

2010-2011 ANNUAL REPORT



Family Services
of Greater Vancouver

Strengthening people. Strengthening communities.



Message from Board Chair

This past year has been an extraordinary one at Family Services even by its own extraordinary standards. Since the last AGM, Family Services has acquired a new CEO, a new Board Chair and sold its most valuable asset. The fact that it has met these challenges while seamlessly continuing to serve its community by providing assistance to 22,253 people or families in need over the past 12 months is a testament to the dedication of its outstanding staff.

On January 1, 2011, our long-standing CEO Teri Nicholas stepped down. We have been fortunate to have benefitted from Teri's inspired leadership as CEO for the past ten years, and from her many contributions to the agency over the past 25 years, including: the establishment of a world renowned program in partnership with local police to assist women fleeing relationship violence, the development of a centre for homeless and at-risk youth in downtown Vancouver, and the acquisition of The Joanne Brown Centre for Families at 1638 East Broadway.

Teri's departure was preceded by the departure of Family Services Board Chair, Anthony Ostler. Anthony gave selflessly over his four years on the Board and his strong leadership greatly strengthened the governance model of the agency. Nevertheless, his sudden departure coupled with Teri's leaving left a major hole for Lyn Martens, our interim CEO from January 1st to August 29th, 2011, to fill. It is a tribute to Lyn's extensive knowledge and unparalleled dedication to the agency that she was able to guide it with no discernable interruptions through an already difficult year and still manage to oversee the sale of the agency's head office building on West 7th Avenue. All of us on the Board are deeply grateful to Lyn for delaying her own retirement to lead the agency through this period.

While Lyn steered the ship, the Board undertook a North American wide search for a new leader and is delighted to have selected Caroline Bonesky as the new CEO. Caroline took over the reigns on August 29th and, courtesy of Teri and Lyn's efforts, inherited a strong, vibrant agency poised to continue its leadership role in providing essential social services to people and families in need in Greater Vancouver.



I have referred to this last year as difficult. That is because funding cuts to community resources continue to threaten service levels. Specialized resources required by those who come to us in need are ever more scarce. Staff report that the stress levels and degree of crisis of those turning to us for help appear to be increasing in scope. Staff give of their own time and resources in certain cases to make up for the shortfalls. This is not sustainable.

Because of these extraordinary efforts by staff and despite the challenges we faced, I am pleased to report our overall service levels did not waver and our budget remained intact. Our agency revenues were \$22,276,296 and we finished the year with a small surplus. In the face of a steady erosion of government funding for programs, we have significantly increased other fundraising efforts and are working hard to develop a funding model that will permit us to hire, train, and retain the staff we require to maintain the agency's leadership role in our sector. We are also committed to streamlining operations to ensure sustainability of services in the years to come.

Our success in achieving this objective will be completely dependant upon the ability and willingness of our staff to continue to rise to the challenges that work in this sector provides. I have no doubt that the heartfelt commitment and professionalism that has allowed our staff to change the lives of so many people in the community over the past year will continue to permit the agency to be the exemplar for all organizations that make a contribution in this field. On behalf of the Board, I would like to recognize and thank the staff of Family Services for their dedication and to express our enthusiasm for working with them in providing better opportunities for the many thousands of people in need that we reach every year.

Yours very truly,



Chris W. Sanderson, Q.C.

Board Chair

“I am now able to move through my life instead of being stuck. I have hope, knowledge and belief now. What more could I ask for?”

– women,
counselling services



GOAL: ENDING YOUTH HOMELESSNESS

Since she was fifteen years old, Julia* had been living on the streets, finding shelter under bridges, in parks, in alleyways, and in countless other places no fifteen-year-old should ever spend a night. Why she was alone on the streets in the first place could fill a novel, but like so many of the youth who come to Directions Youth Services Centre (operated by Family Services), it has almost everything to do with neglect, dehumanization, and rejection—ultimately, a complete failure on the part of the people in Julia's life whom she needed to be there for her the most.

When Julia first came to Directions three years ago, she arrived a damaged, bitter, hardened, angry young woman. She describes herself as being in survival mode—scared to get close or trust anyone, wounded, unbelievably discouraged, and emotionally and psychologically unwell. She felt completely deflated—her spirit crushed from the oppression she faced daily, from the abuse she experienced, from her perceived failure to get out, and from a total lack of support.

Walking through the door to Directions for the first time was profound, she tells us. At Directions, she found unconditional acceptance and people who believed her life mattered. Staff talked to her like she wasn't just a kid that had problems, but rather as a human being worthy of help and as a youth able to make her own decisions.

Within just a few months of arriving, Julia gradually began to thrive. In every single way she needed support, namely mentally and emotionally, she received it and still continues to get it today. She credits Directions with inspiring her to strive to lead her most fulfilling life, giving her the skills she needs to cope and the tools to keep herself healthy and work towards her goals. Where Julia is at today, is nothing short of remarkable:

“I have regained my humanity and now see I have a role in society just like everyone else. Directions helped me re-establish my confidence, independence, courage, passion for art, determination, and perseverance. I know what I need to do to better myself and continue to grow and heal from negative experiences and move forward.”

For the past two years, Julia has been living in safe, affordable housing. She has re-connected with her passion for art, bringing solace and peace to her life. After receiving her high school diploma through the education centre at Directions, she is now attending college full-time, working towards a youth worker diploma. “I want to pay it forward, having experienced the impact a youth worker can have on one's life.” She has received a scholarship through her connection to Directions that is funding her education.

*name changed to protect identity

“I have regained my humanity and now see I have a role in society just like everyone else...”

Directions Youth Services Centre provides low barrier access, 24-hours a day, seven days a week, to homeless and at-risk youth. Directions offers a welcoming place where youth find acceptance, support, and encouragement to take the next steps in their lives.

WE BELIEVE...

Every child deserves the chance to be nurtured and to thrive.

Every youth deserves to know that they matter.

Every woman deserves to live her life empowered.

Everyone deserves the opportunity to live to their fullest potential.

WE VALUE...

We strive for excellence in our programs and services.

We deal with people in a fair, honest, and respectful manner.

We believe in the capacity of people to overcome life's challenges.

We provide services that recognize and respect our differences.

We uphold the public's trust through responsible management of our resources and a commitment to social justice.

OUR MISSION

We are a not-for-profit organization dedicated to strengthening people, families, and communities. We provide a diverse range of professional support and counselling services to those who are experiencing challenges in their lives.

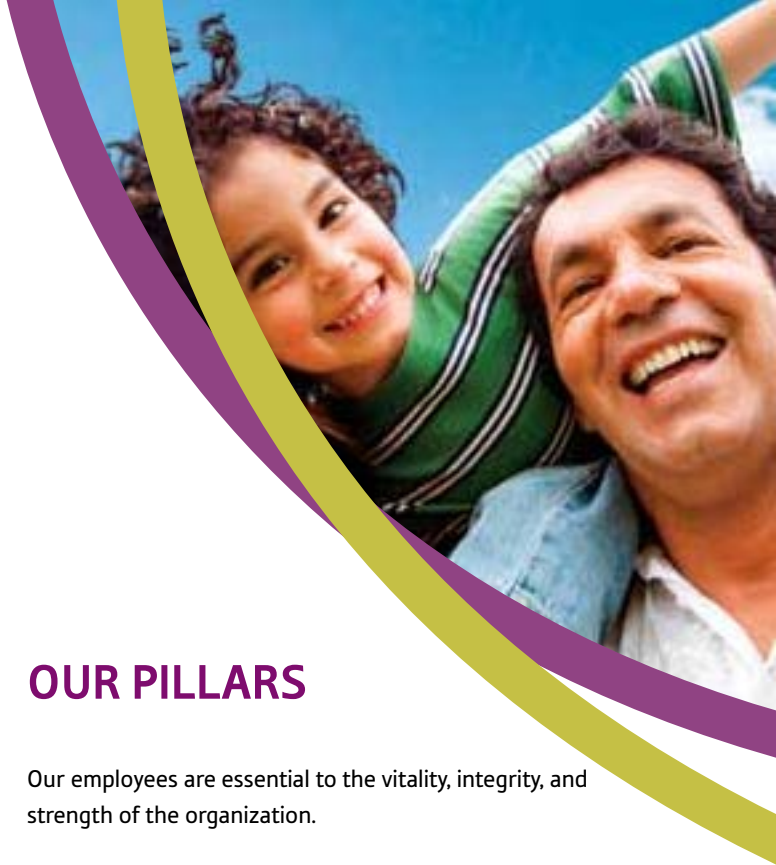
OUR PILLARS

Our employees are essential to the vitality, integrity, and strength of the organization.

We depend upon our supporters in the community for their time, advocacy, expertise, funding, and other essential resources.

We are committed to developing and providing a broad range of quality services that are responsive to diverse community needs.

Financial sustainability is essential to our ability to fulfill our mission over the long term.



WE ARE...

WE ARE...

FAMILY SERVICES OF GREATER VANCOUVER IS A NOT-FOR-PROFIT COMMUNITY AGENCY THAT'S BEEN HELPING PEOPLE MEET LIFE'S CHALLENGES SINCE 1928.

Each year, we touch the lives of more than 22,000 people of all ages, ethnicity, gender, and socio-economic status. Whether it's offering a teen a safe, warm respite from the street, transitioning someone into the workplace, or providing therapy for a child who has witnessed family abuse, our ambition remains the same: To offer support, hope, and opportunity to help people create new life opportunities. Through our core counselling and support services we help people deal with the root causes of their conflict, providing them with the tools they need to build a better future for themselves, their families, and their community.

"I am coming out of a lifetime of darkness. I appreciate life more than ever before."

– woman,
violence prevention

WE HAVE... WE HAVE...

More than 500 employees and nearly 300 volunteers operate out of more than 20 locations across Metro Vancouver. Together, they speak a combined total of 30 languages. Our services are diverse. Then again, so are the needs of those who seek our help.

CREDENTIALS...

OUR CREDENTIALS...

Family Services of Greater Vancouver is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) – a testament that our agency conforms to the highest level of nationally and internationally recognized service standards.



WE OFFER...

WE OFFER...

PREVENTION & INTERVENTION COUNSELLING

To help adults and children address relationship/family issues, sexual abuse, family violence, and addictions.

PARENTING SUPPORT

Counselling, education, and support to help Ministry-referred parents become better parents.

VICTIM SUPPORT

Services for victims of domestic violence and sexual abuse.

YOUTH SUPPORT

Support for youth dealing with homelessness, crisis, addictions, or disabilities.

COMMUNITY EDUCATION & PREVENTION

Courses in personal growth, parenting, money management; school and community-based prevention programs.

ADOPTION AGENCY

Facilitation of local and international adoptions.

EMPLOYMENT RESOURCE CENTRES

Access to job training, job finding, skill-building referrals, resources, and information.

EMPLOYEE ASSISTANCE PROGRAM

Counselling services for public/private sector organizations in B.C.

STATEMENT OF EARNINGS

FOR THE YEAR ENDED MARCH 31, 2011

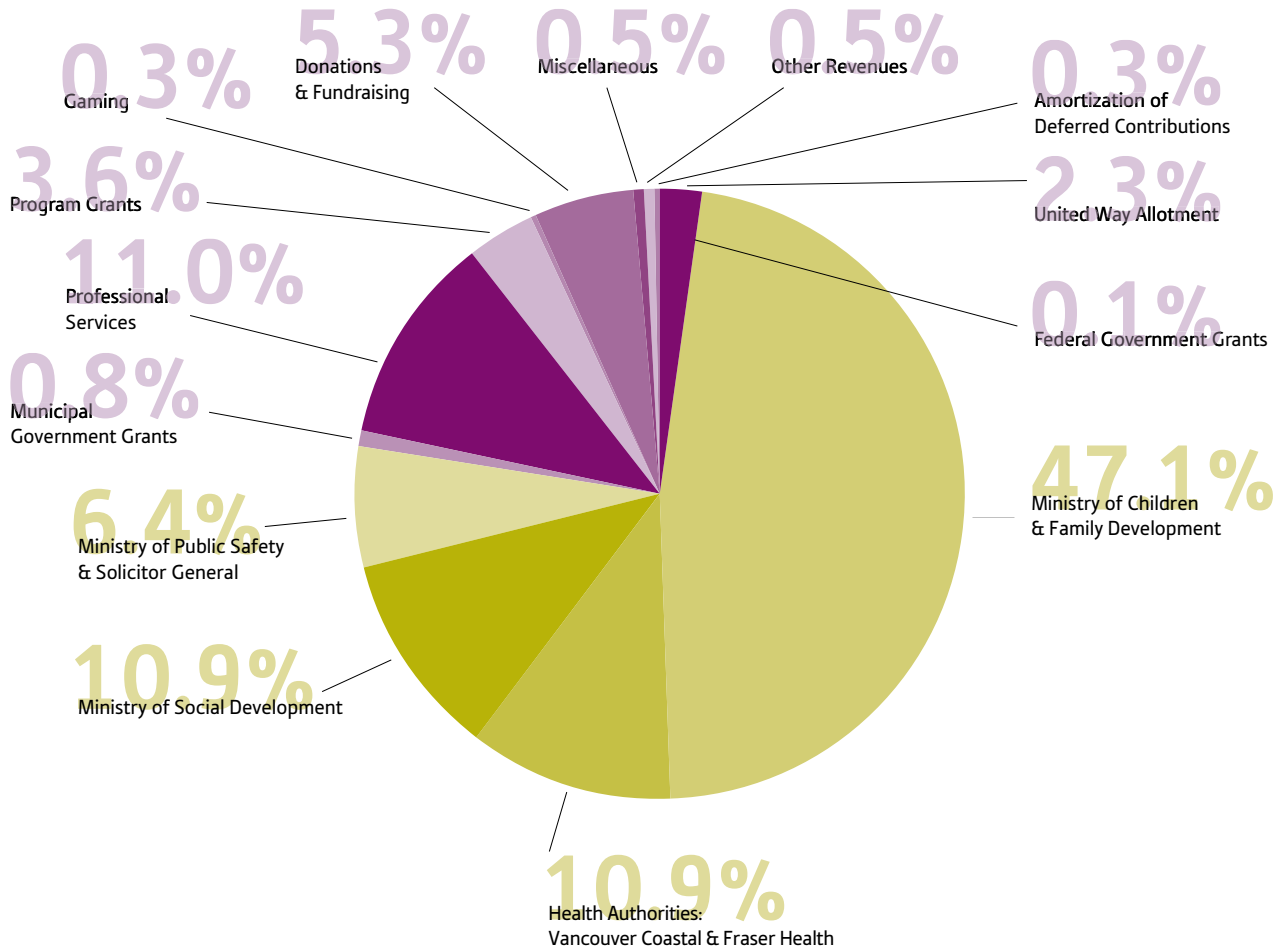
OUR FUNDING...

Family Services of Greater Vancouver is a not-for-profit community agency. We rely on individuals and businesses in our local community to provide their time, advocacy, expertise and funding to help us realize our goal to assist those in need. While we do provide service through government contracts for some of our programs, many others survive solely on the support of community and corporate dollars. Without this funding, these programs would not exist. Every dollar is crucial to assisting one more child, one more youth, one more family in crisis.

REVENUES	2011	2010
Government of British Columbia	\$ 16,781,386	\$ 17,635,011
Professional services	\$ 2,444,261	\$ 2,446,830
Donations and fundraising - net	\$ 1,184,576	\$ 1,004,965
Program grants	\$ 797,688	\$ 958,426
United Way of the Lower Mainland	\$ 509,747	\$ 509,747
Amortization of deferred contributions	\$ 70,473	\$ 206,646
Municipal governments	\$ 170,626	\$ 169,655
Other revenue	\$ 109,835	\$ 114,635
Government of Canada	\$ 29,872	\$ 77,920
Gaming revenue	\$ 65,466	\$ 35,193
Miscellaneous	\$ 112,366	\$ 22,956
	\$ 22,276,296	\$ 23,181,984
EXPENSES		
Salaries, wages and benefits	\$ 15,093,039	\$ 14,991,688
Purchased services	\$ 3,410,287	\$ 4,102,270
Building occupancy	\$ 1,370,747	\$ 1,358,035
General programs expenses	\$ 925,483	\$ 930,821
Direct program expenses	\$ 711,678	\$ 736,344
Amortization	\$ 120,796	\$ 267,811
Recruitment and professional development	\$ 221,544	\$ 151,532
Insurance, dues and other fees	\$ 122,785	\$ 103,733
Promotion and fundraising	\$ 86,160	\$ 100,850
Pension solvency	\$ 84,000	\$ 100,800
Miscellaneous	\$ 74,293	\$ 61,841
Audit and legal	\$ 38,825	\$ 57,383
	\$ 22,259,637	\$ 22,963,108
Excess of revenues over expenses for the year	\$ 16,659	\$ 218,876

BREAKDOWN OF REVENUE

FOR THE YEAR ENDED MARCH 31, 2011



 GOVERNMENT OF BRITISH COLUMBIA

 OTHER

Family Services adheres to



HIGHLIGHTS...

SIGNIFICANT HIGHLIGHTS 2010/2011

BOARD MEMBER RECEIVES ICABC COMMUNITY SERVICE AWARD

Family Services board member, Joanne Hausch, CA, was recognized in June 2010 by the Institute of Chartered Accountants of BC for more than a decade of volunteer work in the community. Joanne received the ICABC Community Service Award which recognizes CAs who go above and beyond in volunteering their skills for the betterment of their community. The StreetMeals program Joanne founded provides meals and supplies to Family Services' Youth Services division.

ELDER ABUSE PILOT PROGRAM RECEIVES INTERNATIONAL ATTENTION

Family Services' Elder Abuse pilot programs offer support services to elderly people who may be the victims of abuse by someone with whom they have a relationship. The pilot programs were evaluated by Dr. Deborah O'Connor from the Centre for Research on Personhood in Dementia at the UBC School of Social Work and she presented the program and its results with Family Services' staff, at the 39th Annual Conference of the British Society of Gerontology in London, England in July 2010.

IMAGINE CANADA

In September 2010 Family Services became a member of Imagine Canada—Canada's center for charities and philanthropic initiatives.

INTRODUCTION OF NEW LOGO

In September 2010, Family Services introduced a new logo for the agency. The agency's new look is a radical departure from its former literal symbol—somewhat whimsical, the logo has an air of celebration, sending a message of hope. The icon was designed to represent the seeds of possibility that take root in those who come to us for help. The purple and green were chosen for their fresh, yet calming characteristics.

CHANGE IN BOARD LEADERSHIP

In October 2010, the agency bid farewell to Anthony Ostler as Board Chair and welcomed Chris Sanderson to the role. Anthony resigned for a professional opportunity that saw him relocate to Toronto.

FUNDRAISING LUNCHEON

The first fundraising luncheon for Family Services, held in November, 2010, was a tremendous success, raising \$38,000 to help families in our community. Guest speaker Dr. Evan Adams spoke about the importance of the social determinants of health. The event provided a venue to bring together long-time supporters of Family Services and helped welcome new faces to the agency. The luncheon was presented by Deloitte.

CHANGE IN AGENCY LEADERSHIP

In January 2011, after 10 years in the role of CEO and 25 years working for the agency, Teri Nicholas resigned to move to another position in the community. Lyn Martens was appointed acting CEO until Caroline Bonesky was named CEO later in the following fiscal year.

DIRECTIONS YOUTH SERVICES CENTRE WINS LOCAL HEROES AWARD

In March 2011, Directions was chosen as the recipient of the City of Vancouver's 2011 Local Hero Award. These awards recognize individuals and organizations who demonstrate leadership and commitment to ending youth homelessness. Mayor Gregor Robertson presented the award to Directions at a benefit concert.

GOVERNMENT NON PROFIT INITIATIVE

As a social services leader, Family Services has continued to be involved in the Government Non Profit Initiative, advocating for sound and consistent contracting practices across all government ministries. The agency continues to be an advocate for the sector, as well as the people we serve, speaking out about best practice standards, and educating both government and community around many social issues, including: family violence, homelessness, and elder abuse.

PEOPLE SERVED

This year our 525 staff members, together with 295 volunteers and 38 students, provided services to 22,523 people at 20 locations throughout Metro Vancouver, as well as other areas of the province. Our agency revenues were \$22,276,296 and while we were challenged with our government funding, support from fundraised revenue increased significantly.

“My life is completely different after coming here. I have more trust and belief in myself, recognize my strengths and ability to be myself, to laugh again, and be truly accepted. I feel generally happier, more confident, grounded and secure...”

– youth,
youth services

THANK YOU...

LEADERSHIP CIRCLE

PLATINUM \$100,000+

Vancity

GOLD \$50,000 - \$99,999

2010 Legacies Now Society
Anonymous (2)
The Family and Children's
Foundation of British Columbia
United Way of the Lower Mainland
Vancouver Foundation

SILVER \$10,000 - \$49,999

Anonymous (3)
Bartrac Holdings Ltd.
BC Hydro
BC Social Venture Partners
Blake, Cassels & Graydon LLP
Canucks for Kids Fund
CIBC Wood Gundy at Bentall Caring
for Kids Fund
City of Richmond
Deloitte & Touche LLP
Diamond Foundation
Moffat Family Fund
Peter and Joanne Brown Foundation
The Alma Mater Society (University
of British Columbia)
Vancouver Police Union Charitable
Foundation
Variety - The Children's Charity of
BC

OUR FAMILY CIRCLE

GOLD \$5,000 - \$9,999

CKNW Orphans' Fund
Kim and Bob Disbrow
Electronic Arts (Canada), Inc.
Grayross Foundation
Marin Investments Limited
Phillips, Hager & North Investment
Management Ltd.
The Edith Lando Charitable
Foundation

SILVER \$1,000 - \$4,999

Alice Angus
Anonymous (3)
Margaret M. Blackwell
Linda Blankstein
Sarah Boon
Jonathan Burke
Dorian Cochran
Colliers International
Credential Asset Management Inc.
Dundee Wealth Management
Employees of Blake, Cassels &
Graydon
Employees of City of Burnaby
Employees of Veterans Affairs
Canada
Robyn Hastings
Dan Helm
Paul Kearns
Kurt and Else Maurer Fund
Raymond Lam and Tracy Defoe
Lawson Lundell LLP
Lohn Foundation
McCarthy Tetrault Foundation
Andrew Medd

Metrobridge Networks Corporation

John Montalbano
New Westminster Firefighters
Charitable Society
Teri and Lee Nicholas
Jodi Norrison
OPUS Framing & Art Supplies
Anthony and Victoria Ostler
Philippa Ostler
Radical Foundation
RBC Foundation
Robert Baker M.D. Inc.
Selwyn and Lorna Romilly
Carol Shpak
Mr. Jonathan Stewart
John and Judy Taylor
The Hamber Foundation
The KPMG Foundation
United Way of Halifax Region
Shane Uren
Michael Wallberg
Robert Watts
Ken Werker
Tom Whelan
Heather Whiteford
Peter Williams

GIFTS IN KIND \$1,000+

Cirque du Soleil
OPUS Framing & Art Supplies
Cara Sinclair
Timeline Sales Corp

FRIENDS OF THE FAMILY

GIFTS UP TO \$999

Andrew Acherman
Nancy Adie-MacKay
Raymond Ahrens
Ross Allan
Michelle Allan
Morgan Andersen
Anonymous (21)
Suzanne Anton
Gary Arca
Brad Armstrong and Catherine
Woods
Art Matters Society
Atlas Pots Ltd.
Helena Ayas
Richard Ballard
Frank Bassett
BCLC Marketing & Sales Office
Michael Bentley
Brian Bentz
Keith B. Bergner
Gordon Berka
Eric Bernal
Jennifer Bettiol
Beyond Expectations
Communication & Design Solutions
Eric Bigelow
Moyra Bigmore
Jocelyn Bissett
Maurice Bloch
BMO Employee Charitable
Foundation
Brenda Bolwyn
Micheal and Laurie Borden
Barbara and Graeme Brett
Barbara Brett
Holly Broadland

FROM THE BOTTOM OF OUR HEARTS.

Rick Brooks-Hill
Vaughan Bruneau
Mary Jane Burkholder
Stephen Burton
Busby Perkins + Will
James F. Cahill
Kent and Ann Campbell
Renzo Caredda
Joan & Robert Carne
John Carrington
Isabel Castillon
Sherry L. Cavallin
Raymond Chan
Nina Chen
Karen Choi and Bernard Chan
Miranda Choi
Andrew Chowne
Jeff Christian
Trude Christiansen
Lisa Cloutier
Cecilia Codizal
Collingwood Neighbourhood House
Lisa C. Colls Simpson
M. Joan Conklin
Jody Connolly
Gladys D. Corlett
Daniel Corrin
Leanne Coughlin
Brian Crowther
Damax Consultants Ltd.
William E. Damm
Marion Davis
Judith F. Davis
Art Deheer
Brian DeMuy
Veena Dent
Nancy M. Dickson
Erin Dobbin
Downtown Vancouver Business
Improvement Assoc.

Stephen Drance
Gary W. Dunn
Katy Dunnet
Helen Dutch
dysarchitecture
Steve Earnshaw
Christine Eckersley
Employees of Accenture
Employees of BC Lottery
Corporation
Employees of BDO Dunwoody
Employees of Canada Border
Services Agency
Employees of Coast Mountain Bus
Company Burnaby Transit Ctr.
Employees of HSBC Bank Canada
Employees of Justice Institute of
B.C.
Employees of National Aviation
Employees of RadiSys Canada, Inc.
Employees of RBC - 805 PCD
Kerrisdale
Employees of Transport Canada
Angela Emsley
Esscurve Fitness Inc.
Brian Eve
Eye To Eye Productions Inc.
Jennifer Fabre
Bernard Fahy
Terry Fay
Barry Fenton
Craig Ferris
Troy Firth
Raena K. Fisher
Lucile Flavelle
Morie Ford
Allen M. Fowlis
Philip M. Francis
Richard E. Fraser
John S. Fraser
James E. Fraser

Laurie Frederick
Moura Quayle and David Fushtey
Al Gair
Glenn Gardner
Kian Ghanei
Deborah Gibson
Mary Gilbert
Sabrina Gill
Margaret Gillis
Arlene Gladstone
Karen Goddard
Lita Gomez
Esme Gooderham
Goodman & Company
Diane Gouzopoulos
Sheldon Gray
Kelly Grayson
Patrick Grimminck
Louise A. Grimwood
Andrew Groves
Roberta Haas
Gary M. Hagel
Rahel Halabe
Samantha N. Halliwell
Vicki Hamill
Andrew Hamilton
M. Hand
Catherine Harvey
Joanne Hausch
Ken Hayden
Susan Hayes
Jack Hayes
Michelle Heine
Kristin Helgason
Zoe Hemy-Napier
Ross Henderson
Isabel Henderson
Neil Hershfield
Ruth Hershler
Adolf Hofmann

Michael Holden
Michaela Horak
Axel Hovbrender
Katherin Hughes
John and Marietta Hurst
Debbie L. Huska
Deborah Hutchings
Murray Jackson
Paul Jamieson
M. Dianne Johnson
Elaine V. Jones
Zoe Jong
Mavis Jonsson
Lorraine June
Merle Kamin
Ash Katey
Lisa Kerfoot
Zane Kerzner
Masuma Khan
Anil Khan
Julia and Demas Kim
Sean Kim
Lucy Kim
James W. Kirkland
Werner Knittel
Joy S. Korman
Betty Kua
Haida Lane
Lantic Inc.
Randall Larocque
Margaret C. Laurence
Denise Lauritano-Saplywy
Kaitlyn Lawson
Doug Leard
Suzie Lee
Darwin LeMay
Doug LePard
Liberty Bakery Ltd.
Craig and Maryam Lindsay
Lois Lindsay

THANK YOU...

Patricia Lloyd
Mannie London
Robert Luft
Shawn Macdonell
Florence Mackay
Tracey MacKinlay
Bill MacLagan
Elizabeth MacLeod
Valerie Mann
Clint Mar
Elinor Martin
Paul and Janine Mayer
Helen Mayoh
Meghan McAlister
Alex McCulloch
Neil G. McDaniel
Diane McLennan
Catherine McNeely
James C. McPherson
Wendy Melvin
Victoria Mendes
Jacqueline Meneses
Ian Metherell
Catherine Metrycki
Paul Meyers
Bethany Michel
Jonathan Miles
Richard Moore
Mike Morgan
Nancy Morrison
Howard Moss
Desmond Mott
Mountain Equipment Co-Op
Raj Narang
Newton Learning Centre
Johnny Nguyen
Kim V. Niggemann
Pearl Niwatsukino
North Shore Studios Management Ltd.

Mike Nott
Erin O'Brien
David Ogilvie
Sarah Ostler
Pacific Road Runners
Robyn Page
Annastasia M. Palubiski
Adrian Pape
Rob Parrish
George Pedersson
Lorenzo Pederzani
James Pelmore
Earl G. Phillips
Ian and Ebie Pitfield
Sandra Posnikoff
Heather Prittie
Provincial Employees Community
Services Fund
Lisa Pullan
Martin Puterman
Barjinder Rana
Bonnie Rapaport
Michael W. Ray
George Read
Fiona Revill
Gavin Reynolds
Susan Rhodes
Alison A. Rhodes
David Richardson
Haydn Richardson
Richmond High School Alumni
Association
Elizabeth Ridley
Bryan T. Robertson
Daniel Robinson
Asuncion Rodriguez
Theresa Rogers
Rotary Women's Association
M. Anne Rowles

Stuart Rowles
Marjorie-Anne Sauder
Ursula Schmelcher
Leonard Schula
Paul Shipton
Christina Shirreff
Esnie Shum
Jon Sigurdson
Joanne R. Silver
Trevor Simpson
John M. Sims
Alison Sinclair Burns
SLC Holdings Inc.
Patrick Smith
Jojo Solacito
Lata Sood
St. Mary's Kerrisdale
Megan Stannard
Janice Staub
Glenna Stewart
Douglas Stewart
Karen C. Straith
Graeme I. Strang
Stuart Olson Constructors Inc.
Larry Sullivan
Gail Sumanik
Dave Sweeney
Rob Taylor
TD Bank - National Campaign
TELUS
Terracon Management Ltd.
The HYDRECS Fund
The New Westminster Lions
Community Spirit Society
Angela Thiele
Lorie Thomas
David M. Thomson
Deryck I. Thomson
Jeff Thronson

Thunderbird Neighbourhood
Association
Ralph B. Toombs
Maureen Topley
Gail Townsley
Ruby and Gregor Turner
United Way of Greater Toronto
Nora Valdez
Vandana Varshney
Margo Veenhoven-Joe
Lindsay Waddell
Amy Wallace-Paikos
Bob Wang
Kerry Watt
Jason Weinstein
Frances Wellburn
Janna Werry
West End - Coal Harbour
Community Policing Centre
Bonnie White
Ronald D. Wilhelm
Sheryl Williamson-Harms
Cathy Williscroft
Brian C. Willoughby
Elizabeth J. Wilson
Jennifer Wilson
Sandra Witherspoon
Brigitte Witzel
Norah Wong
Josh Wong
Carson Woo
Queenie Yeung
Howard Young
Xiao Yun Wu
Morris Zallen
Dave and Leah Zille

GOAL: ENDING VIOLENCE AGAINST WOMEN


ONE OF THE FOUR PILLARS OF FAMILY SERVICES OF GREATER VANCOUVER IS OUR PEOPLE—OUR EMPLOYEES ARE ESSENTIAL TO THE VITALITY, INTEGRITY, AND STRENGTH OF THE ORGANIZATION. AT FAMILY SERVICES, IT IS OUR DEDICATED AND COMMITTED STAFF WHO ARE THE BACKBONE OF THIS ORGANIZATION, GOING OVER AND ABOVE THE CALL TO TRULY MAKE A DIFFERENCE FOR THE PEOPLE WE SERVE.

While we often share stories of the successes our staff experience with those who come to us for help, there is a whole range of off-the-sides-of-their-desks jobs that aren't written into job descriptions—tasks that are less likely to be spoken of, yet can be equally impactful. Opportunities present themselves, and our dedicated and committed staff seize the moments, recognizing the greater good the opportunity can have for the community. This story is but one example of these 'seize the opportunity' moments.

Last fall, one of our domestic violence response programs was contacted by a local high school, asking if they would be willing to come to the school to present to the students at a large school assembly about the warning signs of relationship violence. Several of our domestic response team counsellors, along with their police detective partners, leapt at the opportunity—knowing that if young people are educated now, the likelihood of them requiring intensive services down the road is reduced.

It was later learned that immediately following the presentation, a student visited the school constable, expressing great concern for her best friend's safety. She had recognized many of the warning signs she heard in the presentation as behaviour she had seen in her friend's relationship—the assembly being the tipping point that got her to report what was going on. After investigating a little further, the constable learned that the friend's boyfriend had made actual threats to kill his girlfriend. Police were immediately called and the offender was arrested at his girlfriend's home, where a knife was found on him. He was charged with uttering threats to cause death or bodily harm and with possessing a weapon for a dangerous purpose.

While it is rare for educational presentations to result in such an immediate or dramatic outcome, all such presentations are important in raising awareness about intimate partner violence and options for safety. The impact this presentation made on the student body was profound... and all in a day's work.



“...all such presentations are important in raising awareness about intimate partner violence and options for safety.”



Family Services of Greater Vancouver

Strengthening people. Strengthening communities.

**FAMILY SERVICES
OF GREATER VANCOUVER**

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Vancouver BC V6J 1S5
604.731.4951
contact_us@fsgv.ca

www.fsgv.ca

CHARITABLE REGISTRATION #11891-3102-RR0001

