims of crime in this city.”
—Chief Constable Dave Jansen, New Westminister Police Department



YOU MAKE
OUR WORK POSSIBLE

From April 1, 2020 to March 31, 2021, 1,000+ individuals, corporations, foundations and community partners gave generously to help create brighter tomorrows for the clients and communities we serve. FSGV is proud to recognize your generous support. You help us help the individuals and families who need us most.

LEADERSHIP CIRCLE

\$100,000 or more

Community Food Centres Canada
Ministry of Public Safety and Solicitor General
Pattison Outdoor Advertising
Vancity Community Foundation
Vancouver Foundation
Anonymous (1)

\$50,000 to \$99,999

Community Gaming Grants Branch
Diamond Foundation
Grante Goodwyn Fund, held at Nicola Private Giving Foundation
The Grayross Foundation, held at Vancouver Foundation
Greater Vancouver Food Bank
United Way Toronto & York Region
City of Vancouver
Anonymous (1)

\$10,000 to \$49,999

Aragon Properties Ltd
Canadian Women's Foundation
Canucks for Kids Fund
City of Richmond
Coast Capital Savings
Decoda Literacy Solutions Society
The Edith Lando Charitable Foundation
MariaMarina Foundation
The McGrane-Pearson Endowment Fund, held at Vancouver Foundation
Corporation of the City of New Westminster
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Wheaton Precious Metals Corp
Anonymous (3)

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\$5,000 to \$9,999

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Thank you to all 507 donors who gave up to \$100.

* denotes members of the Board of Directors as of March 31, 2021

We have done our best to include all supporters, and sincerely apologize for any errors or omissions.

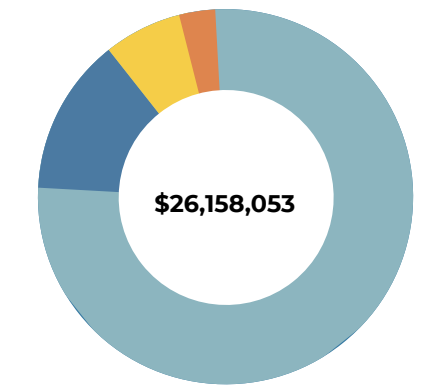
Please contact us at 604 731 4951 x4023 to update your acknowledgement.

OUR FINANCES

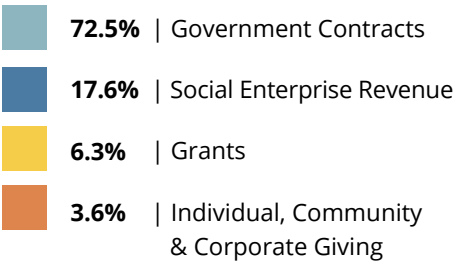
As a non-profit, FSGV is driven by our mission. With a bottom line that takes into account both client success and balanced budgets, FSGV aims to make a positive impact in our community year over year. We continue to provide expert programs and services, while re-negotiating fair service delivery contracts, diversifying our revenue to support modest administrative costs, and creating efficiencies wherever possible.

While the 2020-21 fiscal year was impacted by the COVID-19 pandemic, financial support from governments, corporations, and individuals helped FSGV manage a modest surplus.

2021 TOTAL REVENUE | \$26,158,053



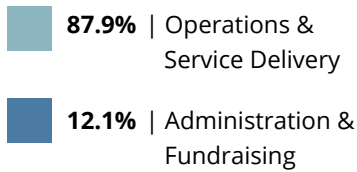
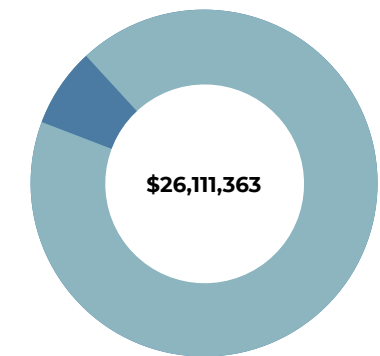
WHERE OUR SUPPORT COMES FROM



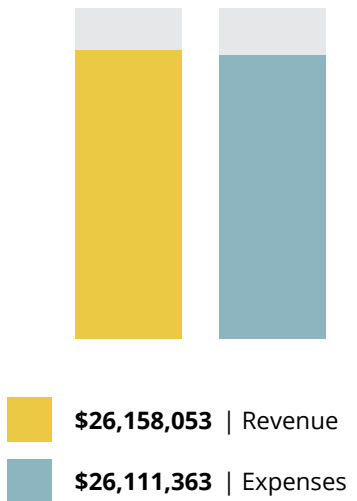
2021 TOTAL EXPENSES | \$26,111,363

EXPENDITURES

How our resources were used.

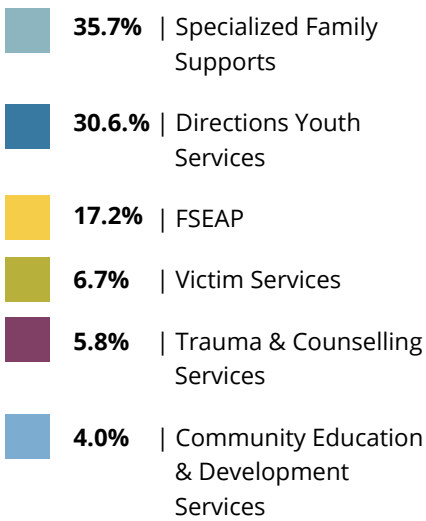
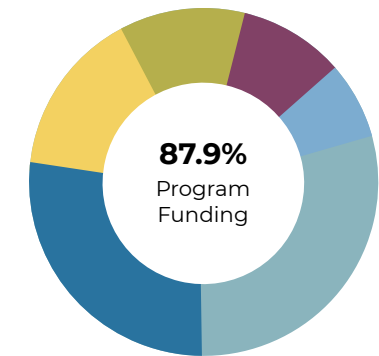


This year, FSGV experienced a surplus of \$46,690.



PROGRAM EXPENDITURES

Areas of work this funding supported.



OUR TEAM AND PARTNERSHIPS

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.

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MEMBERSHIP | ACCREDITATION



CONTRACT SERVICE DELIVERY PARTNERS



VANCOUVER – HEAD OFFICE
201 – 1638 E Broadway
Vancouver, BC V5N 1W1
T: 604 731 4951

- Administration
- Foster Family Support Services
- Individual and Family Counselling
- Family Services Employee Assistance Program (FSEAP)
- Financial Empowerment
- Healthy Connections
- Vancouver Incest and Sexual Abuse Centre (VISAC)
- Stopping The Violence
- PEACE Trauma Counselling For Children Affected By Family Violence
- Providing Resources and Independence for Youth Development (PRIYD)

VANCOUVER – FRASER STREET
4103 Fraser Street
Vancouver BC V5V 4E9
T: 604 875 6277

- Vancouver Family Preservation & Reunification Services

VANCOUVER – DIRECTIONS YOUTH SERVICES CENTRE
1138 Burrard Street
Vancouver BC V6Z 2E3
T: 604 633 1472
directionsyouthservices.ca

VANCOUVER POLICE DEPARTMENT
• Victim Services

UBC RCMP
• Victim Services

RICHMOND
250 – 7000 Minoru Blvd
Richmond, BC V6Y 3Z5
T: 604 279 7100

- Caring Neighbours
- Individual and Family Counselling
- Trauma and Sexual Abuse Counselling
- Financial Empowerment
- PRIYD
- Victim Services

COLTS DAYCARE & YOUNG PARENT PROGRAM
Richmond Secondary School
T: 604 668 6400 X 2250

BURNABY
• Financial Empowerment
• Parent-Teen Mediation
• PRIYD
• Victim Services
• Project Parent

NEW WESTMINSTER
301 – 321 Sixth Street
New Westminster, BC V3L 3A7
T: 604 525 9144

- Individual and Family Counselling
- Vital Connections For Seniors
- Youth Counselling
- Stopping The Violence
- Financial Empowerment
- Caring Neighbours
- Parent-Teen Mediation
- Project Parent
- Victim Services

NEW WESTMINSTER POLICE DEPARTMENT
• Victim Services

SURREY
12 – 15355 102A Avenue
Surrey, BC V3R 7K1
T: 604 900 6695

- Project Parent Fraser South

**DIRECTIONS YOUTH DETOX
DIRECTIONS YOUTH HAVEN
DIRECTIONS SAFE HOUSE**
(Undisclosed)

Media Inquiries
Ariane Fleischmann
Manager, Communications & Advocacy






T: 604 731 4951 x 4156
afleischmann@fsgv.ca

Fundraising & Partnerships
Amanda Sayfy
Director, Fund Development & Communications

T: 604 731 4951 X 5004
asayfy@fsgv.ca

50+ PROGRAMS AND SERVICES AT 14 LOCATIONS

This past year, FSGV supported over eleven thousand families, seniors, women, youth, and newcomers across Greater Vancouver 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.

 fsgv.ca  @FamilyServicesGreaterVancouver  @VanFamServices
 Family Services of Greater Vancouver  VanFamServices





FAMILY SERVICES
of Greater Vancouver

REPORT TO THE COMMUNITY 2020/21

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