



2017 - 2018 ANNUAL REPORT

Serving the Community Since 1977



CAMPBELL RIVER FAMILY SERVICES STAFF - SEPTEMBER 2018

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(North Island)
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**Province of
British Columbia**
Legislative Assembly



Claire Trevena, MLA
(North Island)

17th July, 2018

Camille Lagueux, Executive Director
Campbell River Family Services Society
457 10th Avenue
Campbell River, BC
V9W 4E4

Camille
Dear Ms. Lagueux

I am pleased to offer my congratulations to Campbell River Family Services on the occasion of your 2018 Annual General Meeting. Since 1977 the Family Services Team have been providing quality and essential service to the residents of Campbell River with compassion and care.

The work they do ensures families in Campbell River have access to the resources necessary and the support they need at any stage of life.

Campbell River Family Services make an immense contribution to the people of Campbell River area and I hope they continue to do so for many more years to come.

Best regards

A handwritten signature in blue ink, appearing to read 'Claire Trevena'.

Hon. Claire Trevena, MLA
North Island

WHO WE ARE

WHAT ARE WE ABOUT

Our Board of Directors

All of us at CRFSS would like to thank our volunteer Board of Directors for their leadership, guidance and support.

Our 2017 – 2018 Board of Directors:

Grant Desmet, Current Chair
Mary-Lou Vanstone, Past Chair
Gemma Simonett, Vice Chair
Shannon Sekulich, Treasurer

Diana Vaton, Secretary
Don Ramer, Director
Amanda Raleigh, Director



Our Mission

"We enhance the well-being of families and individuals through the programs and services we provide."

Our Vision

"Because the Campbell River Family Services Society exists:

- *Campbell River Families have the resources they need to be healthy, strong and resilient*
- *Campbell River has an organization that is stable, healthy and able to provide important family programs and services*
- *Campbell River is a strong, thriving, connected community where the well-being of families matters."*

Last year, Campbell River Family Services Society celebrated 40 years of providing services to the community. Since 1977 people in need have been turning to CRFSS, a community-based, non-profit organization providing services to individuals, children, youth and families living in the Campbell River area.

From care for new born babies to friendly visiting for seniors, CRFSS programs and services make a difference in the lives of the persons they serve.

CRFSS has been continuously accredited by CARF International since 2004.

*ALL of the art work featured in this report has been created by children and youth who have received services from CRFSS.
Thank you to everyone for your support of our art projects.*

THE BOARD OF DIRECTORS

Wow, it's hard to believe that another year has passed by already! 2018 has been a busy and exciting year for Family Services.

Firstly, we were all deeply saddened by the loss of Freda Martin, a long-time supporter of our organization and proponent of getting our own building. I know the Board of Directors and staff will work hard to carry on her legacy.

One of the main accomplishments that the Board and staff worked on this year was completing the 2018-2021 Strategic Plan. Our thanks to Meaghan Cursons for working with us to create a vision for us to work towards!

The Board has also been working on amending our Society's Constitution and By-laws in accordance with the Societies Act.

One of our goals is to continue working towards a new building for us to thrive and provide the invaluable services to families and individuals to build healthy, strong, and resilient people in our community. Though at times it seems to be a monumental goal, I am confident we can make it happen!

We, as the Board of Directors, speak often of the fantastic, caring, and energetic staff at Campbell River Family Services and we are truly thankful for the hard work put forward on a daily basis by our staff and management team. A special thank you should go out to Camille Lagueux, our incredible Executive Director who keeps us on track and makes our jobs as board members easier.

Thank you all for another terrific year!

Grant Desmet
Board Chair
CRFSS Board of Directors



A WORD FROM

THE EXECUTIVE DIRECTOR

Thank you for making the past year a productive and successful one for Campbell River Family Services Society. With another busy year behind us, we can look back on our accomplishments and look ahead with confidence and hope.

A new strategic plan setting the course for 2018 – 2021 identified four (4) key result areas (facility, succession planning, relationship building and serving community) upon which our foundation for achieving success in the next three years will be built. The strategic planning process resulted in some changes to our vision statement and our statement of beliefs, however our mission statement was confirmed and remains as previously stated. Strategic planning is a Board driven initiative and I would like to thank the Board for their commitment and hard work that has resulted in a clearly articulated direction for the future.

Operationally, the past year had its successes and challenges. In early April 2017, we closed the CR Housing Resource Program – what was initially meant to be a one year pilot project designed to build awareness and community capacity around the issue of homelessness lasted nearly 3 years. Although this goal was achieved, it is never easy to say goodbye to dedicated staff members and to close a program. In what was an unusual circumstance for us, we also had a higher than normal rate of staff turnover during the past year – retirement, maternity leaves and lay-off accounted for several of the changes and we also had staff turnover for other reasons that included career advancement and personal circumstances. Our best wishes go to those who have left and a hearty welcome to our new colleagues. A very successful fundraiser in November raised funds to help offset the costs of our Community Gaming Branch funded programs and grants from United Way, Success By 6, the Campbell River Community Foundation and Canada Summer Jobs enhanced, supported or delivered services and programs not covered by our core funding. In 2017, CRFSS was also selected to be one of 30 sites across Canada to receive training for the “Building Connections” program; a training that supports community based programs to address interpersonal violence through group intervention. This past year, CRFSS was also the recipient of the Epicure Foundation \$10,000.00 in-kind grant (1 of 15 across Canada) and one of five winners of a \$20,000.00 cash grant from Epicure. Both Building Connections and the Epicure grants were the result of proposals put forward by Deb Koster, Early Years Team Leader – thank you Deb for your outstanding contribution to both your Team and the organization. Modest funding increases this past year to programs that work with some of our most vulnerable clients enhanced our capacity to deliver services in the areas of sexual abuse, victim services and children who witness abuse.

There was so much more that happened this past year and the following pages will capture some of those highlights. Our mission is simple – to “enhance the well-being of families and individuals through the programs and service we provide”. When we are successful at doing this our community succeeds.

Camille Lagueux
Executive Director
CRFSS



PROGRAMS

AND SERVICES

EARLY YEARS SERVICES

Programs and Services:

Creating Healthy Families Program

Family Place Program

Family Resource Program

New Beginnings Program

Pregnancy Outreach Program

Triple P Parenting Program

Some of Our Performance Information:

- 13,342 visits to Family Place programs during 2017/18
- 90% of parent participants in the Family Resource Program report enhanced communication with their child/ren as a result of coming to the program
- 137 high risk pregnant women received services, including 67 new intakes in the Pregnancy Outreach Program in 2017/18
- 95% of parents attending Family Place programs report feeling more connected to their community as a result of coming to the program

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"I love being part of a group of mothers and feel connected to other moms." (Family Resource Program Participant)

"I love coming to the groups. It gets me out of the house, meeting new people and learn new things. It's amazing to have a group to come to and have a community." (Creating Healthy Families Program Participant)

"I want to say how amazing everyone here is. I feel 100 percent comfortable. I know even on bad days I can talk to the workers. It's become a family place for me and my family. Really appreciate this place." (Family Place Program Participant)

"I am so happy with this program, my worker has helped me so much. I am new to Canada and English is not good. My worker helped me meet other moms and learn healthy pregnancy. She introduced me to the Public Health Nurse and the other workers in the program, all who have helped me so much. I am very grateful for Campbell River Family Services Society. Really

nice people there to help. Thank you so much." (Pregnancy Outreach Program)

"I love the pregnancy outreach program, the staff were helpful. I love being in a group of girls who know what I'm going through and sharing stories and meeting new people. I liked learning new things throughout my pregnancy from my workers and health professionals. Having water and lunches before group was a life saver when I forget to eat." (Pregnancy Outreach Program)

"The Triple P Program definitely helped me find some techniques to parent more peacefully. This course has helped me establish more control over my own reactions and boundaries, allowing for more teachable moments instead of conflicted ones. I have noticed quite a difference in the respect levels between my daughter and I as communication replaced the power and control dynamics. I would definitely recommend this to any parent."

PROGRAMS

AND SERVICES

CHILDREN & YOUTH SERVICES

Programs and Services:

Child & Family Liaison Program
Child, Youth & Family Development Program
PEACE Program
Child & Youth Community Engagement Program
Group Works Program
Sexual Abuse Intervention Program

Some of Our Performance Information:

- 100% of clients receiving services in the Child, Youth & Family Development Program reported that services they were receiving helped them achieve their goals in counselling
- 65 children/youth received services in the Sexual Abuse Intervention Program in 2017/18
- 95% of children/youth receiving services in the Child & Family Liaison Program reported they have learned new coping strategies
- 204 children/youth/parents received services in our many groups offered in the Group Works Program
- 100% of clients surveyed in these programs reported feeling safe at CRFSS

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"I am honoured to have my children participate in your programs. The services here are current and forever improving, since my time here in the 1980's." (Mother of a Child & Family Liaison Program Participant)

"I liked that everyone was like me and I'm not alone. I learned some tools and how to manage my anxiety. The instructors were amazing!" (Child in the "Worry Warriors" Group)

"As a caregiver to the participant, he receives the one on one that's desperately needed. It's his only outlet. It's a positive relationship." (Caregiver of a Child & Youth Community Engagement Program Participant)

"My son learned how to cope with his anxieties better and was able to express his feelings, also use his words about his feelings. A very beneficial group. Thank you." (Parent of a 5 year old child in the "Social Skills" Group)

"The counsellor has helped my family and has so much knowledge and compassion. She is very caring and kind. Great strategies that helped our family when needed most. Was very thankful they had a spot available for help when needed." (Parents of a Sexual Abuse Intervention Program Participant)

"I like having the feeling of being involved and being able to voice my opinions, ideas and feelings to someone who'll listen." (Child, Youth & Family Development Program Participant)



PROGRAMS

AND SERVICES

FAMILY & ADULT SERVICES:

Programs and Services:

**Behavioural Consultant to
Caregivers Program**

Better at Home Program

**Children & Youth W/Special Needs
Behavioural Consultant Program**

Community-Based Victim Services Program

**Early Childhood Behaviour
Consultant Program**

Family Supervision Program

Family Support Program

Parent Education Program

**Extended Family/Out of Care
Options Program**

Some of Our Performance Information:

- 92 seniors received services from the Better at Home Program in 2017/18
- 100% of caregivers receiving services in the Behavioural Consultant to Caregivers Program reported having increased their knowledge of appropriate behaviour management techniques
- 100% of clients receiving services in the Family Support Program felt the program had a positive influence on their parenting abilities
- The Community-Based Victim Services Program had 230 active files in 2017/18
- 100% of caregivers receiving services in the Extended Family/Out of Care Options Program reported having increased their knowledge of the emotional and behavioural issues of children in their care

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"Your service is great. Dad is having lots of issues and I am too far to take him to his appointments so you are a huge help." (son of 82-year-old "Better at Home" participant)

"Working with my consultant and CR Family Services has been a wonderful experience. What I like most is the program is personalized and specific to the issues we are facing and have gained a tremendous amount of insight and support. I would recommend wholeheartedly any of the programs they offer; I don't know how I would have made it through the difficult times we have been through without their support." (Early Childhood Behaviour Consultant Program Participant)

"My spouse and I have had nothing but positive experiences since being blessed with being part of this lovely program. Since being

part of this program, we have encountered many amazing, positive people. Our community is blessed to have such amazing men and women working together to help support so many families in need of guidance and support." (Family Support Program Participant)

"I could not and would not function in my job without the support and advice from our Behaviour Consultant. Knowing they are a phone call or text away is very reassuring when dealing with a high needs child." (Behaviour Consultant to Caregivers Program Participant)

"I love being able to learn more strategies on how to be a positive parent and help our son become a more confident person. Thank-you, I would be lost without you!" (Children & Youth with Special Needs Behavioural Consultant Program)

PROGRAMS

AND SERVICES

GOLD RIVER: **Programs and Services:**

PEACE Program

Community-Based Victim Services Program

FOOD SKILLS PROGRAM

CRFSS was a recipient of two Epicure Foundation grant programs. We received \$10,000 in Epicure cookware and a \$20,000 donation support our Food Skills Project.

The Food Skills Project aims to address issues for our participants around food security. We strive to increase knowledge of nutrition and “positive effects” of healthy eating under the supervision of our registered dietitian. We also aim to increase basic kitchen skills, improve cooking skills, budgeting, and try new recipes.

In April, 2018 we began our first 4 session Food Skills/Cooking Class. We had 10 participants and provided child-minding for their children. Moms in the program learned food safe skills, safe knife use, how to read recipes and try new healthy recipes to feed large families. Food was prepped in class and then taken home to cook and serve to their families. Moms then reported back at the next session on how the cooking went for them, if they added anything to the meal, and how they enjoyed the food. At the end of the 4 sessions each mom received a beautiful Epicure wok with a glass lid. We will run our next group of 10 participants in October, 2018.



STAFF: 2017-2018

Administration & Finance

Camille Lagueux	Janis MacDougall
Christine Petersen	Christine Belle-Oudry
Aolani Delorme	Phyllis Alexander
Sarah Samson	

Family & Adult Services

Sandra Bellosillo	Mary Cutts
Jessica Graham	Lenora Grey
Gloria Jackson	Kelly McArthur
Karissa Everett	Laurie Overton
Roberta Peniuk	Linda Schulz
Jayne Sylvester	Brenda Wagman
Robert Shoemaker	

Students

Rachelle Addison	Sydney Nauss
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Children & Youth Services

Barbara Buckle	Marion Bryan
Chris Camilleri	Jaime Gibson
Ross Griffiths	Dawn Hamilton
Janice Luciw	Joyce Pielou
Tami Reicker	Lynette Walley

Early Years Services

Deborah Koster	Amanda Adams
Cheryl Dalton	Laura Johnson
Mara Kersey	Joyce McMann
Tamara Redekop	Emi Yukita
Sydney Nauss	

Gold River Services

Kelly McArthur

STRATEGIC PLANNING

Every three years, Campbell River Family Services Society goes through a strategic planning process - the result of this process is a written Strategic Plan that sets the organizational direction for the next three years. The goals and priorities that are set in the Strategic Plan are based on taking advantage of identified strengths and opportunities and by addressing weaknesses and threats. In late 2017, CRFSS underwent a facilitated strategic planning process that included the board of directors and organizational leadership and used input provided by staff members, community stakeholders and clients served by the organization.

*The 2018 – 2021 Strategic Plan has identified a “**strategic direction focused on clarity, resilience, responsiveness and communication**” based on 4 Key Result Areas:*

1. **FACILITY**
2. **SUCCESSION**

3. **RELATIONSHIP BUILDING**
4. **SERVING COMMUNITY**

PERFORMANCE

REPORTING

As a CARF accredited organization, CRFSS is required to collect and analyze data on an ongoing basis in both service delivery functions and business functions. **All accredited programs set specific goals and targets in the areas of service effectiveness, service efficiency, service access and service satisfaction.** These are measured annually and the results are used towards setting new targets to maintain or improve performance in those areas.

Most of the time, we meet or exceed our targets, but there is always room for improvement. Some programs have waitlists and this impacts accessibility for participants who have to wait for services. Some programs are “mandated” programs and this impacts effectiveness when persons do not have the option of participation in services. Regardless of extenuating or influencing factors, **100% of those surveyed felt that they were treated with respect at CRFSS.**



Performance “Snapshot” For 2017 - 2018

- ✓ Met our target for low number of incidents
- ✓ No loss exposures with respect to the risk management plan
- ✓ No formal client complaints or staff grievances in 2017
- ✓ We met or exceeded 100% of our targets in the effectiveness domain
- ✓ We met 100% of our target in the efficiency domain
- ✓ We met or exceeded 100% of our targets in the access domain
- ✓ We exceeded 100% of our targets in the satisfaction domain





INDEPENDENT AUDITORS' REPORT

To Directors of the Campbell River Family Services Society

We have audited the accompanying financial statements of Campbell River Family Services Society which comprise the statement of financial position as at March 31, 2018 and the statements of changes in fund balances, operations and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Campbell River Family Services Society as at March 31, 2018 and its financial performance and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Report on Other Legal and Regulatory Requirements

As required by the Society Act (British Columbia), we report that, in our opinion, the accounting principles in Canadian accounting standards for not-for-profit organizations have been applied on a basis consistent with that of the preceding year.

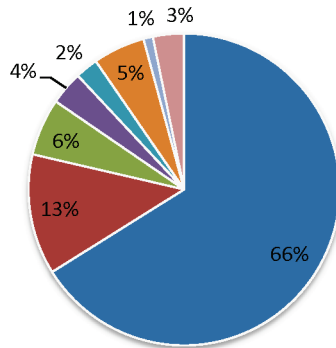
Other Matters

The supplementary information contained in the accompanying schedules is presented for purposes of additional information to management and does not form part of the financial statements.

Chan Nowosad Boates Inc.

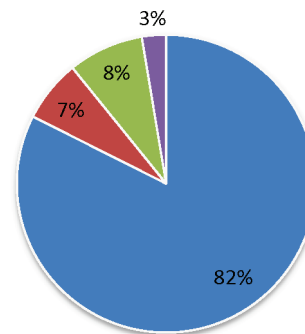
Chartered Professional Accountants
Campbell River, BC
July 31, 2018

REVENUE



- Ministry of Children and Family Development - 66%
- Ministry of Public Safety and Solicitor General - 13%
- Vancouver Island Health Authority - 6%
- Health Canada & Tillicum Lelum - 4%
- BC Gaming Policy and Enforcement Branch - 2%
- United Way - 5%
- Epicure Foundation - 1%
- Revenue Other Source - 3%

EXPENSES



- Wages & Benefits - 82%
- Direct Services - 7%
- Operating Costs - 8%
- Administration Costs - 3%

Statement of Operations - Combined Funds

REVENUE	2018	2017
Ministry of Children and Family Development - 66%	1,349,103	1,265,758
Ministry of Public Safety and Solicitor General - 13%	254,955	216,642
Vancouver Island Health Authority - 6%	120,999	136,605
Health Canada & Tillicum Lelum - 4%	70,858	70,858
BC Gaming Policy and Enforcement Branch - 2%	48,200	24,200
United Way - 5%	110,300	118,250
Epicure Foundation - 1%	20,000	-
Revenue Other Source - 3%	65,957	49,035
BC Housing	-	150,836
Total Revenue	2,040,372	2,032,184
EXPENSES	2018	2017
Wages & Benefits - 82%	1,627,131	1,680,854
Direct Services - 7%	133,400	259,245
Operating Costs - 8%	161,648	158,501
Administration Costs - 3%	51,653	44,375
Total Expenses	1,973,832	2,142,975
Excess (Deficiency) of Revenue Over Expenses	66,540	(110,791)

Campbell River Family Services Society
Statement of Financial Position
March 31, 2018

	2018	2017
	\$	\$
ASSETS		
Current Assets		
Cash	466,588	367,102
Accounts Receivable	31,358	33,711
	<u>497,946</u>	<u>400,813</u>
Due to Restricted Fund	-	(141,907)
Due from General Fund	-	141,907
Tangible Capital Assets	383,931	407,929
	<u>881,877</u>	<u>808,742</u>
LIABILITIES		
Current Liabilities		
Accounts Payable	43,882	60,549
Due to Government Agencies	27,110	29,648
Deferred Revenue	50,000	24,200
	<u>120,992</u>	<u>114,397</u>
FUND BALANCES		
Capital Fund	383,931	407,929
Restricted Gaming Fund	23,997	2,580
Restricted Programs Fund	210,916	141,795
Unrestricted	142,041	142,041
	<u>760,885</u>	<u>694,345</u>
	<u>881,877</u>	<u>808,742</u>

YEARS OF SERVICE

CRFSS recognizes that our employees are our greatest asset and we wish to honour the following staff members for their dedicated service and commitment to the organization.

The success of CRFSS is a direct result of their efforts, dedication and commitment to quality and personal and professional integrity.



Tami Riecker
5 years



Amanda Adams
10 years



Chris Camilleri
20 years



Laurie Overton
20 years



Chris Petersen
20 years



Gloria Jackson
25 years



Janis MacDougall
30 years



**“Friend of the Society Award”
Campbell River Community
Foundation – Mary Ashley**

FUNDERS & DONORS

Your support has changed lives in our community – Thank you!



Detailed financial statements and outcome management information
is available on request.

CAMPBELL RIVER FAMILY SERVICES SOCIETY

487 - 10th Avenue
Campbell River, BC V9W 4E4

www.crfamilyservices.ca