



Strengthening people. Strengthening communities.



Candan Özdemir had a comfortable life in Turkey. She worked in the administration offices of a major bank in Istanbul, her husband was a computer engineer and their young daughter was enjoying school. Surrounded by friends and family, life was good.

Soon after discovering she was expecting their second child, the bank where she worked was bought out and, along with many of her colleagues, Candan was laid off. Changes in the political scene were also adding to her unease.

"Turkey is a country founded on democratic and secular ideals," says Candan "but since 2002 each national and local election has been won by the current ruling party which values the Islamic traditions of Turkey. Journalists and others critical of the government are having a hard time and most of them were imprisoned."

Candan and her husband felt that such changes did not bode well for the future of their children. *"We wanted our children to grow up in a country that was peaceful and stable. A place where there is respect for every person and where freedom of speech and justice are upheld."*

The process took almost four years, but finally they were approved for immigration to Canada. They arrived in September of 2009 with their daughter Ceylin who was now age twelve and son Derin, age four. Her husband was only able to stay for three weeks to help them set up. He returned to Turkey to continue to work and support the family. He visits every three months and will move here next year.

"Everything was so different," says Candan "from renting an apartment to little things like calling a taxi. We didn't know how things worked here in Canada. When my husband went back to Turkey I felt very alone". She heard about the New Westminster Community Immigrant Mentorship Program from a mom at the StrongStart program her son was enrolled in, and decided to look into it. *"Sheila (Sheila Resels, program coordinator) explained that it was a six month program and that I would have to commit to attending the classes every week."*

In July 2010, Candan was one of 25 people to graduate from the first program.

"I learned so much and have made friends along the way. We learned about the education system, the health system, about managing finances, the legal and police systems, about parks and recreation, the support systems available to us, and more. Each topic was presented by a guest speaker, an expert who worked in the area. I learned about programs for my children and was happy to discover that in Canada you don't have to be personal friends with the politicians for them to help you!"

...cont'd on back cover

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Message from Teri Nicholas, CEO

This is a significant time for Family Services of Greater Vancouver, as it represents the beginning of a new era for our agency. For many, many years, we have been identified by a logo picturing people holding hands, symbolizing harmony and strength...a "together-we're-stronger" message, if you will. These people have served us well and, as with any change, we know they will be missed. As you may have noticed, we unveiled a new logo for our agency at our Annual General Meeting—a symbol that represents us on so many levels. It is a radical departure from the literal representation that we have come to know as Family Services, but we have fallen in love with it and we hope, with a little understanding of its meaning, you will too.

As you will also note, we have said goodbye to our Board Chair, Anthony Ostler and welcomed Chris Sanderson in his place. Since 2005, Anthony has served our Board with tireless dedication and passion. He is leaving Vancouver to pursue a new opportunity with Manulife. We wish him all the best in his new role.

Family Services continues to make waves in international arenas, with our Elder Abuse partnership model recently being presented at the 39th Annual Conference of the British Society of Gerontology in London, England. The program was warmly received and we look forward to being able to continue to share our innovative work around the globe.

Finally, be sure to get your tickets for our Fall Luncheon on Tuesday, November 23 at The Four Seasons Hotel. Details on Page 5. Tickets are selling fast so get yours before we sell out. I look forward to seeing you there!

Seeds of Possibility in New Logo

Family Services' new look is a radical departure from the literal symbol—somewhat whimsical, the logo has an air of celebration, sending a message of hope and possibility.

"This icon represents the seeds of possibility that take root in those who come to us for help," said CEO Teri Nicholas during the unveiling of the new logo at September's AGM.

"We've chosen to connect to the "i" in services, as the journey has to begin with the individual. Ultimately, our new logo represents why we believe so strongly in what we do—we know that when we help one person, it strengthens their family, and eventually, the community at large."

Tremendous gratitude is due to the team at Publicis Vancouver, a communications firm that brings a unique creative approach to client projects, for donating their creative talents (a project of this scope can easily cost an organization more than \$10,000). "Our heartfelt thanks to Bill Downie and his team who took us under their wing" Nicholas commented. "The project took almost two years to complete, and involved input from staff and board along the way."

"When we met with the Family Services team and a handful of clients it became clear to us that optimism and hope were in abundance," says Bill Downie, Creative/Art Director at Publicis. "The design approach hints at 'connections'. Connections between Family Services and its client, between clients and their loved ones or between clients and a part of themselves they may have lost," adds Downie.

"Publicis truly understood who we are as an organization," Nicholas added. "We are excited to have this fresh, unique logo to help us continue our work of strengthening people, strengthening communities."

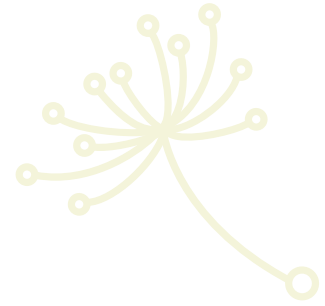


Family Services
of Greater Vancouver

Family Services of Greater Vancouver elects 2010/2011 Board of Directors

At the Annual General Meeting on September 22, 2010 at The Arbutus Club in Vancouver, Family Services of Greater Vancouver elected its 2010/2011 Board of Directors:

- Anthony Ostler, *Board Chair*
- Chris Sanderson, *Vice Chair*
- Karen Choi, *Treasurer*
- Andrew Medd, *Secretary*
- Frank Bassett, *Director*
- Sarah Boon, *Director*
- Caroline Campbell, *Director*
- Dorian Cochran, *Director*
- Lisa Colls Simpson, *Director*
- Brian DeMuy, *Director*
- Joanne Hausch, *Director*
- Werner Knittel, *Director*
- Lindsay Waddell, *Director*
- Michael Wallberg, *Director*
- Robert Watts, *Director*
- Ken Werker, *Director*



Since the AGM, Anthony Ostler has announced his resignation from the Board as he is moving to Toronto for professional reasons which sees him starting a new job with Manulife. We welcome Chris Sanderson to the role of Chair.

Thank you to Anthony Ostler

Our heartfelt thanks go out to Anthony Ostler for the outstanding time, commitment, and passion he has shown our agency and our mission.

In his time on the board, some of Anthony's most notable accomplishments include: The Building Tomorrows capital campaign (Anthony was a driving force behind its success); the evolution and growth of the governance of the board; and helping establish Board Voice for the sector (a group of board members from like-minded organizations advocating for the needs of the people we serve). During his tenure, Anthony also chaired the finance and audit, the fund development, and the facilities development committees—and was instrumental in the purchase of our facility at 1638 East Broadway— *The Joanne Brown Centre for Families*.

These are but a few of his MANY accomplishments and he will be sorely missed. *Anthony, we wish you all the best in your new role. Vancouver's loss is Toronto's gain.*



We offer our thanks and say farewell to these departing board members whose accomplishments and contributions have made a lasting impact on Family Services:

Gabrielle Campbell a valued Board member for nine years, with six years in the role of Secretary and strong participation in many areas including Fund Development, Adoption Advisory, Governance and Executive.

Neil Hershfield, with nine years on the Board, serving as Treasurer for the last five years, and actively involved in Fund Development and Marketing, Finance, and Executive.

Peter Kafka who served the Board for seven years, (two years as Vice Chair) making significant contributions in the areas of EAP Advisory, Finance, and Governance.

Denise Sheppard, Board member for three years, serving on the Fund Development and Adoption committees.

And joining our Board this term are:

Frank Bassett — Senior Director of Facilities, Real Estate, and Corporate Services for Electronic Arts. Frank brings his extensive experience in facilities and real estate to the Family Services Board.

Werner Knittel — Business advisor with Wardell Professional Development. A highly experienced communicator, Werner brings over 30 years of government, public and media relations expertise to the Family Services Board.

Lindsay Waddell — Human Rights lawyer, with the Community Legal Assistance Society in Vancouver. Lindsay looks forward to helping Family Services in its mandate to strengthen people, families, and communities.

Robert Watts — Managing Partner of Rolfe, Benson LLP Chartered Accountants in Vancouver and has spent 23 years in public practice. Rob looks forward to working with the Board and providing a positive contribution to Family Services.

Giving more than money

PHILLIPS, HAGER & NORTH

Investment Management Ltd.

Investment firms are typically interested in making money, not in giving it away. But giving is in fact part of the culture at Phillips, Hager & North (part of RBC Global Asset Management), a local investment firm that has been a strong supporter of Family Services for 17 years. Their most recent contributions include signing on as a silver sponsor for our Fall Luncheon and a multi-year gift of \$25,000 in support of our capital campaign and various programs.

PH&N started in Vancouver in 1964, providing straightforward advice and investment counsel to help Canadians invest their assets. Proud of their Vancouver roots, the firm strongly believes in giving back to the community in which they do business. The organization makes an annual financial commitment in support of a variety of charities and encourages employees to add to that support with personal donations through their annual United Way campaign.



The Fun in Fundraising - a "bobsled" race was part of PH&N's Olympic themed United Way campaign.

Consistently ranked as one of the top corporate fundraising teams in Vancouver, PH&N puts the "fun" in fundraising. Last year's United Way campaign had an Olympic theme that featured a bobsled race as one of the many campaign activities.

Since 1993, PH&N has donated more than \$90,000 to Family Services. As one of the agency's longest standing corporate supporters, PH&N's spirit of giving to Family Services goes well beyond money.

Over the years four senior PH&N staff have served on the agency's Board of Directors, beginning with Peter Malcolm (retired), then Julia Kim, Nicole Bradbury and now Michael Wallberg. Peter Malcolm was a longtime supporter of Family Services, and it was through him that the relationship began.

Current board member Michael Wallberg serves on the Finance and Audit Committees as well as the Strategic Oversight Working Group. "I've found my

involvement with Family Services to be very rewarding," commented Michael. "It feels great to lend a hand to those who are supporting so many in our community, through such vital and multi-faceted social programs. It is also extremely humbling to observe the tremendous commitment that the agency's staff make to helping others in need, day in, day out. It really is a special place."

"PH&Ners" have contributed countless hours and have lent their business acumen to help further the mission of Family Services – proof positive that giving is very much a part of the fabric of everyday life at PH&N.

Elder Abuse pilot program receives international attention

For the past few years, Family Services has worked in partnership with the local police departments on a pilot program to offer services to elderly people who may be the victims of abuse by someone with whom they have a relationship. The Elder Abuse units aim to increase safety for older vulnerable adults who experience abuse and to reduce the harmful impact of abuse of older persons. The program also aims to promote change in the system and to reduce barriers to effective intervention through education and advocacy within the justice system and within the community.

The pilot programs were evaluated by Dr. Deborah O'Connor who is the Director of the Centre for Research on Personhood in Dementia at the UBC School of Social Work. Dr. O'Connor was recently invited to present the results of her findings to the 39th Annual Conference of the British Society of Gerontology in London, England this past July, and asked Family Services' Lisa Whittaker (VP - Programs and Services) and Heather Whiteford (Program Manager - Victim Services), to join her in co-presenting the results. The presentation, titled *Abuse Against Older Adults: Applying a Relational Lens*, focused on the need for a relational approach both for understanding the issues in abuse of older adults and for responding in a way that enhances engagement of the victim.

Canucks 50/50 Funds Help Kids through RSVP



From L to R: T.C. Carling, VP Communications and Partnerships/Executive Director, Canucks for Kids Fund; Karen Hudson RSVP Program Manager; Alex Mitchell - Director Community Partnerships, Canucks for Kids Fund

Ever wonder where the funds from hockey game 50/50 draws end up? Well, Family Services' RSVP program is just one of many child serving charities that received support through the Canucks for Kids Fund 50/50 program from the 2009/2010 hockey season. The NHL's most successful 50/50 program, Canucks for Kids Fund, recently provided a \$15,000 grant to support RSVP's therapeutic counselling groups. This is the second year in a row that the program has received valuable support from the Canucks for Kids Fund, making it possible for us to reach more children in vulnerable situations.

RSVP has no core funding, and operates solely through the support of funders like Canucks for Kids. The program helps vulnerable children and youth learn how to stay safe and engage in

healthy relationships. So far, more than 5,000 children and youth in 60 Vancouver schools have been helped.

As word of the programs' positive impact spreads, so does the demand for additional offerings. "We've had to turn schools down," says RSVP's Karen Hudson. "Teachers and administrators have seen the positive changes in children who have participated in the program and word has spread. Support from partners like the Canucks for Kids Fund allows us to maintain the program and to continue to reach children in need." Thank you to the Canucks for Kids Fund – the \$15,000 grant is a big win for kids.



Fall Luncheon for Family Services of Greater Vancouver

presented by **Deloitte.**

with guest speaker, Dr. Evan Adams
Aboriginal Health Physician Advisor for BC

Tuesday, November 23, 2010

11:30 am - Registration Noon - 1:30 pm - Lunch
Tickets: \$1000 - Table for 10 or \$100/each

The Four Seasons Hotel
791 W Georgia Street, Vancouver

For tickets, please contact Jodi Norrison at
604.731.4951 ext 4033 or jnorrison@fsgv.ca.

Seating is limited. Reserve your tickets today!

Gold sponsor: Peter & Joanne Brown Foundation

Silver sponsors:



PHILLIPS, HAGER & NORTH
Investment Management Ltd.

In-kind sponsor:



When the Cirque Comes to Town

KOOZA is the story of a melancholy loner in search of his place in the world – a story line that is all too real for many of the youth helped by Family Services. When this year's Cirque du Soleil performance came to town in July an excited group of at-risk youth from Directions, Youth Detox and Street Youth Job Action were treated to free tickets to the preview performance.

"Cirque du Soleil has been providing us with free tickets for the past seven years," says Anne Costello of Directions "and each year the youth are ecstatic about seeing the show". The 40 free tickets (valued at \$2,700) were provided as part of Cirque's Social Action Global Citizenship Program. In each city on their North American tour Cirque du Soleil provides free tickets to organizations helping homeless youth. Bravo Cirque du Soleil!



Board Member Recognized for Exemplary Community Service

Family Services board member Joanne Hausch, CA, was recently recognized by the Institute of Chartered Accountants of BC for more than a decade of volunteer work in the community. Hausch received the Institute's Community Service Award which recognizes CAs who have gone above and beyond in volunteering their skills for the betterment of the community.



Over the years Joanne has volunteered thousands of hours – making a difference in the lives of homeless youth. She is a co-founder of the StreetMeals program of the Canadian Memorial United Church (CMUC), which feeds homeless youth in Vancouver. In a typical month, Joanne gathers donations of food, clothing, and hygiene supplies, and organizes and directs a group of people in the preparation of 700-800 sandwiches and gallons of chilli. She then delivers the food and other donations to Directions Youth Services for distribution.

In 2008 she established the CMUC StreetMeals Scholarship, which has so far provided \$15,000 in financial assistance to former street youth who are pursuing a career in child and youth services. Joanne continues to organize donations and oversee the review of scholarship applications and the disbursement of bursaries.

"The current work I do with StreetMeals—particularly the creation of the scholarship program—has been incredibly rewarding," she says. "I am so inspired by these youth who have turned their lives around and are counselling others to get off the streets."


Congratulations to Joanne, on receiving the award, and on making a lasting difference in the lives of youth on our streets.

Sincere thanks to our most recent donors

At Family Services of Greater Vancouver we know that when people get the help that they need, they are able to move forward with their lives. Our donors help make this possible. With the support of donors like those listed below, we are able to reach out to help more people in need, and by strengthening people and their families, we build a stronger community for us all. Please join us in saluting the individuals and organizations who donated between July 1, 2010 and September 24, 2010.

Leadership Circle

 **Gold \$50,000+**
Vancouver Foundation

 **Silver \$10,000+**
Canucks for Kids Fund
CIBC WoodGundy at Bentall, Caring for Kids Fund
West Coast Reduction Ltd. (Diamond Foundation)

Our Family Circle

 **Gold \$5,000+**
Anonymous
Dundee Wealth Management
The Edith Lando Charitable Foundation
New Westminster Firefighters Charitable Society

 **Gifts in Kind \$1,000+**
Cirque du Soleil

Snapshot of Funders

A number of Family Services programs have recently received a boost thanks to the generous contributions of community members. Here are just a few:

The Edge Summer program for youth received \$3,000 from the **New Westminster Firefighters Charitable Society**. Our Respect, Safety and Violence Prevention program received \$5,000 from **Dundee Wealth Management**. Since 2004, the **Edith Lando Charitable Foundation** has provided an annual gift to support the work of Family Services. Their most recent gift was \$5,000.

Diamonds Shine for Children and Youth

Vancouver's Diamond Foundation recently awarded grants to two Family Services of Greater Vancouver programs that impact the lives of children and youth in the city. The Diamond Foundation was established in 1984 by the Diamond family to improve the quality of life in Vancouver. The grants, totalling \$24,500 (\$15,000 to the Respect Safety and Violence Prevention program and \$9,500 to the Street Youth Job Action program) were provided through West Coast Reduction Limited.

West Coast Reduction Ltd. provides an essential service and protects the environment. The rendering plant recycles inedible animal by-products from the meat, poultry and fish processing industries.

The Respect Safety and Violence Prevention and Street Youth Job Action programs provide critical support for vulnerable youth experiencing challenges at very different points in their lives.

RSVP is a school-based, early intervention program providing opportunities for at risk youth to develop healthy relationship skills, self awareness, confidence, and self reliance, thus enabling them to become healthy and productive members of their communities. With no core funding, RSVP exists solely through the financial support provided by donors like the Diamond Foundation. This year's grant will be used to help provide Healthy Relationships groups for up to 300 vulnerable children and youth.

On the other end of the continuum of need, the SYJA program is a social enterprise initiative committed to helping youth help themselves by creating flexible, casual, temporary and part-time employment opportunities. The program is run by ex street youth and employs hundreds of homeless youth per year in jobs ranging from street beautification to garbage removal. The financial assistance from WCRL and the Diamond Foundation will help offset the cost of health and safety training for youth involved in the program.

The Diamond Foundation and West Coast Reduction Limited – making Vancouver a better place to live for vulnerable children and youth.

diamond
FOUNDATION



West Coast Reduction Ltd.

City Support Vital to Richmond Counselling Program

A big thank you once again to the City of Richmond for their ongoing support of Family Services' Richmond Counselling Program. This vital service has provided counselling, support, and community education and development to those in need for the last 30 years. The City has been a faithful supporter of the program since 1998.

The counselling program serves clients of all ages and family configurations, and is accessible to people who can't afford private counselling. Preventative in nature, the program helps clients to address a wide spectrum of concerns, including relationship difficulties, parenting issues, family conflict, settlement, loss and grief. The program focuses on developing self-confidence, strengthening abilities, increasing capacity and encouraging people to become vibrant and contributing members of their community.

Most people who are assisted by the program live well below the poverty line, have become isolated from their own communities, and often rely on numerous social services to maintain basic stability in their lives. Priority is given to Richmond residents and, despite a waiting list, the highly qualified program staff are able to respond quickly to those in need.

Through their annual grants (approximately \$45,000/year), the City of Richmond makes it possible for many of these individuals, couples and families to continue to receive counselling before their difficulties become such that they require other much more expensive and intrusive social and/or judicial services.



I also discovered that I wasn't alone, that there were many people like me, new to Canada and trying to find their way. I was so happy to find that there were people like Maylen (Maylen Crespo course facilitator) who were here to support and help us. Maylen was wonderful; she let us know we could call her at any time with questions or when we needed help. I looked forward to Wednesdays. After every class I left feeling that I had new strength, that things would be ok and I could do this."

When the next offering of the Immigrant Mentorship Program starts in October Candan will once again participate, but this time as a mentor. "It's one of the ways I can give back and help others," she says.

"This program made me feel that Canada was saying 'we are glad you are here'. My husband and I want to raise good children for Canada with a good sense of the Eastern and Western worlds. Although they were born in Turkey, they will be internationally minded people who respect and care about others".

In the fall of 2009, Family Services of Greater Vancouver, in collaboration with the New Westminster Welcoming and Inclusive Communities and Workplaces Program, received federal and provincial government funding (through Welcome BC) to operate the New Westminster Community Immigrant Mentorship Program as a demonstration project. The six month program offers newcomers (mentees) and more established immigrants (mentors) the opportunity to work together to increase newcomers' civic participation and community engagement.

Participants in the program commit to meeting every Wednesday from Noon – 2:30 for six months. Each week the group covers a different topic, from financial services to the school system to government and health care, and each time the information is presented by an expert working in the field. There are 23 different sessions in all. The first class started in January and on July 30th, the Class of 2010 graduated.



Family Services of Greater Vancouver

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Strengthening people. Strengthening communities.

This newsletter is published by the Communications Department at Family Services of Greater Vancouver. Please submit your questions, comments, or story ideas to Leah Zille at lzille@fsgv.ca. If you do not wish to receive this newsletter or other mailings from Family Services of Greater Vancouver, please contact Rachel at rdscotes@fsgv.ca or 604.731.4951 ext 4025.



YES! I want to help the most vulnerable children, youth, and families in our community!



Family Services of Greater Vancouver

Donations can also be made online at: www.fsgv.ca

Name _____ PLEASE PRINT
Address _____ STREET ADDRESS CITY PROV POSTAL CODE
Phone _____ Email _____

- My annual gift is enclosed: \$54 can provide healthy snacks and art supplies for two children being helped by a violence prevention program. \$240 can provide three months of crisis counselling for a vulnerable family with an income below \$10,000. \$575 can provide household necessities to five homeless youth who are transitioning off the streets. \$1,026 can provide therapy for a new mother who has experienced childhood abuse—to stop the cycle of violence. Other amount \$ _____

These amounts are examples of how your donation can help Family Services of Greater Vancouver achieve its mission.

- I would like to make MONTHLY contributions of: \$100 \$50 \$25 Other amount \$ _____
- I would like my donation to remain anonymous. I have remembered Family Services in my will. I would like information on leaving a gift in my will.

Cheque (payable to Family Services of Greater Vancouver) Void Cheque (for automatic withdrawal of monthly gift) **Donations can also be made online at www.fsgv.ca**
 VISA Mastercard (for annual or monthly gift) _____ / _____
Card number Expiry date Signature