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#### Who We Are

Cambell 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 matter

#### 2021-2022 Board of Directors

**Grant Desmet** Chair Don Ramer Vice-Chair **Tanner Snell** Treasurer Diana Vaton Director Amanda Raleigh Director Mary Ashley Director Julie MacRae Director Marketa Finn Secretary Nicole Ramm Director

Campbell River Family Services Society is grateful to operate on the unceded territory of the Liğwiłdaxw First Nation comprised of the We Wai Kai, Wei Wai Kum, and Kwiakah First Nations. We honour our relationship with all First Nations, Métis, and Inuit people who reside within this territory and beyond and whose presence – past, present, and future – we respect.

#### **Board Chair Report**

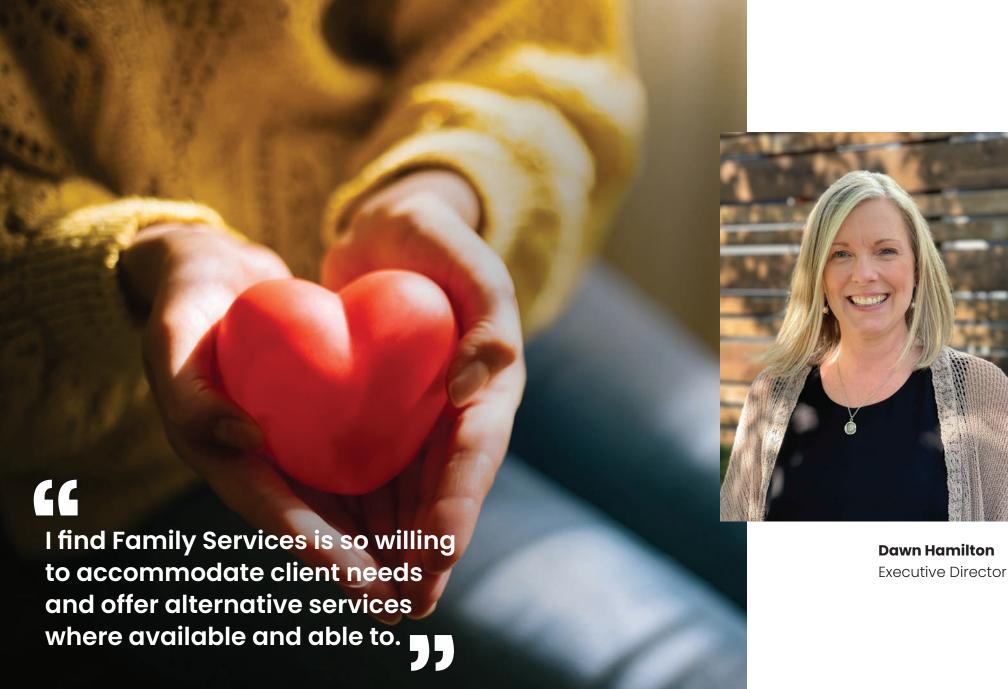
Another year come and gone already! Though 21/22 has had many challenges, your Board of Directors continue to be amazed at the perseverance and dedication that Campbell River Family Services staff have shown. It has been wonderful to get back seeing each other in person and re-connecting both in our personal and professional lives. We did lose some very key people in important roles at the Society however we wish them all well in their new adventures. On a Board level, we unfortunately had to accept the resignation of Mary Ashley whose input, knowledge, and skills we will miss dearly.

I know we are very excited to see the culmination of a lot of hard work and creative ideas in welcoming a new playroom and outdoor play space at Family Services. These additions will make invaluable contributions to the lives of the children and families that you serve! We will also be working toward our priorities identified in our most recent Strategic Plan. There is a lot to look forward to at CRFSS in the upcoming year and the Board of Directors are proud to be one small piece of the future!

#### **Grant Desmet**

Board Chair





#### **Executive Director's Report**

As I look back on this past year, I want to celebrate our accomplishments and look ahead with confidence and hope. This past year was challenging for many children, youth, and families across the country. I am so grateful for the hard work of our staff who continue providing high quality support and services to Campbell River area's children, youth, and families. I am pleased to share our newly formatted annual report highlighting the fantastic work we have done for those we have served.

We developed a new Strategic Plan that sets the course for 2022 – 2025 identifying three (3) key result areas (exemplary service to clients, sustainability of operations, and enhancing truth and reconciliation) upon which our foundation for achieving, sustaining, and advancing our mission over the next three years will be based upon.

We were fortunate to receive two years of funding from Ending Violence Association of BC to offer the Sexual Assault Response Program (SARP). We are thrilled to partner with three other organizations in Campbell River to provide this much needed service to our community.

With the amazing support of the Campbell River Rotary Club and Capital Power, we were able to undertake a renovation project allowing us to create a larger and brighter therapeutic playroom space for children. We are excited to see the final project completed!

Other highlights during this past year included:

- The Canadian Women's Foundation providing us with a renewal grant to continue to provide increased support to help address, prevent and reduce gender-based violence during the pandemic.
- We partnered with YMCA/YWCA Vancouver Island to offer Y Mind Teen, a group for teens experiencing anxiety.
- The CR Perinatal Society providing us with a large donation to our Baby's Best Chance Program to enhance and increase grocery vouchers.

Like many organizations, we face ongoing challenges around recruitment and retention, and the rising costs that impact the work that we do. We continue to have important conversations with funders to address these sector-wide challenges, and also remain confident and proud of the services we provide to the children, youth and families we serve.

I'm honoured to continue to work with such hard working and talented staff, our dedicated Board members, contractors, and volunteers. I look forward to the year ahead with hope, enthusiasm, and optimism for Family Services and the children, youth, and families we serve.



96

Front Line Staff

P/T Employee







Indigenous self identified

# Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Aboriginal Communities)

# Resource Enhancement Program

The Resource Enhancement Program provides support services to approved local caregivers, (both foster parents and families providing residential care to children and youth) and Ministry of Children and Family Development (MCFD) staff. Support services include providing education, consultation, support, and child and youth care strategies to those involved in providing residential care to children and youth in the care of the Director. The program also serves as a relationship bridge between residential caregivers and other services as necessary to maximize the potential for successful placements and smooth transitions.

Active Files: 68

100% of Caregivers know their rights as program participants

100% of caregivers increased their knowledge about cultural needs and practices of Indigenous children.



112

Front Line Staff

F/T Employee



39 Males



Indigenous self identified



# Early Childhood Behaviour Consultant Program

he Early Childhood Behaviour Consultant (ECBC) Program rovides clinical services including assessment, therapeutic ntervention, case management and consultation support to arents and caregivers with children between the ages of two nd seven years old who present with severe social, emotional r behavioural challenges or have been diagnosed with a mental ealth disorder. Priority is given to pre-school children age's two of five. The ECBC Program is considered a treatment program.

Active Files: 116

100% Parents/caregivers achieve their goals

92% Parents/caregivers saw an increase in their child's manageable behaviour



"

It's so relieving to have a compassionate ear and for my son and I to be met where we're at.

75

Total Persons Served

36

Front Line Staff

P/T Employees



11 Males



Indigenous self identified

"

The CYSN funded program is extremely valued by CYSN families –Assistance is provided to families around behaviour management, navigating community resources and parent support. Families often provide feedback to CYSN workers saying how helpful this service is and how much it is appreciated.

-CYSN Team Leader MCFD

# Child & Youth with Support Needs Family Enhancement Program

The Children and Youth with Support Needs Family Enhancement (CYSN) Program provides support to families and caregivers of children and youth with support needs to address problematic behaviours through comprehensive intake assessments, the development of Support Plans, and providing a range of support, training, and consultation services. The two models of support include a Parenting Skills Training model and Support Plan model.

centered service delivery approach to support families to reduce and replace challenging behaviours and improve functioning of their child or youth in the home, school, social and community settings.

Active Files: 35

100% Parents/caregivers feel they are treated with respect



360

**Front Line** Staff

**Employees** 







# Community-based Victim Services **Campbell River**

The Community-based Victim Services program provides These services are provided in a safe, non-judgmental, trauma-informed manner.

Active Files: 363

# Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including **Aboriginal Communities**)

## Police-based Victim **Services Gold River**

**Total Persons** Served

**50** 

**Front Line** Staff

**Employee** 

Campbell River area (Sayward to

Oyster River, Gold River, Quadra,

and outlying islands including

**Aboriginal Communities)** 

1 Non-binary

# **Sexual Assault** Response Program

The Sexual Assault Response Program provides immediate assistance to survivors who have experienced sexual violence

#### The program integrates cross-sectoral services including:

- Kwakiutl District Health Mobile Outreach Unit for Health and



The SARP Program is an essential service for our community, and we have wanted this for many years to be available, since covid and the increase of sexual assaults and violence against women, we are thrilled that funding became available to facilitate the supports.



- Community Partner

55

Front Line Staff

 $1_{F/T}$   $2_{P/T}$ 

**Employees** 



20 Males



Indigenous self identified



# Family Support Program

The Family Support Program provides short-term specific outreach services to identified families who require intensive support in addressing issues related to family functioning, who are receiving direct services from Ministry of Children and Family Development or Youth Services. Short-term issue-specific intervention plans are developed and implemented through support, guidance, problem solving & skill building. Many of the referred families have multiple service needs and receive services from other agencies/services. Family Support Workers must frequently work in an integrated and collaborative manner with other service providers.

Active Files: 59

90% Parents/caregivers feel the program has had a positive influence on their parenting

100% Parents/caregivers feel their communication skills have improved



"

My worker has been very helpful in every way.

She has been amazingly supportive.

Total Persons Served

40

Front Line Staff

P/T Employee 26 Females

14 Males



Indigenous self identified

Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Aboriginal Communities)

# Family Supervision Program

The Family Supervision Program provides opportunities for children to safely visit with their families and provides direct outreach family support to reduce risk. Services also assist children in transitioning from one placement to another, as well as providing childcare, behaviour management and life skills.

I appreciate the communication between our agencies. I always appreciate a friendly email after sending in a referral informing me of the wait and always answering back in a timely manner if I have any further questions. I will always point clients in the direction of Family Services and know they will be treated with respect and helped in any way Family Services is able to.

— Social worker at MCFD

Active Files: 4

100% Parents/caregivers have healthy & positive interactions during visits with their children

100% Parents/caregivers have working relationship with their Social Worker





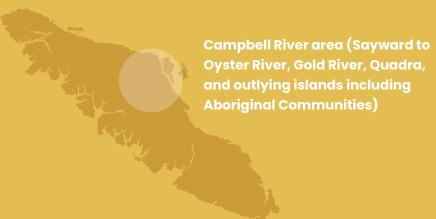
# Child, Youth & Family Development Program

The Child, Youth and Family Development Program provides outreach support and counselling for children, youth and amilies who require intensive intervention and support in one or more areas of functioning, and who are receiving direct Ministry of Children and Family Development (MCFD) services.

Active Files: 86

89% of children/youth achieve their goals

100% of children/youth can identify feelings and express them appropriately



# Child & Family Liaison Program

The Child and Family Liaison program provides support (both office and outreach) and counselling to children and youth identified as having mild to moderate social, emotional and behavioural adjustment challenges, and life transition challenges and their parents.

Active Files: 99

100% of children/youth learned new coping strategies

100% of children/youth feel they are treated with respect



6

My child feels comfortable going to the counsellor and I notice he talks about the sessions at home and healthy strategies to support his mental health.

**Front Line** Staff

**Employees** 





3 Non-binary



1 Transgender

Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including **Aboriginal Communities**)

# **Sexual Abuse** Intervention Program

The Sexual Abuse Intervention Program provides assessment,

Active Files: 122

100% Children/youth learned more about their body boundaries and body rights

100% Children/youth are able to reach their worker in a timely manner

ndigenous self identified

It helps me destress and talk about things I can't talk about otherwise.

Total **Persons** Served

**Front Line** Staff

**Employees** 

**52 Females** 

27 Males

Indigenous self identified



# Prevention, Education, Advocacy, Counselling and Empowerment Program (PEACE)

It was fun for the kids, light and wasn't talked about in an uncomfortable way. It was easy for them to understand. Chris and Joyce were upbeat and fun. And my kids were so excited with all the new little toys and art

supplies they got to use every week.

Active Files: 78



# Family Place Program

The Family Place Program offers a variety of community drop-in programs (see list of groups below offered) that support parents to support their children's development, promote healthy pregnancy, birth, and infancy, and strengthen community supports. The program is preventative in nature, and helps parents gain skills and confidence, which can enable them to create new and positive family patterns during their children's crucial early years.



I really don't know what I would have done without family place the past 3.5 yrs. The friendships I have made here are invaluable + the support of the staff is amazing.

**Campbell River** 

## Programs/Groups:

Friday Family Place

**Wednesday Family Place** 

**All Weather** 

**Baby Time** 

\*Partnerships with other community organizations:

Parks, Recreation & Culture (City of Campbell River)

# Family Resource Program

The Family Resource Program is a weekly drop-in parent/child interactive group for families with children up to 5 years that focuses on parent-child play, literacy, and active living.

## New Beginnings Program

The New Beginnings Program provides individual and group services to parents of young children (under the age of six) who require knowledge, skills and support to strengthen their parenting abilities and understanding child development, and self-sufficiency skills. The program provides support to pre-natal and post-natal drop-in groups and supported playgroup and individualized parenting and life skills training and support. Program staff provides transportation to groups provided and for important appointments. Services also include child minding for certain groups.

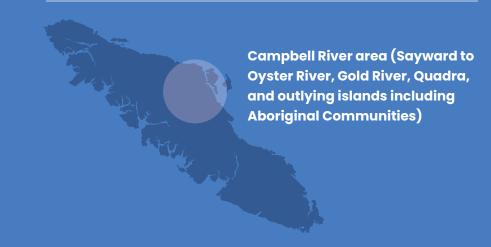
# **Community Action** Program for Children

The Community Action Program for Children (CAPC), Creating Healthy Families, provides groups for children ages 1 to 3 and their families. This group offers a healthy lunch, peer support, one-to-one support, information on healthy growth and development of children by enhancing the family's skills, capacities and social supports.

# **Number of Brief** Client Sessions: 115

Number of LINKS Group:

Total Participants: 119



# **Early Years Navigation** Program & LINKS Group

The Early Years Family Navigation Program provides programming to families with children aged birth to six years old in order to minimize vulnerability factors, factors that influence the social determinants of health, and supporting families in navigating and accessing needed services offered with the community.

The LINKS Group is a drop-in play and learn group for parents and children up to six years old that include partners, and extended family members.

Comfortable with staff teaching different things to the kids.

100% Indigenous families have increased knowledge of culture and language

100% Families feel less stress & isolation



Groups Offered 50 Females

40 Males

**Social Skills Group Art Based Group Worry Warriors** Friendship Camp Circle of Security Connections Changes Y Mind Triple P

**Campbell River Quadra Island** 

**Gold River** 

## Groups

The Group Works Program provides psycho-educational groups for children and/or parents designed to increase their capacity, skills and resiliency in specific areas of need. Groups vary from year to year.

## Y Mind New Group:

In September of 2021, Y Mind, was established to meet the needs of youth on the waitlist and in community. CRFSS partnered with YMCA-YWCA Vancouver Island to offer Y Mind Teen, a free seven-week program delivered across BC. This program supports teens ages 13 to 18 who are experiencing symptoms of anxiety to learn and practice evidence-based strategies to cope with stress and anxiety.

10 participants:







### Staff 2021-2022

Dawn Hamilton
Christine Belle-Oudry
Sabrina Schouten
Kevin Meier

Sarah Samson

Linda Schulz

**Administration & Finance** 

Laurie Overton Roberta Peniuk Catherine McCauley Jessica Graham Gloria Jackson Sandra Bellosillo Phyllis Alexander Evelyn Lotze Myra Kohler Meagan Manzulenko Leslie Ross

#### Family & Adult Services

Chris Camilleri Marion Bryan Janice Luciw Tami Riecker Nici Forsyth Joyce Pielou Lynette Walley Sherina Holmes **Ross Griffiths** Judi McCheane Sydnie Nauss

**Children & Youth Services** 

#### **Early Years Services**

**Gold River Services** 

Kelly McArthur

Deborah Koster Joyce McMann Mara Kersey Tamara Redekop Cherie Dalton Jennifer Abele Kiley Ketchum

Cassidee Wood

Total number of staff: 34

contracted staff member: 3

#### CARF

Shelley Steele

Sarah Beselt

Destanee Harrison

CARF® International is an independent accrediting body of health and human services. CARF-accredited service providers have applied CARF's comprehensive set of standards for quality to their business and service delivery practices. This means that they have demonstrated conformance to proven standards for business practices and are committed to continuous quality improvement. Each provider's commitment to excellence is periodically evaluated on site and reconfirmed annually.

# Performance Snapshot 2021-2022

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 numbers of incidents We achieved 100% of our targets in the effectiveness domain We met 100% of our targets in the efficiency domain We met or exceeded 99% of our targets in the access domain

We achieved 100% of our targets in the satisfaction domain



## **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 early 2022, 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.

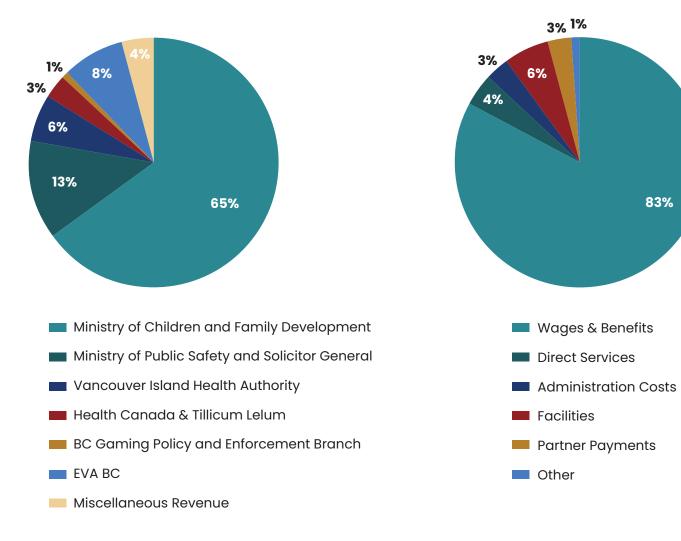
The 2022 - 2025 Strategic Plan has identified three areas of strategic focus to guide the work of CRFSS going forward.

3 Key Strategic Priorities:

- 1. Exemplary Service to Clients
- 2. Sustainability of Operations
- 3. Enhancing Truth and Reconciliation

With continued focus on exemplary service delivery, sustaining and enhancing revenue, and embracing truth and reconciliation, even an uncertain future focus looks full of opportunity for those served by Campbell River Family Services Society.

## Financial "Snapshot" for 2021-2022



3% 1%

83%



Statement of Operations

for the year ended

March 31, 2022

Assets		2022	2021
ASSELS	Current goods	706 120	007.000
	Current assets Investments	726,138 327,652	897,222
	Tangible capital assets	11,990	16,388
	rangible capital assets	1,065,780	913,610
Liabilities		07.707	50100
	Current liabilities	87,727	53,190
Fund bala	nces		
	Capital fund	11,990	16,388
	Restricted gaming fund	24,831	24,831
	Restricted program fund	399,554	300,218
	Unrestricted	541,678	518,983
		978,053	860,420
Total liabi	lities and fund balances	1,065,780	913,610
_		2022	2021
Revenue	Provincial government contracts	2,227,850	2,214,713
	Federal government contracts	70,858	70,858
	Provincial gaming grant	25,000	25,000
	United Way	25,000	28,575
			20,070
	F\/A RC	210 000	, _
	EVA BC Miscellaneous revenue	210,000 111 477	-
	EVA BC Miscellaneous revenue	210,000 111,477 2,645,185	180,600 2,519,746
Fynansas	Miscellaneous revenue	111,477	180,600
Expenses	Miscellaneous revenue	111,477 2,645,185	180,600 2,519,746
Expenses	Miscellaneous revenue  Wages and benefits	111,477 2,645,185 2,095,941	180,600 2,519,746 2,094,522
Expenses	Miscellaneous revenue  Wages and benefits  Program	111,477 2,645,185 2,095,941 98,314	2,094,522 122,277
Expenses	Miscellaneous revenue  Wages and benefits  Program  Administrative	111,477 2,645,185 2,095,941 98,314 89,708	2,094,522 122,277 75,980
Expenses	Miscellaneous revenue  Wages and benefits Program Administrative Amortization	2,645,185 2,095,941 98,314 89,708 4,398	2,094,522 122,277 75,980 6,880
Expenses	Miscellaneous revenue  Wages and benefits Program Administrative Amortization Facilities	2,095,941 98,314 89,708 4,398 140,937	2,094,522 122,277 75,980
Expenses	Miscellaneous revenue  Wages and benefits Program Administrative Amortization	2,095,941 98,314 89,708 4,398 140,937 85,600	2,094,522 122,277 75,980 6,880 139,292
Expenses	Miscellaneous revenue  Wages and benefits Program Administrative Amortization Facilities Partner Payments	2,095,941 98,314 89,708 4,398 140,937	2,094,522 122,277 75,980 6,880

Audited financial statements are available upon request.

#### **CR Perinatal Society**

The Campbell River Perinatal Society has been fundraising and applying for grants for over 10 years with a goal of providing a safe home, called the New Dawn House, for pregnant people who needed community support. The plan was that these families could live in the home and be mentored for up to 18 months after the birth of their child.

Unfortunately, due to house prices in Campbell River being at an "unprecedented high," the Society decided to close its doors in 2021 and donate the funds raised to an organization with similar goals and values: supporting those who need extra support during pregnancy and in the postnatal period.

The Baby's Best Chance program was very familiar to Dawn Pomponio, Society President and Laurie Robinson, former CR Family Services employee. Together with their Society members, Baby's Best Chance was chosen to receive all their monies raised to date totaling \$61,252.75.

These funds will be used to help Campbell River Family Services Society enhance our pregnancy outreach support by meeting the diverse needs of these families, namely increasing grocery vouchers during these challenging economic times.

On behalf of Campbell River Family Services Society, and the Baby's Best Chance program staff, we would like to extend our heartfelt gratitude to the Campbell River Perinatal Society for choosing us to be your recipient.



Dawn Pomponio, President of the Campbell River Perinatal Society is pictured donating \$61252.75 to Deborah Koster of Campbell River Family Services Society Baby's Best Chance pregnancy outreach program.

#### **Years of Service & Awards**



Friends of the Society Award
100 Woman Who Care –
award accepted by Colleen Evans



Sandra Bellosillo 25 Years of Service



**Kelly McArthur** 5 Years of Service

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

#### **Events**

# When needed we have always been able to access help, resources, encouragement.



#### Capital Power: Greg Manzulenko

Pictured above Greg Manzulenko Power Plant Manager at Capital Power (Island Generation Facility) donated \$3000.00 to Campbell River Family Services Society.



#### **Kim Solberg Donation**

In February 2022, Kim Solberg won \$500USD from #totallifechanges for a charity of her choice. Kim chose Campbell River Family Services! Here is what Kim said "thank you for everything Family Services has given our family over the past 13 years, from parenting groups to the art groups everything has been great. So, on behalf of Total Life Changes and my family, we are excited to be able to give this donation to help other families in our community."



#### **Fundraiser**

Successful fundraiser courtesy of Downtown Business Improvement Association (BIA). Hotdogs by donation at the BIA Big Truck Parade. 100% of proceeds went to Campbell River Family Services Society. (\$747.75)



Santa visits the Early Years Center

#### Metis Workshop for Foster Caregivers







Taanishi kiiyawow! Mara Kersey dishinihkaashoon. Lii Michif niiya. Chastellain, Brabent, Lucier, Brazeau, Fraser pi Beaudry ma paraantii kayaash oschi.

Hello everyone! My name is Mara Kersey. I am Michif. My Metis family names are Chastellain, Brabent, Lucier, Brazeau, Fraser, and Beaudry.

While I grew up knowing that I was Metis, it was not something that was really talked about, and my family didn't know anything about our culture to teach us growing up. My great-grandmother's parents had packed up their whole family (including adult children and their new families) in Pidgeon Lake, Alberta in the 1930's and relocated to Campbell River; our culture was not spoken about again. Previous generations, prior to that, had been slowly moving west from the Red River settlement area.

After having my two boys, I started to learn as much as I can about our culture – so that I can pass our culture and teachings on to them, and future generations. I have been taking an immersive Michif language class, learning about, and creating our traditional art, jigging, hide tanning and reading to learn about our history, as well

as becoming a part of our local Metis
Association. I have become passionate
about teaching about our culture and to
share what I have learned over the past
few years. I am looking forward to teaching
traditional arts classes at both our local
NIMA Mamawi Gathering group and down
at Comox Valley MIKI'SIW Metis Association,
as I have recently made a few connections
down that way!

In April, I was given the opportunity to speak with a group of foster parents about Metis culture. I made la gallet pi boulette soup (bannock and meatball soup), a common meal in Metis homes, that we all shared for lunch. I spoke briefly about the history of the Metis Nation, different artforms, textiles, food, and resources, as well we all got up and I taught a few jigging steps! I brought in a variety of different textiles, that would have been used in clothing and art, for participants to look at and feel, the traditional four sacred medicines, sashes and a very large selection of children and adult books for people to look through. It was an amazing two hours, that flew by quick, and we were all able to share in good conversation.

Mara Kersey (she/her)

# Your support has changed lives in our community. Thank you!





















#### Make a Difference!

You can donate by mail, in person, by e-transfer to finance@crfs.ca, or online: www.crfamilyservices.ca Campbell River Family Services is a registered charity. Registration #118826775RR0001.

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

Campbell River Family Services Society
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Campbell River, BC V9W 4E4
www.crfamilyservices.ca



