



# Campbell River Family Services Society

*Serving The Community Since 1997*

## Annual Report 2020-2021

# The Board of Directors Report

Hello everyone! It is that time of year again already and it seems like the years go by faster and faster the older I get. I hope this finds everyone healthy and happy to be able to get back to some “normalcy”, spending time with your loved ones, catching up with friends, and of course, being able to go out for dinner.

I know that for me personally I have felt a little disconnected with many parts of my regular world, including the wonderful people at Family Services. I haven't been able to drop in as much as I would like and I miss seeing people in the halls.

Our Board members have been able to continue to meet virtually each month through Zoom but of course this does not replace the personal contact that is so essential in most workplaces, especially the human services field. I am sure this is a familiar feeling for most of you and you have done your best to connect with your clients and colleagues any way you can.

Most of us were able to take part in the reconciliation journey this year and were honored to have Kathi and Chris Camilleri help us with that. We are looking forward to furthering that effort and also getting input into our future with some Strategic Planning this fall.

We as a Board are very proud of the way you all have handled yourselves during these trying times and want you to know that we appreciate all you do each and every day. You all have incredible talent and devotion for the work you do and it does not go unnoticed by our Board and our community.

Take care and stay healthy!

***Grant Desmet***  
*Board Chair*



# Who We Are

Campbell River Family Services Society (CRFSS) has served families needs for over 44 years. We are a non-profit, charitable organization with extensive experience providing quality services to children, youth, adults and families. CRFSS is governed by a volunteer Board of Directors and is staffed by qualified, dedicated individuals throughout all levels of the organization.

## Our Mission

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

## Our Vision

Because 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

## Our 2020-2021 Board of Directors

Grant Desment	Chair
Don Ramer	Vice-Chair
Shannon Sekulich	Treasurer
Diana Vaton	Secretary
Amanda Raleigh	Director
Mary Ashley	Director
Julie MacRae	Director
Marketa Finn	Director
Nicole Ramm	Director



*Campbell River Family Services Society is grateful to operate on the unceded territories of the Liḡʷit dax ʷ First Nation comprised of the We Wai Kai, Wei Wai Kum, and Kwiakah First Nations and the territory of the Mowachaht/Muchalaht First Nation.*



**Rachel Blaney**  
Member of Parliament  
North Island-Powell River

August 2021

To Campbell River Family Services Society,

As your member of Parliament, and next-door neighbour, I'm happy to provide greetings and best wishes for your coming year.

As our community grows so too do the needs of families, locally and in neighbouring communities that rely on Campbell River as a hub.

This past year has been a challenging one for everyone. More than ever we've witnessed and experienced the importance of family, but also the stress and strain of families as a result of the pandemic. Nearly everyone has experienced some level of concern about income loss, physical health or mental health. Now more than ever, we need strong and engaged social services and organizations that support people when and where they need it.

Thank you for continuing to do this critical and fundamental work for our community.

Sincerely,

Rachel Blaney  
Member of Parliament  
North Island-Powell River

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House of Commons  
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# Executive Director's Report

This past year has been a year like no other. It has challenged us, made us adapt to new realities and inspired us to never give up. But most importantly, it has made me proud of what Campbell River Family Services Society can achieve together in a time of great crisis.

CRFSS has been a strong, stable and consistent support to children, youth, adults and families throughout the past year and I am proud to lead our organization through such challenging times. I am incredibly humbled by the resilience that staff have shown during this pandemic. Together, we have adapted to changes in how we live, how we connect, how we work, and how we provide services to our clients.

With the onset of the pandemic, we quickly shifted to a virtual service delivery model offering phone and video sessions to ensure the continuation of vital services, while maintaining the safety of staff and clients. Throughout this time, we have continued to maintain our commitment to excellence and high standards.

Highlights during this past year included:

- Campbell River Community Foundation providing us with grants that enhanced our vouchers to support food security for high-risk pregnant women and assisted with re-opening/technology costs.
- The Canadian Women's Foundation providing us with grants to provide increased support to clients due to the diverse demands for service during the pandemic.

We were sad to say goodbye to the Better at Home Program last June, but the program is in the capable hands of Volunteer Campbell River and we wish them the best!

In the next few months, we look forward to developing a new Strategic Plan that will chart a course to enable us to achieve, sustain and advance our mission.

I want to thank the Board for their incredible support and concern this past year. I also want to acknowledge our funders and community partners who provided us with the resources and flexibility to manage the overwhelming demands of responding to COVID and delivering our services safely and effectively.

As we look forward to bouncing back to the "new normal", we continue to keep our clients and their families uppermost in our minds. They are, after all, why we exist. We will continue to work with our partners, funders, government, and clients to find our place in this shifting health care landscape.

And through it all, our focus will remain where it belongs, on the children, youth, adults, and families in need of our support.

*Dawn Hamilton*



# Early Years Services

## Creating Healthy Families Program

### Family Place Program

### Family Resource Program

### New Beginnings Program

### Pregnancy Outreach Program

### Triple P Parenting Program

### Early Years Navigation Program

- 100% of participants in the Early Years Navigation Program reported they utilized reliable, safe and appropriate community resources.
- 100% of Family Place participants reported they feel more connected to their community.
- 91% of Family Resource Program (Friday Play Group) participants reported they use some of the skills/ activities they have learned at group in their home environment.
- 100% of New Beginnings Program participants reported they have increased their knowledge about keeping their children healthy.

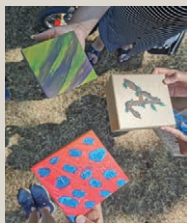
## What Participants Said About Our Services:

*"I love this group because during this 'lock down' me and my daughter still get to interact with people. My daughter loves the books and songs! The ladies at Family Services are just amazing people!"*

*(Family Play Group participant)*

*"I love being able to meet other parents, especially during a pandemic. I don't know what I would have done if this program was not here. It is all I look forward to all week."*

*(Family Place Program participant)*



*"Right from day one walking in those brightly painted and decorated glass doors, my experience has been heart warming. The staff of women have the biggest hearts and skills at making all the people who walk through the door feel welcome and at home. Warm pots of nourishing soup, meals, fresh brewed coffee, an array of freshly sliced fruits and vegetables, and cheese and crackers, who wouldn't leave full of love and warmth in their belly. The staff would play with our children so that us moms could get a minute to participate in an adult conversation or learn about a common topic that might be ailing us all. (ie. Dental health, sleep problems, etc.) And just the connection with our community."*

*(Early Years Navigation Program participant)*

# Children & Youth Services

## Child & Family Liaison Program (CFL)

## Child, Youth & Family Development Program (CYFD)

## PEACE Program

## Group Works Program

## Sexual Abuse Intervention Program (SAI)

- 100% of children/youth receiving services in the CFL Program reported they learned new coping strategies.
- 89% of children/youth receiving services in the CYFD Program reported that services helped them achieve their goals.
- 100% of children/youth receiving services in the SAI Program reported increased knowledge about their body boundaries and body rights.
- 100% of children/youth receiving services reported they would recommend services to others.
- 80% of children/youth receiving services in the Group Works Program learned to identify feelings and express them appropriately.

## What Participants Said About Our Services:

*"My daughter enjoys her time with her counsellor and I see her utilizing some of the techniques (journaling) at home. She has formed a bond with the counsellor which in the past has been hard for her."*

*(Parent of a Child & Family Liaison Program participant)*

*"My son's counsellor has been amazing. She has helped him so much. He deals with his anger way better and is able to express his emotions in a healthier way."*

*(Parent of a Child, Youth & Family Development Program participant)*

*"My child really connected with her worker at the first appointment. She has made big strides."*

*(Parent of a Child & Family Liaison Program participant)*



*"The counsellor was an outstanding support for my daughter and myself. She was always there to help both of us through any issues. She was able to give my daughter an absolutely safe and trusting relationship."*

*(Parent of a Sexual Abuse Intervention Program participant)*

*"It gave us time to really reflect on different ways to incorporate more positive things into our parenting."*

*(Circle of Security Parenting Program participant)*



# Family & Adult Services

## Resource Enhancement Program

## Children & Youth with Support Needs Behavioural Consultant Program

## Community-Based Victim Services Program

## Police-Based Victim Services Program (Gold River)

## Early Child Behaviour Consultant Program

## Better at Home Program

## Family Supervision Program

## Family Support Program

- 100% of parents/ caregivers that participated in the CYSN program reported that they know more about how to use positive behavioural support strategies.
- 144 family visit sessions were facilitated in the Family Supervision Program.
- 95% of parents/ caregivers in the Family Support Program feel the program has had a positive influence on their parenting.
- 89% of parents/ caregivers who participated in the ECBC Program reported they saw an increase in their child's manageable behaviour.
- 100% of Foster parents increased their awareness of how to access appropriate supports based on their needs.

## What Participants Said About Our Services:

*"I really valued my connection with my worker and felt very comfortable having conversations with her. I felt completely supported and will forever be grateful for having this service and worker as a personal support."*

*(Family Support Program participant)*

*"I like that our community has this support. I really like the fact there are courses offered to help us better support our kids and I really like knowing that if I run into a rough patch I can reach out and get support or directed to a solution. I also feel connected and I am not alone in this."*

*(Resource Enhancement Program participant)*

*"I like that the service is centered around my child, her needs and how to best support her. Once the focus is put here and her needs are understood, support and resources are provided to me as her parent to help meet her needs."*

*(Early Childhood Behaviour Consultant Program participant)*

*"Everyone is friendly and supportive. Over the year from Nobody is Perfect Parenting, Baby's Best Chance, family counselling, counselling for my child and navigating a special needs diagnosis, giving me support and resources, and confidence to parent and advocate for my child to the best of my ability I thank you all, past and present members of CR Family Services."*

*(Children and Youth with Support Needs Behavioural Consultant Program participant)*





# Worry Warriors Group

In order to provide services in a safe manner while still addressing the needs of our clients during the pandemic, CRFSS shifted to a virtual group format. In this way, counsellors were able to offer the Worry Warriors program to a group of 10 to 11 year old female and male participants. The program was held weekly for 8 weeks via Zoom.

The counsellors conducted virtual pre-group interviews with the children and their parents which served as an opportunity to get to know the child, their needs, and expectations of the Worry Warriors Group.

Packages were created and were safely shared for each child that included the items they would need to engage in the activities. This required some adaptations from the original format of in person sessions.

The children along with the counsellor completed various activities such as developing tools that the children could add to their Worry Tool Kit. The children spent their first session decorating and personalizing their kits. In the virtual program, session packages were developed for each child that included the items they would need to engage in the activity or create their worry tools. Activities included games like Feelings Jeopardy for the feeling session, reading books related to worry and anxiety and on-line videos and games related to the day's topic.

The children were great with the technology, helpful and supportive to each other and were able to participate in the program from the comfort of their own home. They shared more and more each session as they became comfortable and like with our in-person sessions, there was a lot of value in sharing their experiences and coping strategies with the others in the group.

Upon completion of the 8 weekly sessions the children participated in a virtual completion certificate presentation.

*"Noticeable changes in my son's behaviour and plenty of tools for us to keep practicing. A great course."*

*(Parent of child attending Worry Warriors Group)*

*"It really helped my son become more confident at school and he is now able to explain his feelings."*

*(Parent of child attending Worry Warriors Group)*

*"I liked that there was a small group. I liked all the tools. I liked learning about how to deal with anxiety. I liked that I made friends in the class."*

*(Worry Warriors Group participant)*



# Staff 2020-2021

## Administration & Finance

Dawn Hamilton  
Christine Petersen  
Christine Belle-Oudry  
Janis MacDougall

Sarah Samson  
Phyllis Alexander  
Sabrina Schouten

## Family & Adult Services

Laurie Overton  
Roberta Peniuk  
Karen Merritt  
Catherine McCauley  
Sydney Duncan  
Amberle Bakker

Jessica Graham  
Gloria Jackson  
Sandra Bellosillo  
Linda Schulz  
Evelyn Lotze  
Myra Kohler

## Students

Isa Perkins

## Children & Youth Services

Chris Camilleri  
Ross Griffiths  
Janice Luciw  
Tami Riecker  
Nici Forsyth

Marion Bryan  
Judi McCheane  
Joyce Pielou  
Lynette Walley

## Early Years Services

Deborah Koster  
Joyce McMann  
Jennifer Abele  
Leslie Ross  
Cherie Dalton

Mara Kersey  
Tamara Redekop  
Keiko Bailey  
Kiley Ketchum

## Gold River Services

Kelly McArthur

## Early Years Kitchen Upgrade

In the spring of 2020, CRFSS was the recipient of a City of Campbell River Social Grant. This \$6500 grant was used to provide a long overdue upgrade to the kitchen in our Early Years Centre. These improvements included two new ovens, a kitchen island, a microwave, a cookware set, a mixer and various other kitchen items.

The Early Years Centre offers many different programs, groups, and drop-in services to Campbell River families of children 0-6 years old. The kitchen is a central space to our groups that range from Prenatal, Interactive Family Play, Creating Healthy Families, and Food Skills groups.

Among our many goals, our project aims to address concerns for our participants around food security. We want 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 trying new recipes.

The kitchen upgrade is complete, and we look forward to being able to invite families into our new and improved space.



# Performance

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 wait-lists, 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 2020-2021

- Organizational fiscal goals were achieved within available revenues
- Met our targets for low number of client complaints and staff grievances
- Met our target for low number of incidents
- We achieved 99% of our targets in the effectiveness domain
- We met 100% of our targets in the efficiency domain
- We met or exceeded 100% of our targets in the access domain
- We achieved 99% of our targets in the satisfaction domain

## Adapting Through a Pandemic

Campbell River Family Services Society recognized the need for adaptability and resilience at the onset of the Coronavirus pandemic and we were able to adapt to continue to meet the needs of the people we serve. Technology became a very important tool in delivery service (ie. Zoom, Skype, Teams).

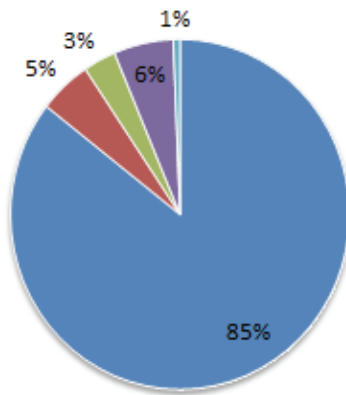
While in-person groups were abruptly ended in the fall of 2020, our ability to switch to virtual meetings allowed groups to continue. This innovative way of connecting with participants meant that families were still able to access service. Feedback from participants of the Early Years programs were that the virtual groups were appreciated during a time of worry and isolation.



Mara Kersey and Cherie Dalton engaging program participants with a fun "Where's Waldo" game.

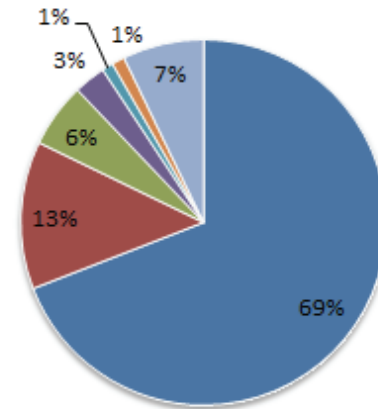
# Financial “Snapshot” for 2020-2021

## EXPENSES



- Wages & Benefits
- Direct Services
- Administration Costs
- Facilities
- Other

## REVENUE



- Ministry of Children and Family Development
- Ministry of Public Safety and Solicitor General
- Vancouver Island Health Authority
- Health Canada & Tillicum Lelum
- BC Gaming Policy and Enforcement Branch
- United Way
- Miscellaneous Revenue



# Statement of Financial Position at March 31, 2021

	2021	2020
<b>Assets</b>		
Current assets	897,222	476,656
Tangible capital assets	16,388	388,873
	<u>913,610</u>	<u>865,529</u>
<b>Liabilities</b>		
Current liabilities	53,190	77,299
<b>Fund balances</b>		
Capital fund	16,388	388,873
Restricted gaming fund	24,831	24,830
Restricted program fund	300,218	241,183
Unrestricted	<u>518,983</u>	<u>133,344</u>
	860,420	788,230
<b>Total liabilities and fund balances</b>	<u>913,610</u>	<u>865,529</u>

# Statement of Operations for the Year Ended March 31, 2021

	2021	2020
<b>Revenue</b>		
Provincial government contracts	2,214,713	2,138,158
Federal government contracts	70,858	70,858
Provincial gaming grant	25,000	25,200
United Way	28,575	110,000
Miscellaneous revenue	<u>180,600</u>	<u>48,666</u>
	2,519,746	2,392,882
<b>Expenses</b>		
Wages and benefits	2,094,522	2,060,712
Program	122,277	165,322
Administrative	75,980	63,292
Amortization	6,880	11,534
Facilities	<u>147,897</u>	<u>133,226</u>
	2,447,556	2,434,086
<b>Excess (deficiency) of revenue over expenditures</b>	<u>72,190</u>	<u>(41,204)</u>

# Our Commitment to Reconciliation

We acknowledge and respect that our programs, services and facilities are on the traditional territories of Indigenous Peoples, and we recognize the inherent and legal rights of all Indigenous Peoples to maintain their spiritual identities and connection to their traditional lands. We are aware of the impact that colonial actions, including residential schools, have had on Indigenous Peoples, and we remain committed to understanding the truth about past injustices and will continue to move forward for a better future.

Specifically, we commit to:

- Advocating for and continuing to implement the Truth and Reconciliation Commission of Canada's Calls to Action.
- Creating a culturally safe space for staff and clients of all ages.
- Fostering, strengthening, and maintaining respectful relations with all First Nations, Inuit, and Métis people.
- Identifying opportunities for relationship-building and collaboration with Indigenous organizations.
- Being a culturally responsive organization by addressing systemic barriers.
- Increasing cultural responsiveness and cultural safety training opportunities at all levels of the organization.

While progress is being made, we recognize that much work lies ahead as part of our reconciliation journey and there will likely be stumbles along the way. Campbell River Family Services Society is committed, at all levels of the organization, to understanding the truth and fostering reconciliation through culturally safe and appropriate care for Indigenous Peoples in our local community and beyond.

Earlier this year, the Society's Board of Directors and members of the organization were honoured to attend a Paddling Together workshop offered by Kathi Camilleri. The knowledge gained and discussions held as part of this session served to strengthen our commitment and will guide future actions undertaken as an organization.



Our Vision board drawn by Chris Camilleri

# Years of Service & Awards

CRFSS recognizes that our employees are our greatest asset and we wish to honor 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.



Mara Kersey  
10 years



Christine Belle-Oudry  
10 years



Janice Luciw  
10 years



"Friends of the Society  
Award" Camille Lagueux  
(Former Executive Director)

*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.*

# Your support has changed lives in our community

## Thank you!

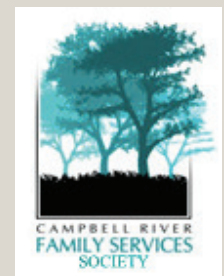


Detailed financial statements and outcome management information is available upon request.



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Since 2004