



Annual Report

2022-23

CAMPBELL RIVER
FAMILY SERVICES
SOCIETY



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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

2022-2023 Board of Directors

Grant Desmet	Chair
Amanda Mailman	Vice Chair
Don Ramer	Director
Tanner Snell	Director
Diana Vatou	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 Liḡwítḡaḡw 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.

Message From The Board Chair

Another year has come and gone already, and needless to say, it has been an eventful one at CR Family Services! We have seen lots of changes and look forward to “settling into” the next year with some new key additions to our organization.

We were very lucky to have Laurie Overton take over the position of Interim Executive Director and are pleased beyond words that she will be continuing on as the successful candidate in the permanent role! As most of you know from working with Laurie that she brings a wealth of knowledge and skill to the position. The Board of Directors want to express our thanks to the staff for their patience throughout this process, and we look forward to working closely with Laurie in her new capacity.

We are also very grateful to have Jessica Graham in the Operations Manager position and acknowledge that she has put in a tremendous amount of work and dedication to learning her new role. We are also very happy to welcome Jason Brown as our Finance Manager and look forward to working with him.

From a Board level, we reluctantly accepted the resignation of Julie McRae and wish her well and are very thankful for her contributions to our Board. We are continuously looking for community leaders who wish to become involved in keeping Campbell River Family Services a great place to work. The Board is also looking forward to taking part in some educational development regarding board governance this Fall.

Thanks to all the staff at Family Services for all your hard work and commitment to the children, families and community you serve. We are very grateful and fortunate to have you all on our team!

Grant Desmet
Board Chair





“My son speaks highly of the services and is excited to go each week. We are sad it’s coming to an end! He’s made great progress with communicating and working through events since going.”



Laurie Overton
Interim Executive Director

Executive Director's Report

Looking back on the last year at Campbell River Family Services Society (CRFSS), we are reminded of the importance of the work that the organization does and the difference that it makes in the lives of the people it serves. This is due in no small part to the hard work and commitment of the staff at CRFSS.

CRFSS experienced changes in leadership during this reporting period. An Operations Manager position was created, and we were delighted to hire Jessica Graham and welcome her and the strengths she brings to the leadership team. Late in the reporting period, the Executive Director, Dawn Hamilton, left her position. Dawn took the reins at the start of the pandemic in 2020, which was a huge undertaking and rose to the challenge. Fueled by Chai lattes, Dawn worked tirelessly and modernized and streamlined many processes at CRFSS. Dawn oversaw new programs and funding through grants as well as special projects like the playroom and the new phone system. With Dawn’s departure from CRFSS, an Interim Executive Director was appointed to support CRFSS during this transitional period while the Board sought to hire a replacement. In traditional CRFSS fashion, a team approach during this transition facilitated the continuity of day-to-day operations and service delivery to our clients. This is a testament to the dedication of our Board, leadership, and staff at Campbell River Family Services Society (CRFSS).

CRFSS was fortunate to continue to receive support from the Canadian Women’s Foundation with grants that enabled us to work toward prevention, reduction, and support for people experiencing gender-based violence. We were also able to create an outdoor play space for the benefit of families accessing Early Years programs due to a generous donation from the Campbell River Community Foundation. CRFSS was also able to complete the therapeutic playroom thanks to the wonderful donations made by the Campbell River Rotary Club and Capital Power.

As we look to the year ahead of us, we will direct our energies to strengthen relationships within CRFSS and external relationships with our funders and community partners. We will continue to work on our strategic plan initiatives by focusing on service excellence, sustainability and honouring our commitment to truth and reconciliation. As always, our purpose will be to fulfill our of mission to “enhance the well-being of the children of families and individuals through the programs and services we provide.”

“ Great supportive services and caring staff! ”

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.



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

Total Persons Served

59

Front Line Staff

2 P/T Employees



45 Females



14 Males



Active Files: **50**

100% Parents report that children exhibit an increase in adaptive & manageable behaviour

“

It is a service much needed in our community to assist with working as a whole team in the best interests of our children.

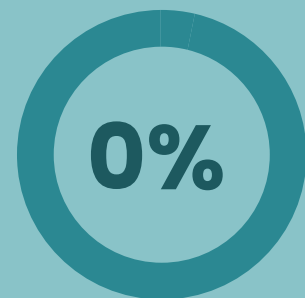
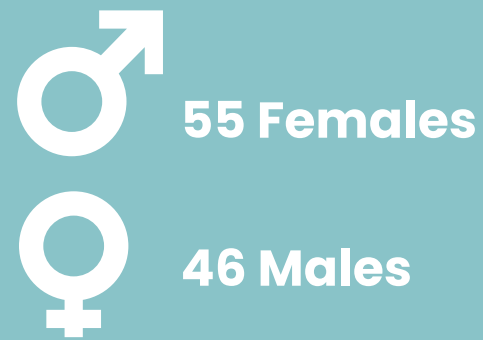
”

Total Persons Served

101

Front Line Staff

1 F/T Employee



Indigenous *self identified*



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

Early Childhood Behaviour Consultant Program

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

Active Files: **44**

100% Parents /caregivers understand their child's needs and how their behaviour relates to those needs

100% Families feel they are treated with respect



This is my first-time accessing services for my son. He has a complex array of deficits. This program has helped him and me find a way to adapt and learn some coping skills. ”

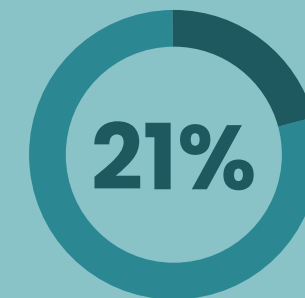
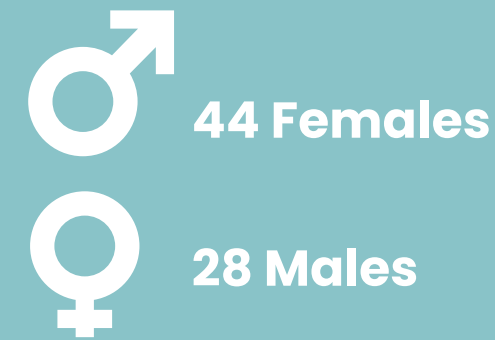


Total Persons Served

72

Front Line Staff

1 P/T Employees



Indigenous *self identified*



They have been with me during some tough times and immediately jumped into help...no questions or judgements whatsoever...a great person I have to work with. ”

Child & Youth with Support Needs 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.

The Program utilizes an outreach, community-based, family-centred service delivery approach to support families to reduce and replace challenging behaviours and improve the functioning of their child or youth in the home, school, social and community settings.

Active Files: **41**

100% Parents report that children exhibit an increase in adaptive & manageable behaviour



Total Persons Served
393

 355 Females

 37 Males

 1 Transgender

Front Line Staff
1 F/T **1** P/T
Employees



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

Community-based Victim Services Campbell River

The Community-based Victim Services program provides information, community referrals, and emotional, practical and court support to victims, their families and witnesses. These services are provided in a safe, non-judgmental, trauma-informed manner.

Active Files: **332**

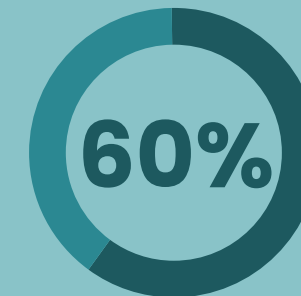
Police-based Victim Services Gold River

The Police-based Victim Services Program provides victims of crime and other traumas, their family members and witnesses, emotional support, practical assistance and appropriate referrals to community resources.

Total Persons Served
86

 81 Females

 5 Males



Indigenous *self identified*

Front Line Staff
1 P/T
Employee



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

Sexual Assault Response Program

The Sexual Assault Response Program provides immediate assistance to survivors who have experienced sexual violence and/or sexual assault within the past year. The program provides survivors with the resources they need to support their healing. Additionally, this program aims to educate the broader community and work towards the prevention of all sexual violence.

The program integrates cross-sectoral services including:

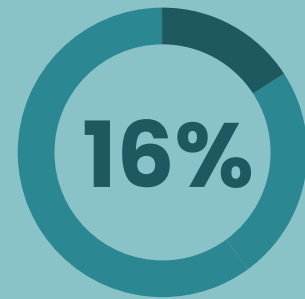
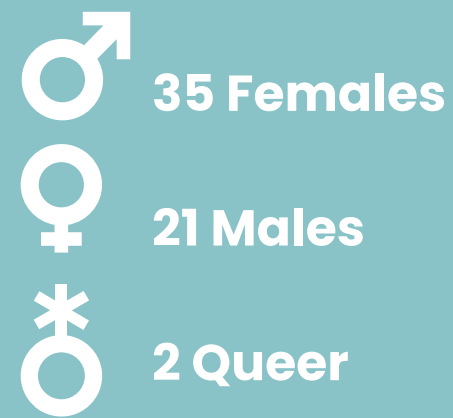
- Campbell River Family Services
- North Island Survivors' Healing Society
- Kwakiutl District Health - Mobile Outreach Unit for Health and Support Services
- Campbell River & North Island Transition Society

“ Without SARP and Community-based victim services we would have little or no recourse to help clients facing these traumatic problems. Further, the presence of the SARP team in outreach and other community events has increased awareness that encourages victims to speak out and promotes education around otherwise undiscussed topics. ”

- Community Partner

Total Persons Served

58



Indigenous *self identified*

Front Line Staff

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



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

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 and who are receiving direct services from the 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: **41**

94% Parents/caregivers know more about and/or have used other resources in community

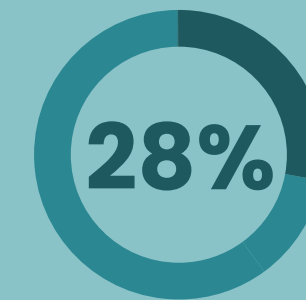
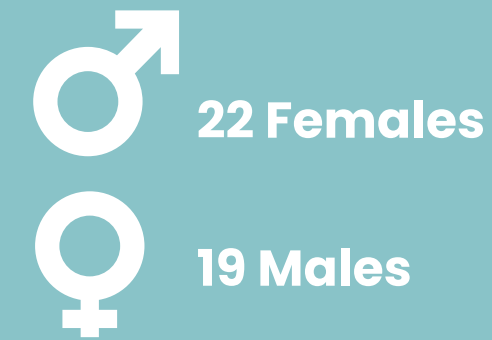
94% Parents/caregivers increase their knowledge about how to care for their children



“ I like that it is a plan based on my family’s needs/goals, and my family service worker is an awesome service worker. ”

Total Persons Served

41



Indigenous *self identified*

Front Line Staff

1_{P/T}
Employee



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.

“ Thank you for your service; it made a big difference in my life. ”

Active Files: **17**

100% Parents/caregivers are more knowledgeable about community resources and services available to them

100% Participants feel they are treated with respect





“

The one-on-one with my granddaughter. The interaction with her from her counsellor is awesome.”

Child, Youth & Family Development Program

The Child, Youth and Family Development Program provides outreach support and counselling for children, youth and families 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: **47**

100% Children/youth learn different coping strategies

100% Children/youth feel they are treated with respect



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

Child & Family Liaison Program

The Child and Family Liaison (CFL) 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: **71**

100% Children/youth report that services have helped them achieve their goals

100% Children/youth learn to identify feelings and express them appropriately



“

My son speaks highly of the services and is excited to go each week. We are sad it's coming to an end! He's made great progress with communicating and working through events since going.”

Total Persons Served

125

♂ 106 Females

♀ 16 Males

* 2 Non-binary

♂♀ 1 Transgender

Front Line Staff

2 P/T Employees



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

Sexual Abuse Intervention Program

The Sexual Abuse Intervention (SAI) Program provides assessment, treatment and support services to children and youth under the age of nineteen who have been sexually abused or exploited and to children under the age of twelve with sexual behaviour problems. The Sexual Abuse Intervention Program is considered a treatment program.

Active Files: 79

100% Children/youth report that services have helped them achieve their goals

100% Children/youth feel they are treated with respect



41% Indigenous self identified

“ I like how it really focuses on you and makes what you’re going through less stressful. ”

Total Persons Served

76

♂ 48 Females

♀ 28 Males

Front Line Staff

2 P/T Employees



18% Indigenous self identified

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

The PEACE program provides education and supportive counselling for children and youth that have been exposed to and/or witnessed domestic violence/abuse.

“ The staff is great. Supportive and has good information. Easy to contact. Good information online. ”

Active Files: 58



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. Creating a sense of community that value raising healthy, happy children, which forms the philosophical base of this service. Family Place brings parents and children birth to six years of age together with a trained facilitator to discuss shared experiences of parenting. 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.

Pregnancy Outreach Program

Offers individual and group health counselling and support to high-risk pregnant women who may not typically access traditional prenatal health services. Food supplements, prenatal vitamins, as well as nursing and nutritionist support, are available to program participants.

Two different groups (a Prenatal & a Postnatal) offering peer support, information on healthy pregnancies and parenting skills, one-on-one support, and a healthy lunch.

There is on-site child-minding available for both groups.

Family Resource Program

The Family Resource Program is a weekly drop-in program for mothers with children birth to five years of age that offers a structured, interactive parent-child playgroup, with a literacy component and an active living component.

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.

“ Friendly and welcoming staff, sense of community, resources, and multiple times per week. ”

Number of Brief
Client Sessions: **69**

Number of
LINKS Group: **49**

Total
Participants: **759**



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

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. “Family Links”, is a drop-in play and learn group for parents and children ages birth to six that includes partners, extended family and support team is also offered.

100% Indigenous families have increased knowledge of culture and language

“ The people here are amazing, always wanting to connect with parents and the children. Always feel welcome when walking in. A bad day can quickly turn into a fantastic day when leaving groups. ”

Total participants

79

♂ 48 Females

♀ 30 Males

* 1 Non-binary

Groups Offered

6



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.

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



“ The tools that were created and taught in each session were brought home so that we could all support and help her.

”



Staff 2022–2023

Administration & Finance

Dawn Hamilton
Christine Belle-Oudry
Sabrina Schouten
Kevin Meier
Linda Schulz

Family & Adult Services

Laurie Overton
Roberta Peniuk
Catherine McCauley
Jessica Graham
Gloria Jackson
Sandra Bellosillo
Evelyn Lotze
Myra Kohler
Meagan Manzulenko
Leslie Ross
Kaiya McNeill-Payeur

Children & Youth Services

Chris Camilleri
Marion Bryan
Janice Luciw
Tami Riecker
Nici Forsyth
Joyce Pielou
Lynette Walley
Sydnie Nauss

Early Years Services

Deborah Koster
Joyce McMann
Mara Kersey
Monica Brown
Cherie Dalton
Natalie Wright
Maria Varga
Wendy Jones
Kathleen Carlson

Gold River Services

Kelly McArthur

CARF

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 2022–2023

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 91% of our targets in the effectiveness domain
We met 10% 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.

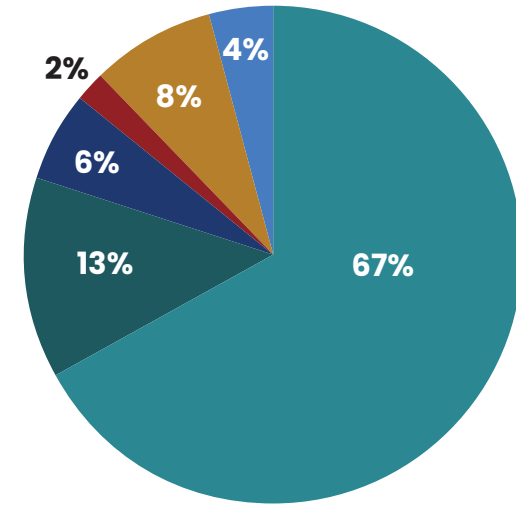
The 2022 – 2025 Strategic Plan has identified three areas of strategic focus to guide the work of CRFSS going forward.

3 Key Strategic Priorities:

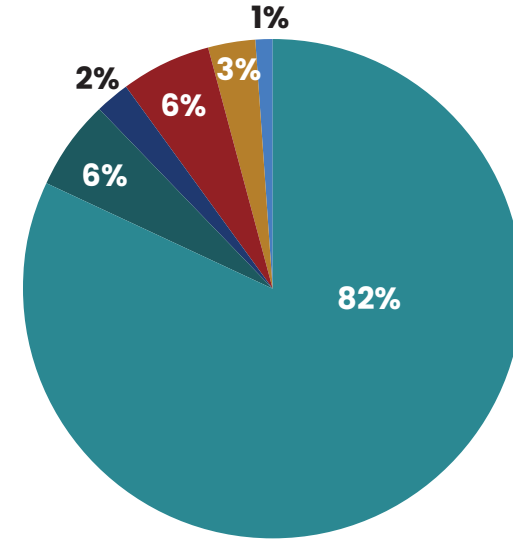
- 1. Exemplary Service to Clients**
- 2. Sustainability of Operations**
- 3. Enhancing Truth and Reconciliation**

With a 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 2022–2023



- Ministry of Children and Family Development
- Ministry of Public Safety and Solicitor General
- Vancouver Island Health Authority
- Health Canada & Tillicum Lelum
- EVA BC
- Miscellaneous Revenue



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

Statement of Operations – Combined Funds

REVENUE	2023
Ministry of Children and Family Development	1,820,235
Ministry of Public Safety and Solicitor General	346,738
Vancouver Island Health Authority	161,472
Health Canada & Tillicum Lelum	70,858
BC Gaming Policy and Enforcement Branch	-
EVA BC	210,000
Miscellaneous Revenue	116,892
Total Revenue	2,726,195

EXPENSES	2023
Wages & Benefits	2,080,781
Direct Services	143,835
Administration Costs	59,705
Facilities	148,327
Partner Payments	88,630
Other	24,038
Total Expenses	2,545,316

Excess of Revenue Over Expenses **180,879**

New Therapeutic Playroom

Campbell River Family Services Society is honoured to have received a grant from the Rotary Club and Capital Power to put toward the completion of our therapeutic playroom. Without these generous contributions, this space would not have been available for children in our community.

Many of our programs provide counselling and support to children and youth who are experiencing trauma, abuse, and neglect. Often, it can be difficult to engage children and youth through traditional “talk therapy.” The majority of our child & youth counsellors/clinicians provide “play therapy” to help children learn more helpful behaviours, understand their emotions, and gain insight into resolving inner conflicts. Through play therapy, children also learn self-control, self-respect, the ability to express their feelings, problem-solving, communication skills, and modifying problem behaviours. The donations allowed CRFSS to complete the playroom and purchase items for the therapeutic playroom to enhance the new space. Having the proper tools/equipment/supplies to provide the help these children need will ultimately benefit them as well as have a positive impact on the community as a whole.



Years of Service & Awards



Gloria Jackson
30 Years of Service



Laurie Overton
25 Years of Service



Tami Riecker
10 Years of Service

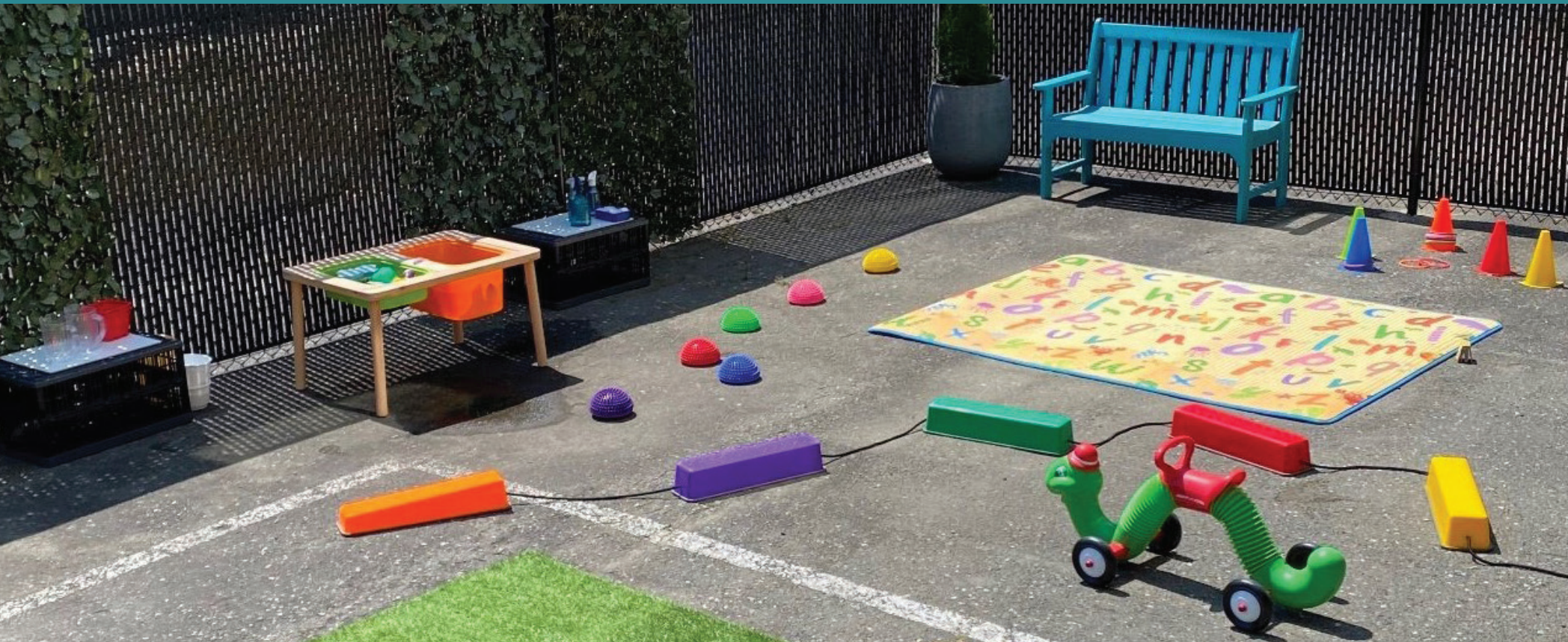
Friends of the Society Award: Capital Power

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.

New Early Years Outdoor Space

Campbell River Community Foundation's Grant has helped CRFSS create a wonderful outdoor space for families and service users. Children embrace the outdoors in ways that can inform their families of the joys of living and learning. To run, to jump, to use your voice, to spill and dig and get messy are elements of a healthy childhood that are not often compatible with indoor living but can be celebrated outside. As early childhood programmers, we need to offer this example to families and their children. Counselling and support services offered through Family Services will also benefit from the elements inherent in a comfortable outside space to process growth and healing.



Open Studio Art Group

The Open Studio Art Group is a safe space where kids and youth meet to create art! Each week we offer a theme; however, youth are free to choose what they want to work on. We like to create an atmosphere of belonging and acceptance, with a focus on the 'process,' not so much the product. The British Columbia, Art Therapy Association, states that "Thought and feeling often reach expression in images rather than words...feelings and inner conflicts can be projected into visual form."

Marion and John plan to continue with the Art Group in the Fall and may even try to do another Art Show at the Tidemark Theatre. Marketing and Programming Director Heidi Cuff states that the CRFSS Children's Art Show is one of her favourites!



Your support has changed lives in our community.

Thank you!



Ministry of
Public Safety and
Solicitor General



CRFSS wants to thank Leanne Davis Design for her generous contribution to the development of the annual report.

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

CAMPBELL RIVER
FAMILY SERVICES
SOCIETY

