



# ANNUAL REPORT 2024-2025

CAMPBELL RIVER  
FAMILY SERVICES SOCIETY



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*Campbell River Family Services Society is grateful to operate on the unceded territory of the Liḡwɪḡdaḡw 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.*

***gilakas'la.***



## Who We Are

Campbell River Family Services Society (CRFSS) has served family's needs since 1977. We are a nonprofit, 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



# Board Chair Report

Hello everyone!

I hope you all are having a great summer and enjoying the sunshine (I can say that as I write this in the middle of August!). As usual, the year has flown by, and I realize the importance of recognizing the awesome work that the staff at Family Services does.

Sometimes, it would be nice to be able to slow life down in order to really make sure everyone truly does know how much the community of Campbell River and the Board of Directors for CRFSS appreciates all you do in helping families and children cope with the many challenges that life throws at them. On behalf of the Board, thank you for all you do!

Upcoming priorities for the Board include assisting with updating the Strategic Plan and helping with the CARF Survey as needed. And special thanks to Laurie, Jess, and Jason for keeping us on track and dealing with some extra stressors this year!

Enjoy what's left of the summer and here's to looking forward to the Fall. Cheers!

*Grant Desmet*





# Executive Director Report

Campbell River Family Services Society (CRFSS) experienced a stable and productive year, marked by continuity in leadership, improved staffing and retention, and secure funding. Key service contracts were renewed in March 2025, including multi-year agreements with the Ministry of Children and Family Development (MCFD) and Island Health. Renewal applications were also submitted for our federally funded programs, and we are currently awaiting the results. If approved, these programs will be extended through to 2030.

Our office space underwent much-needed updates over the past year. The reception area was renovated with generous support from the Campbell River Community Foundation (CRCF), creating a more open, welcoming, and culturally inclusive environment.

We also established a trauma-informed interview room—a safe, neutral space for clients experiencing gender-based violence, which is available for use by our community partners. In addition, the conference room received a refresh with new paint, making it brighter and more functional.

The Board of Directors remained focused on strategic priorities throughout 2024-2025, specifically: Exemplary Service to Clients, Sustainability of Operations, and Enhancing Truth and Reconciliation. Staff members attended board meetings to present on their programs, enhancing the board's understanding of service delivery and its governance implications. The board also supported the office upgrades, which improved the efficiency of space used for programming and staff needs.

Fundraising and long-term financial sustainability continued to be key areas of focus for the board. Members actively participated in fundraising initiatives and engaged in a self-assessment process, identifying two priority areas: fundraising and board recruitment.





# Executive Director Report, continued...

In alignment with our commitment to Enhancing Truth and Reconciliation, staff participated in a storytelling session with a Kwakiutl Elder in June 2024. The CRFSS Truth & Reconciliation Committee continues to meet regularly, promoting both individual and collective learning on inclusive and culturally responsive service delivery.

CRFSS successfully secured grants again this year from multiple sources, including the Civil Forfeiture Order, Capital Power, Campbell River Community Foundation (CRCF), YMCA-YWCA, Strathcona Regional District, Violence is Preventable, Gaming Grant, Ministry of Public Safety and Solicitor General (MPSSG) and Ministry of Children and Family Development (MCFD). The funding through MCFD and MPSSG's National Gender-Based Violence Action Plan Fund, aimed at reducing waitlists and expanding capacity in programs such as the Sexual Abuse Intervention Program, Community Based and Police Based Victim Services Programs, and the Prevention, Education, Advocacy, Counselling and Empowerment Program (PEACE).

Supporting client and program needs through fundraising remained a top priority. CRFSS hosted several successful fundraising events, including 50/50 draws and a "Bevie and Burger" night along with a silent auction in November, which we hope to establish as an annual tradition.

As we reflect on the past year, we are proud of the stability we've maintained and the progress we are making, and we're deeply grateful for the continued support of our clients, funders, partners, and the communities we serve.

Looking ahead, we remain committed to our mission of enhancing the well-being of families and individuals through the programs and services we provide. Guided by our vision of a strong, connected Campbell River community—where families have the resources they need to thrive—we will continue to deliver impactful, values-driven work with integrity, care, and accountability.

*- Laurie Overton*



# FAMILY & ADULT SERVICES





# FAMILY AND ADULT SERVICES

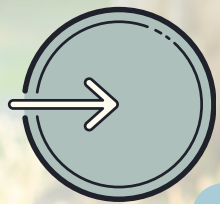
## PROGRAM STATISTICS FAMILY SUPERVISION PROGRAM



28 individuals accessed services, including 13 females and 15 males. Of these, 20% identified as Indigenous.



One part time employee



Access: By referral from the Ministry of Children & Family Development only.



100% Parents/caregivers know more about the supports and services available to them



**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



**Funder:** The Ministry of Children & Family Development.

*The Family Supervision Program provides a safe setting for children to visit with their families while offering direct support to help manage risks. The program also supports children in transitioning between different environments and assists with behavior management and the development of life skills.*

**'I get to see my children and have undivided time.'**



# FAMILY AND ADULT SERVICES

## PROGRAM STATISTICS FAMILY SUPPORT PROGRAM



63 individuals accessed services, including 47 females and 16 males. Of these, 18% identified as Indigenous.



One full time employee  
Two part time employees



Access: By referral from the Ministry of Children & Family Development only.



100% Parents/caregivers feel the program has had a positive influence on their parenting

**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)

**Funder:** The Ministry of Children & Family Development.

*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. Individual Support Plans are developed and implemented through support, guidance, problem-solving, and skill-building. Many of the referred families have multiple services. Family Support Workers must frequently work in an integrated and collaborative manner with other service providers.*

**‘Everything is met with support and love and no judgment, just pure growth support.’**



# FAMILY AND ADULT SERVICES

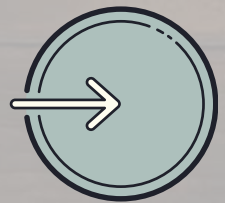
## PROGRAM STATISTICS SEXUAL ASSAULT SERVICES PROGRAM



198 individuals accessed services, including 173 females, 20 males, 4 non-binary, and 1 transgender. Of these, 64.6% identified as Indigenous.



One full time Employee



Access: Open to public



100% of Participants feel they are treated with respect



*Service Area:* Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



*Funder:* The Ministry of Public Safety and Solicitor General

*The Sexual Assault Services Program provides assistance to survivors who have experienced sexual violence and/or sexual assault. The program provides survivors with the resources they need to support their healing, offering safety planning, criminal justice information & support, counselling, outreach services, and emotional & practical support. 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*
- *Campbell River & North Island Transition Society*

*'Thank you so much for your continual response and help, as well as your high commitment to the work you do.'*



# FAMILY AND ADULT SERVICES

## PROGRAM STATISTICS COMMUNITY BASED VICTIM SERVICES PROGRAM~CAMPBELL RIVER



301 individuals accessed services, including 259 females and 42 males. Of these, 52% identified as Indigenous.

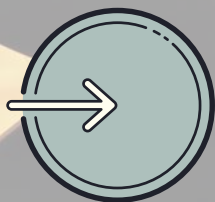


One full time employee  
One part time employee



Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)

Funder: The Ministry of Public Safety and Solicitor General



Access: Open to public

*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.*

## PROGRAM STATISTICS POLICE BASED VICTIM SERVICES PROGRAM~GOLD RIVER

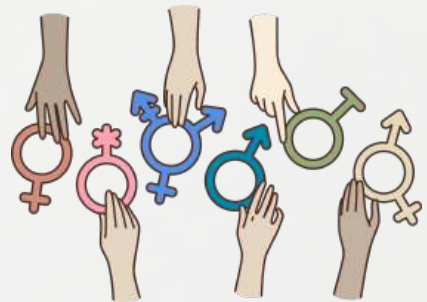
*The Policed-Based Victim Services Program provides victims of crime and other traumas, their family members and witnesses with emotional support, practical assistance and appropriate referrals to community resources.*

One part time employee



# FAMILY AND ADULT SERVICES

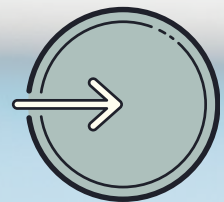
## PROGRAM STATISTICS CHILDREN AND YOUTH WITH SUPPORT NEEDS PROGRAM



57 individuals accessed services, including 46 females and 11 males. Of these, 27% identified as Indigenous.



One full time employee



Access: By referral from the Ministry of Children & Family Development only.



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



**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



**Funder:** The Ministry of Children & Family Development.

*The Children and Youth with Support Needs (CYSN) Family Enhancement Program provides support to families and caregivers of children and youth with support needs to address challenging behaviours through comprehensive intake assessments, the development of support plans, and providing a range of support, training, and consultation services. 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.*

**'When someone is in crisis, it helps to have someone to support you to do those really hard things.'**



# FAMILY AND ADULT SERVICES

## PROGRAM STATISTICS EARLY CHILDHOOD BEHAVIOUR CONSULTANT PROGRAM



83 individuals accessed services, including 46 females and 37 males. Of these, 3% identified as Indigenous.



One full time employee



Access: By referral from the Ministry of Children & Family Development only.



100% Parents/caregivers achieve their goals



Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



Funder: The Ministry of Children & Family Development.

*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 aged two to five. The ECBC Program is considered a treatment program.*

*'My son really enjoys play therapy, I think it has helped him and myself immensely.'*



# FAMILY AND ADULT SERVICES

## PROGRAM STATISTICS RESOURCE ENHANCEMENT PROGRAM



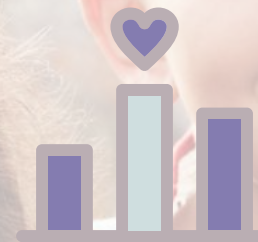
46 individuals accessed services, including 30 females and 16 males. Of these, 25% identified as Indigenous.



One full time employee  
One part time employee



Access: By referral from the Ministry of Children & Family Development only.



100% Caregivers increased their knowledge of resources for their personal issues and care



Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



Funder: The Ministry of Children & Family Development.

*The Resource Enhancement Program provides support services to approved local caregivers (both foster caregivers and extended family members 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.*

*'My worker is respectful, easy to talk to and has useful ideas and suggestions.'*



# CHILD & YOUTH SERVICES





# CHILD AND YOUTH SERVICES

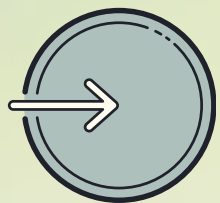
## PROGRAM STATISTICS CHILD & FAMILY LIAISON PROGRAM



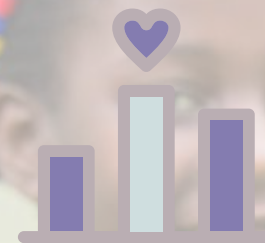
61 individuals accessed services, including 27 females and 34 males. Of these, 19% identified as Indigenous.



Six part time employees



Access: By referral from Child and Youth Mental Health only.



87% Children/youth can identify feelings and express them appropriately



Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



Funder: The Ministry of Children & Family Development.

*The Child and Family Liaison (CFL) Program offers both office-based and outreach assistance, as well as counselling services, to children and adolescents experiencing mild to moderate social, emotional, and behavioural adjustment difficulties, as well as challenges associated with life transitions, along with their parents.*

*'You guys are super duper nice and I love that you have the snack cupboard. It is an awesome idea.'*



# CHILD AND YOUTH SERVICES

## PROGRAM STATISTICS CHILD, YOUTH & FAMILY DEVELOPMENT PROGRAM



70 individuals accessed services, including 33 females and 37 males. Of these, 29% identified as Indigenous.



Six part time employees



Access: By referral from the Ministry of Children & Family Development



100% Children/youth feel safe at Campbell River Family Services



**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



**Funder:** The Ministry of Children & Family Development.

*The Child, Youth and Family Development (CYFD) 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.*

*'Family Services feels like a comfortable place. My children feel comfortable and there is a confidence in sharing their voices.'*



# CHILD AND YOUTH SERVICES

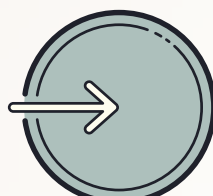
## PROGRAM STATISTICS SEXUAL ABUSE INTERVENTION PROGRAM



97 individuals accessed services, including 62 females, 28 males, 5 non-binary, and 3 transgender. Of these, 35% identified as Indigenous.



One full time employee  
One part time employee



Access: Open to public



*The Child, Youth and Family Development (CYFD) 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.*



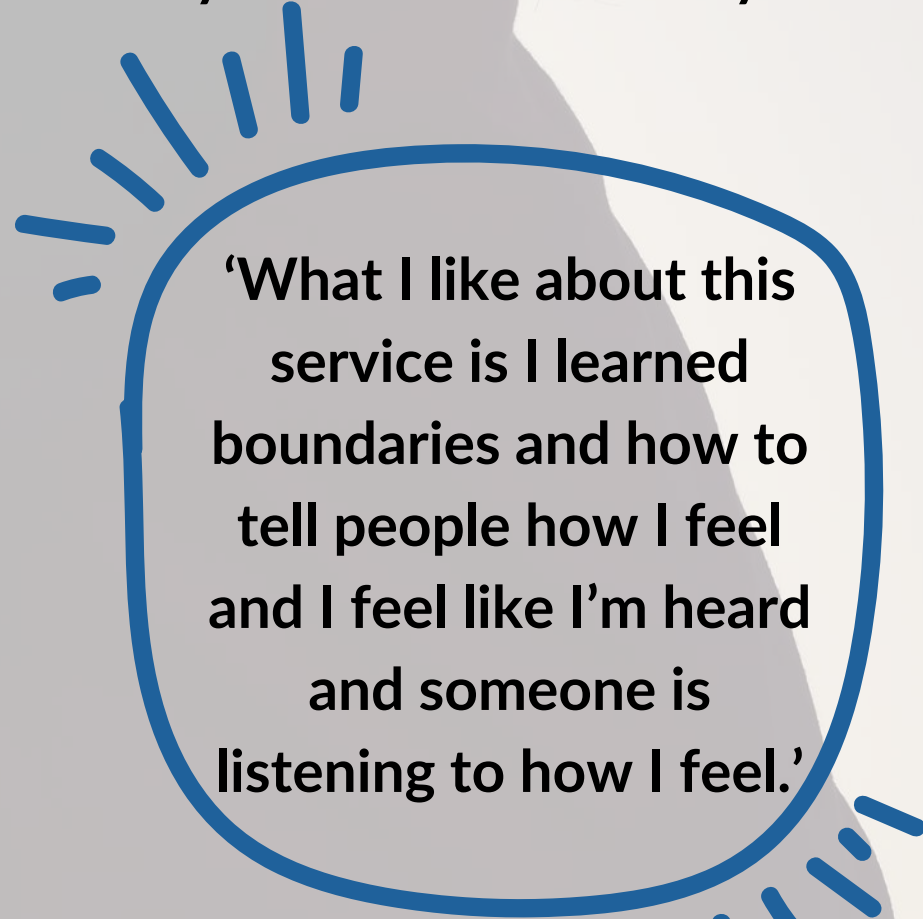
100% Children/youth feel they are involved in the decisions made about their services.



Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



Funder: The Ministry of Children & Family Development.



'What I like about this service is I learned boundaries and how to tell people how I feel and I feel like I'm heard and someone is listening to how I feel.'



# CHILD AND YOUTH SERVICES

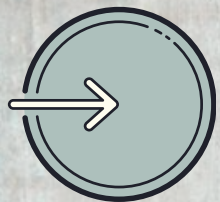
## PROGRAM STATISTICS PREVENTION, EDUCATION, ADVOCACY, COUNSELLING AND EMPOWERMENT PROGRAM (PEACE)



87 individuals accessed services, including 56 females and 31 males. Of these, 42% identified as Indigenous.



Two part time employees



Access: Open to public



100% Children/youth feel they are involved in the decisions made about their services.



**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



**Funder:** The Ministry of Public Safety and Solicitor General

*The PEACE (Prevention, Education, Advocacy, Counselling, and Empowerment) Program provides free, confidential support to children and youth aged 3–18 who have experienced or witnessed domestic violence. Through age-appropriate, trauma-informed counselling and emotional support, the program helps young people build resilience, develop coping strategies, and begin healing. PEACE also offers guidance to non-offending caregivers and delivers the Violence Is Preventable (VIP) program in local schools to promote healthy relationships and prevent future violence.*

*'That I have someone who understands and doesn't come to conclusions quickly.'*




# EARLY YEARS SERVICES





# EARLY YEARS SERVICES

## PROGRAM STATISTICS FAMILY RESOURCE PROGRAM



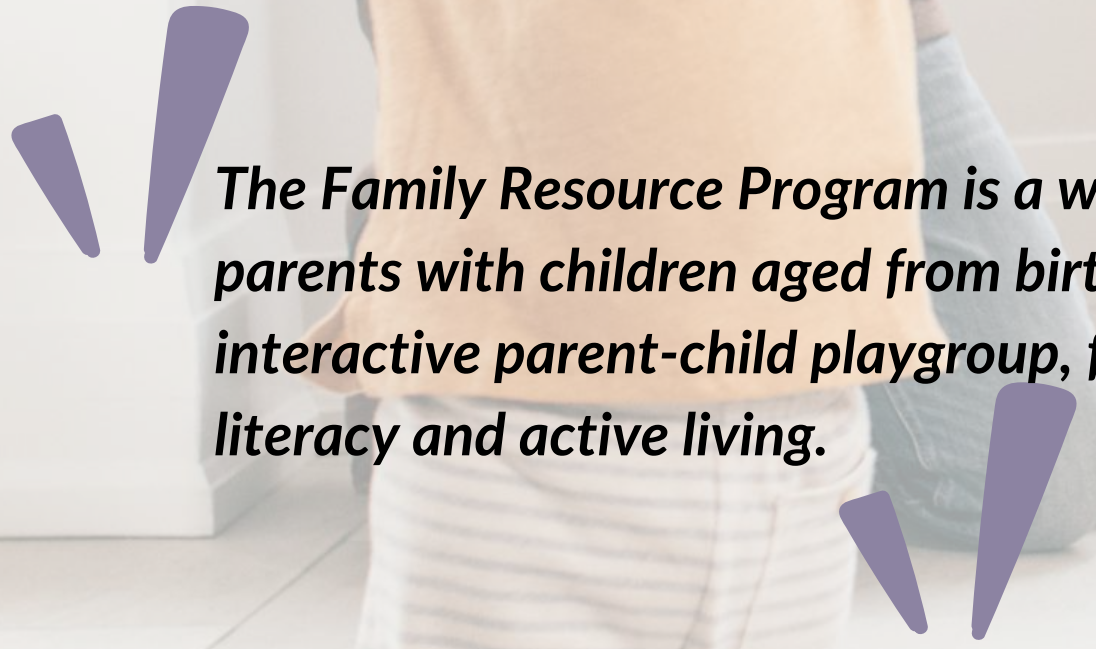
524 individuals accessed services, which include 230 parents and 294 children. Of these, 20% identified as Indigenous.



Two part time employees



Access: Open to public



*The Family Resource Program is a weekly drop-in playgroup tailored for parents with children aged from birth to five years. It offers a structured and interactive parent-child playgroup, featuring components that focus on literacy and active living.*



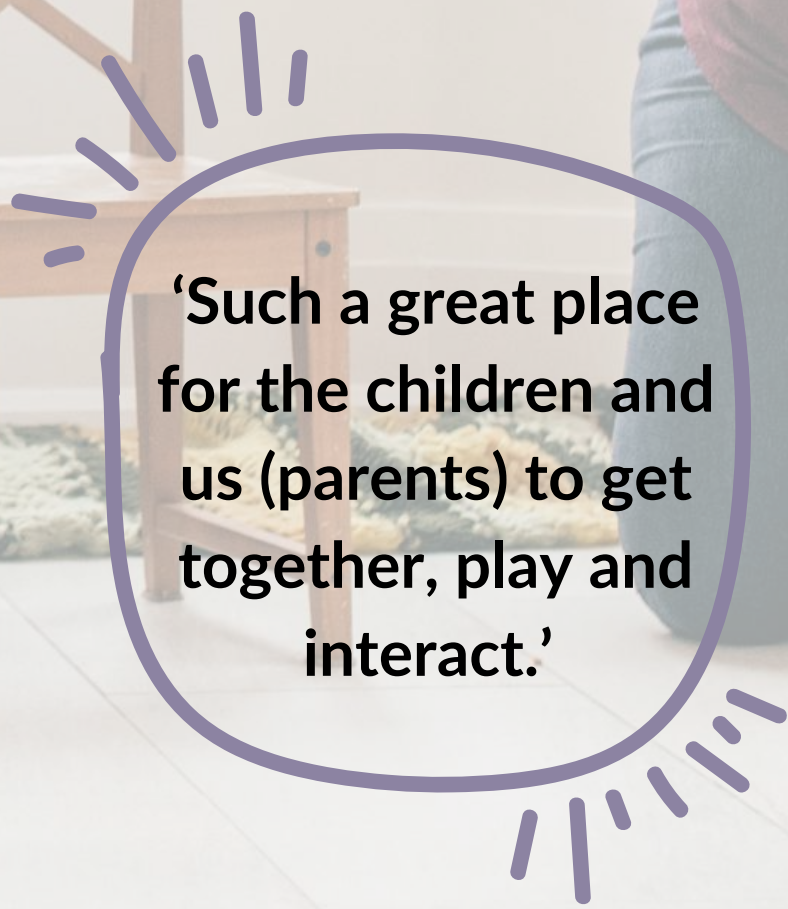
100% of participants report that the skills/activities they learned at Friday Play Group are used at home with their child/children.



Service Area: Campbell River area



Funder: The Ministry of Children & Family Development.

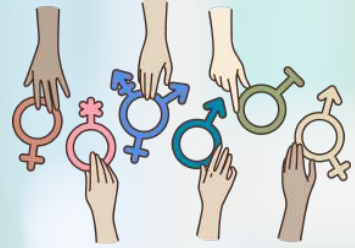


*'Such a great place for the children and us (parents) to get together, play and interact.'*



# EARLY YEARS SERVICES

## PROGRAM STATISTICS NEW BEGINNINGS PROGRAM & CREATING HEALTHY FAMILIES PROGRAM



1022 individuals accessed services, which include 869 parents and 1022 children. Of these, 15% identified as Indigenous.



Number of Brief Service Clients: 67  
Number of Brief Service Sessions: 161  
Number of Group Sessions: 112



Two part time employees



Access: Open to public



100% of participants report that the skills/activities they learned at Friday Play Group are used at home with their child/children.



Service Area: Campbell River area

Funders: The Ministry of Children & Family Development & Island Health

*The New Beginnings and Creating Healthy Families programs offers individual and group services to parents of young children (0-5 years old), aiming to enhance their parenting skills, deepen understanding of child development, and foster self-sufficiency. It includes support for prenatal and postnatal drop-in groups, assisted playgroups, personalized parenting and life skills training, and ongoing support. Additionally, program staff assists with transportation to group sessions and important appointments.*

*'I enjoy letting my daughter play with friends and talk to other moms.'*



# EARLY YEARS SERVICES

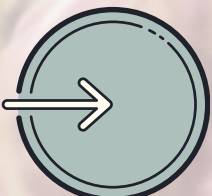
## PROGRAM STATISTICS FAMILY PLACE PROGRAM



5047 individuals accessed services, which include 2246 parents and 2801 children. 217 groups were facilitated.



One part time employee



Access: Open to public




100% of participants report that their child/children has/have experiences at Family Place that help their development.

Service Area: Campbell River area



Funder: The Ministry of Children & Family Development.

*The Family Place Program provides diverse community drop-in initiatives designed to empower parents in nurturing their children's development, fostering healthy pregnancies, births, and early infancy, and bolstering community networks. Rooted in the philosophy of fostering a supportive community that prioritizes raising well-rounded children, Family Place brings together parents and children aged from birth to six years, facilitated by trained professionals, to share parenting experiences. With a preventative approach, the program equips parents with skills and confidence crucial for establishing positive family dynamics during their children's formative years.*



*'I love that it provides new learning opportunities for my children. I feel it's a great environment to prepare them for preschool/kindergarten.'*



# EARLY YEARS SERVICES

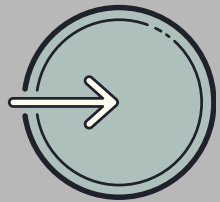
## PROGRAM STATISTICS PREGNANCY OUTREACH PROGRAM



126 unique individuals served  
96 groups facilitated



Three part time employees



Access: Open to public

**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands, including Indigenous Communities)



**Funders:** Island Health & Public Health Agency of Canada

*Provides individual and group health counselling and support to vulnerable pregnant persons who may not typically engage with traditional prenatal health services. Program participants have access to food supplements, prenatal vitamins, as well as nursing and nutritionist assistance. The program offers two distinct groups—prenatal and postnatal, (until baby is six months old,) providing peer support, guidance on maintaining a healthy pregnancy, parenting skills, one-on-one assistance, and a nutritious lunch.*

### Supports offered:

- prenatal and postnatal groups
- one-to-one support
- grocery vouchers
- maternity backpacks



# EARLY YEARS SERVICES

## PROGRAM STATISTICS EARLY YEARS NAVIGATION PROGRAM & LINKS GROUP



1077 individuals accessed services.



100% of participants have increased knowledge of child development



Number of Brief Service Clients: 73  
Number of Brief Service Sessions: 131  
Number of Group Sessions: 48

Service Area: Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



Two part time employees



Funder: The Ministry of Children & Family Development.



Access: Open to public

*The Early Years Family Navigation Program offers support to families with children from birth to six years old, focusing on reducing vulnerability factors and addressing the social determinants of health. The program helps families navigate and access essential community services. Additionally, the program provides a "Family Links" drop-in play and learn group for parents, children, partners, extended family, and support teams.*

*'My child loves music so this group is so wonderful. Music is such a universal language.'*



# GROUP WORKS





# FAMILY AND ADULT SERVICES

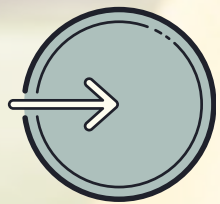
## PROGRAM STATISTICS GROUP WORKS PROGRAM



76 individuals accessed services, including 39 females and 37 males. Of these, 15.8% identified as Indigenous.



Six part time employees



Access: Open to public



93% Children learn to identify their feelings and express them appropriately

**Service Area:** Campbell River area (Sayward to Oyster River, Gold River, Quadra, and outlying islands including Indigenous Communities)



**Funders:** The Ministry of Children & Family Development. & YMCA-YWCA of Vancouver Island

*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.*

**Groups:** Worry Warriors, YMind, Changes, Social Skills, PEACE Groups, Circle of Security, Connect Parenting

**'I felt safe to talk about all the crazy stories and that we did a lot of fun activities that cheered me up.'**



# EVENTS & COMMUNITY



# HOMALCO RED DRESS DAY

## EDUCATION AND CEREMONY



CRFSS is honoured to have been part of such a powerful and heartfelt day of community-led education, healing, and resistance.

In May, CRFSS was invited by Fay Blaney, then the Wellness Coordinator at the Homalco Health Centre, to contribute to Red Dress Day events hosted by the Homalco Women's Council. As part of the day's programming, CRFSS provided an educational session focused on identifying and responding to gender-based violence.

The day created space for open and meaningful dialogue about violence in the community, the lasting impacts of residential schools, and the grief and remembrance of missing and murdered loved ones. Participants took part in ceremony, received cedar brushing, and joined in songs sung in ayʔajuthem, the traditional language of the Homalco First Nation.

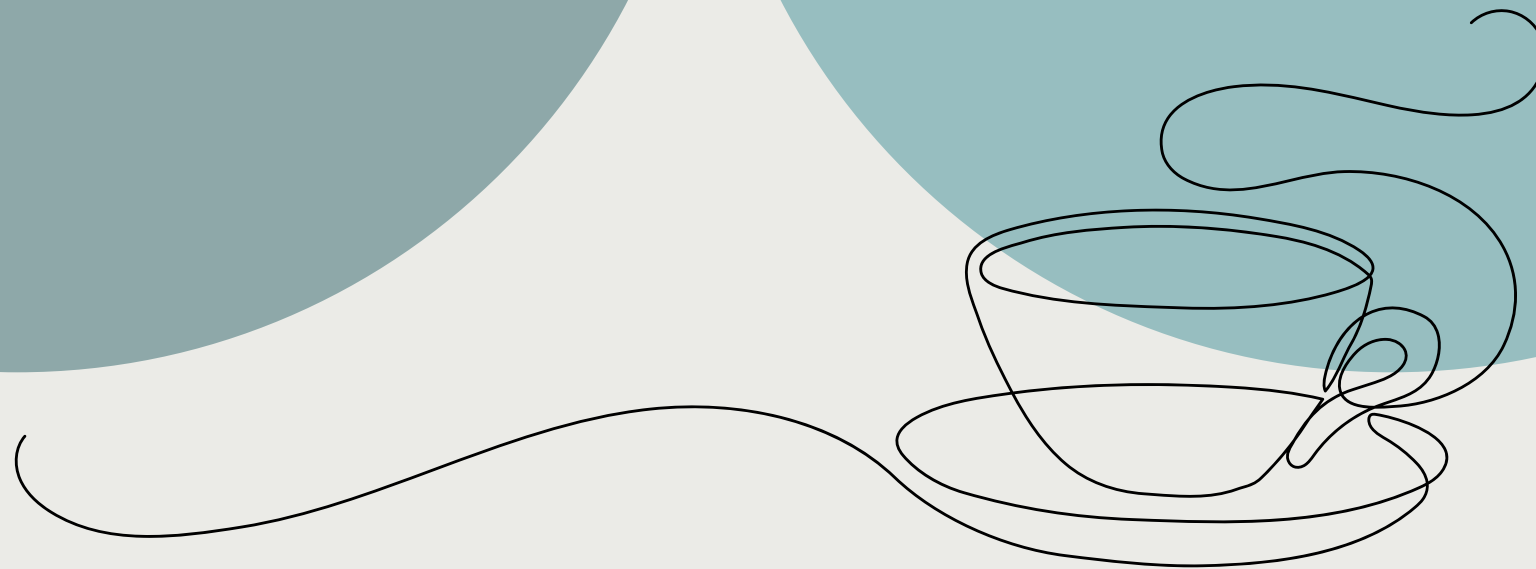


# PSYCHOLOGICAL HEALTH & SAFETY

## *SUPPORTING STAFF WELLNESS*

CRFSS gratefully acknowledges Stonehouse Teas for their generous donation of teas in support of our Psychological Health and Safety Committee. These contributions help promote a culture of care and well-being among staff, offering moments of calm and connection throughout the workday.

The Psychological Health and Safety Committee plays a vital role at CRFSS by fostering a supportive work environment where mental health and emotional well-being are prioritized. Through initiatives such as wellness breaks, resource sharing, and peer support, the committee helps build a workplace culture grounded in respect, empathy, and sustainability—core values that are essential to the work we do.





# CREATING A TRAUMA-INFORMED INTERVIEW SPACE



With funding received through the Civil Forfeiture Grant Program, CRFSS established a trauma-informed interview space designed to support survivors of gender-based violence in a safe, welcoming, and culturally respectful environment. This one-time grant was part of a provincial initiative aimed at strengthening culturally relevant and trauma-informed responses to violence across British Columbia.

The space supports CRFSS's work in addressing a wide range of gender-based violence, including domestic and intimate partner violence, sexual assault, sexual exploitation, and violence experienced by sex workers.

By integrating trauma-informed principles into the physical environment, this initiative helps reduce barriers to accessing services and ensures survivors are met with care, dignity, and emotional safety.

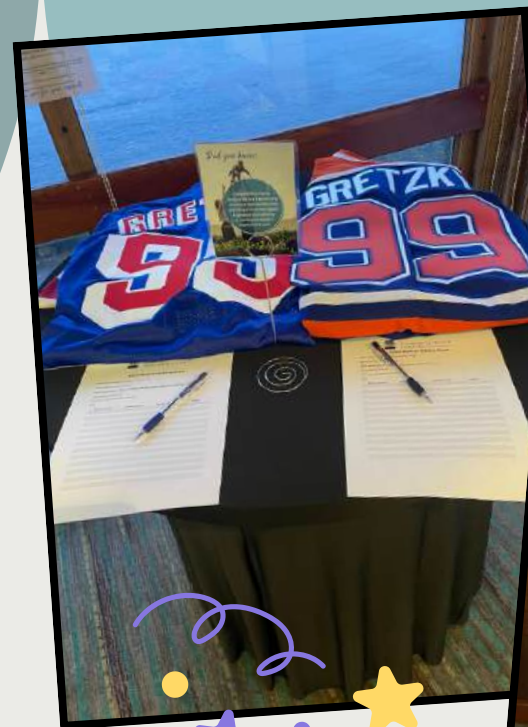


# BURGER & BEVIE FUNDRAISER

On November 21, 2024, Campbell River Family Services Society held its first annual Bevie and Burger Fundraiser, hosted by Magdalena and the team at the Anchor Inn and Suites. This inaugural event brought together community members, supporters, and local champions for an evening of connection, great food, and fundraising in support of CRFSS programs and services.

A highlight of the night was the lively trivia, hosted by Magdalena, whose humour and charisma added to the fun, relaxed vibe of the evening. Her engaging style kept the crowd laughing and the energy high, creating a warm and memorable atmosphere for all who attended.

The success of this first-time fundraiser has set a positive precedent, and we look forward to making it an annual tradition!



Save the date for the  
next Bevie and  
Burger night on  
November 21, 2025!



# IMPACT STORIES





A person with curly hair is seen from behind, holding a large rainbow flag that is draped over a railing. The background is a blurred outdoor setting with trees and a fence. The flag has horizontal stripes of red, orange, yellow, green, blue, and purple.

“

**My Counsellors helped me put more tools into my toolbox and helped me work through some difficult times. They helped me to look at things that came up from different perspectives and that was helpful. They recommended me to different groups like Worry Warriors and Y Mind. Worry Warriors helped me a lot with my Anxiety.**

**It is important for kids to have snacks at CRFSS because some of them can't just get them at home (as they don't have them). I like the Art Room because it's a calm environment where I can express myself in different ways.**

”





“

**I just want to take a moment and say thank you from the bottom of my heart for providing me support. Having the services and workers of Campbell River Family Services has helped me feel more successful and opened my eyes to new ways of thinking as a mother and a parent.**

**It has been very helpful to have a non-judgmental, independent person to talk to freely and provide an outside perspective to either question or validate my thought processes in any given moment. It has been a safe, open and honest space where I can just *be* and that be good enough, while still looking towards improving myself and life skills towards a better life.**

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**I am a kinship caregiver, and I found that this program was/is a lifesaver for me. When I entered the kinship program, I had no idea what to expect or what it implied. I was not given any guidelines on how to maneuver through this new lifestyle. I was not sure of what was expected of me and how to manage the children. I was not only their grandma but also their primary caregiver.**

**When I met my REC (Resource Enhancement Counsellor), I was so excited. She told me that she was here for me and that if I had any questions or concerns, she would help. I was given a Resource Enhancement Program binder, and it was full of very useful information.**

**My counsellor was very instrumental in helping me communicate with our social workers. She always let me know when there was a training course available that was beneficial to me. I am forever grateful for my counsellor and highly recommend this program for all caregivers.**

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**I deeply appreciate Family Links. While the kids enjoy playing, it's just as much a space for parents to connect and support each other.**

**The staff are always friendly and approachable and they go out of their way to make sure everyone feels welcome and included. On top of that, the cozy and relaxed environment not only helps us build relationships with others, but also invites me to slow down and connect more deeply with my own kids.**

”



# PERFORMANCE SNAPSHOT

## 2024 - 2025

- Fiscal goals were successfully met within the confines of available revenues.
- Targets for minimizing client complaints and staff grievances were fully attained.
- Targets for less than five (5) critical incidents were met, having only received one (1) in 2024.
- In terms of effectiveness, 98% of our targets were reached, demonstrating significant progress.
- Efficiency regarding personnel turnover achieved a turnover rate of 0.08% (excluding retirements, illness, or relocations), with three (3) staff members leaving, one (1) due to retirement. All performance evaluations were completed within 60 days of the due date.
- Access to our services proved exceptional, with 98% of targets either met or exceeded, ensuring optimal availability.
- Client satisfaction was paramount, with 100% of targets in the satisfaction domain being fully realized, affirming our commitment to excellence in service delivery.



# STAFF 2024-2025

## ADMINISTRATION & FINANCE

LAURIE OVERTON  
JESSICA GRAHAM  
JASON BROWN  
SABRINA SCHOUTEN  
LINDA SCHULZ  
JAMIE MCMURDO

## FAMILY & ADULT SERVICES

JANICE LUCIW  
ROBERTA PENIUK  
SYDNE NAUSS  
LESLIE ROSS  
EVELYN LOTZE  
HEIDI MITCHELL  
LINDSY CREEDON  
SASHA LEWIS-PARKER  
KERRI RIEHL  
SHELBY BERKENSTOCK  
DANA MOWBRAY

## CHILDREN & YOUTH SERVICES

SANDRA BELLOSILLO  
MARION BRYAN  
JOYCE PIELOU  
TAMI RIECKER  
NICI FORSYTH  
CATHERINE MCCAULEY  
JOHN HODKIN  
MYRA KOHLER  
MEAGAN MANZULENKO

## EARLY YEARS SERVICES

DEBORAH KOSTER  
JOYCE MCMANN  
CHERIE DALTON  
MONICA BROWN  
NATALIE WRIGHT  
WENDY JONES  
KATHLEEN CARLSON  
ELSPETH NICHOLSON

## GOLD RIVER SERVICES

KELLY MCARTHUR



CRFSS is proud to be accredited by CARF International, an independent accrediting body for health and human services. This accreditation reflects our organization's commitment to applying CARF's rigorous standards to all aspects of our operations and service delivery. By meeting these internationally recognized benchmarks, CRFSS demonstrates a dedication to effective, accountable business practices and continuous quality improvement. Our services are evaluated through regular on-site reviews and annual updates, ensuring that we maintain the highest standards of care and organizational excellence.



# YEARS OF SERVICE & AWARDS 2024



**CATHERINE MCCAULEY**  
5 YEARS



**NICI FORSYTH**  
10 YEARS



**DEB KOSTER**  
15 YEARS



**JOYCE MCMANN**  
20 YEARS



**AL HOEFLICH**  
FRIEND OF THE SOCIETY  
(AL HOEFLICH RENOVATIONS)

CRFSS truly values our employees as our greatest asset, and we want to express our gratitude to the outstanding staff members mentioned above for their dedicated service and loyalty to the organization.

The achievements of CRFSS directly reflect their hard work, dedication, and commitment to maintaining high standards of quality, as well as personal and professional integrity.



# STRATEGIC PLANNING

Every three years, Campbell River Family Services Society embarks on a strategic planning journey, culminating in the creation of a comprehensive Strategic Plan that charts the organization's course for the next three years. This plan is crafted by leveraging identified strengths and opportunities while addressing weaknesses and threats. In early 2022, CRFSS engaged in a facilitated strategic planning process involving the board of directors, organizational leadership, and input from staff members, community stakeholders, and clients.

The resulting 2022-2025 Strategic Plan outlines three core areas of strategic focus to steer CRFSS's endeavours in the coming years:

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

With an unwavering commitment to delivering exemplary service, ensuring operational sustainability, and advancing truth and reconciliation efforts, the horizon appears brimming with opportunities for those served by Campbell River Family Services Society, even amidst uncertain times.



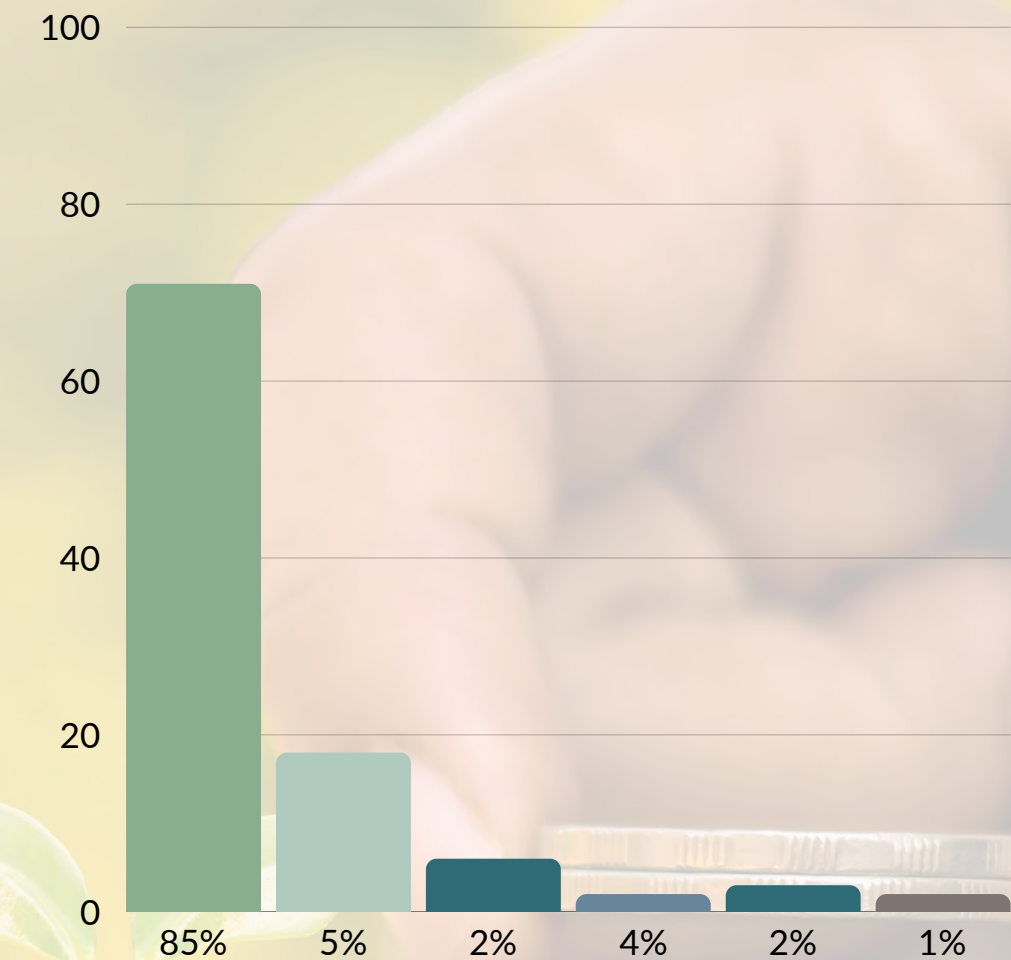
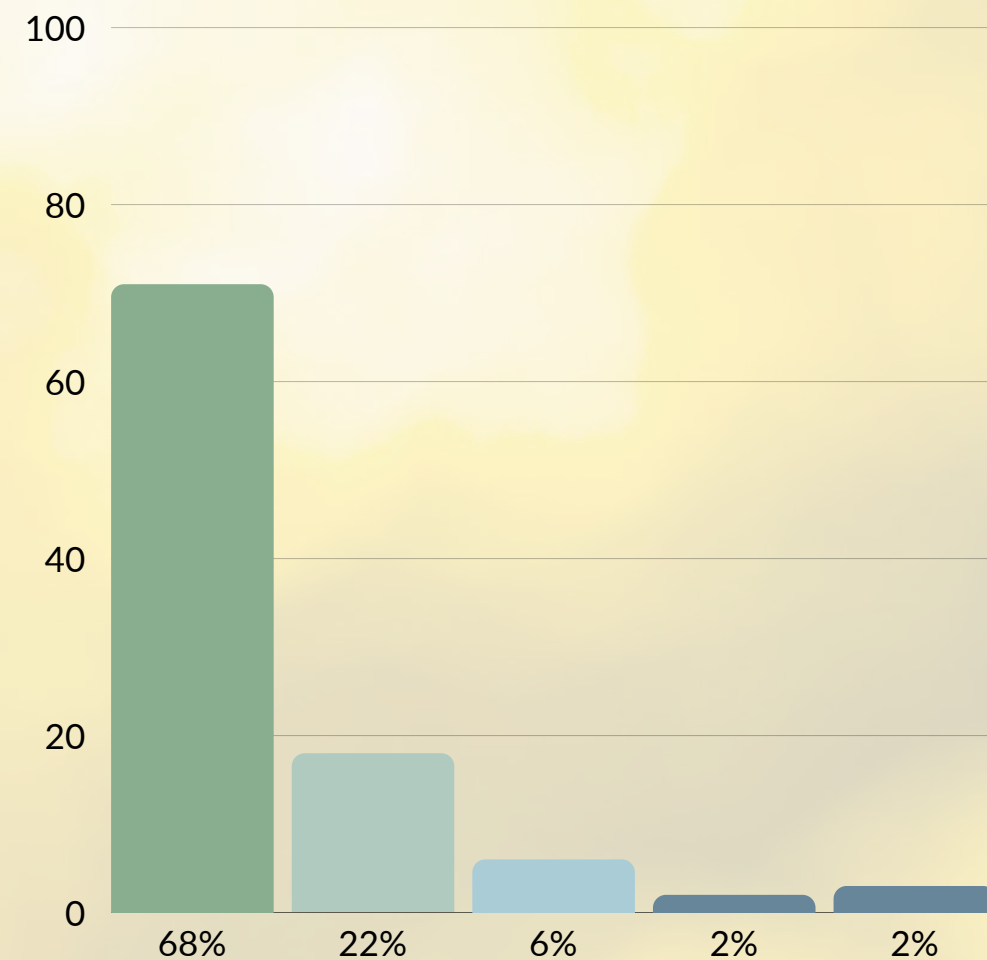
# STATEMENT OF OPERATIONS

## COMBINED FUNDS

REVENUE	2025
MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT	2,138,000
MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL	679,141
VANCOUVER ISLAND HEALTH AUTHORITY	181,479
HEALTH CANADA AND TILLICUM LELUM	70,858
MISCELLANEOUS REVENUE	66,152
TOTAL REVENUE	3,135,630
EXPENSES	2025
WAGES AND BENEFITS	2,515,469
DIRECT SERVICES	160,528
ADMINISTRATION COSTS	71,314
FACILITIES	127,873
PARTNER PAYMENTS	62,117
OTHER	21,473
TOTAL EXPENSES	2,958,775
RETURN OF SURPLUS FUNDS	617,531
EXCESS OF REVENUE OVER EXPENSES	(440,676)



# FINANCIAL 'SNAPSHOT' 2024-2025



- MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT
- MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
- VANCOUVER ISLAND HEALTH AUTHORITY
- HEALTH CANADA AND TILLICUM LELUM
- MISCELLANEOUS REVENUE

- WAGES AND BENEFITS
- DIRECT SERVICES
- ADMINISTRATION COSTS
- FACILITIES
- PARTNER PAYMENTS
- OTHER



# YOUR SUPPORT HAS CHANGED THE LIVES IN OUR COMMUNITY THANK YOU!



Make a difference!

You can donate in-person or online: [www.crfamilyservices.ca](http://www.crfamilyservices.ca)  
Campbell River Family Services Society is a registered charity.

Registration #118826775RR0001

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

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