

# Strengthening people. Strengthening communities.



## From Street Skills to Job Skills

Mia has her sights firmly set on achieving her life goals. She's known since childhood that she wanted to help people, and today she's moving forward with her dream. It's been a very rocky road to say the least. She was diagnosed with diabetes at age six. At 16 she was abandoned by her mother, and from there she spent more than eight years on the street. She doesn't have it all figured out yet, but she knows where she's heading.

For the last year Mia has worked with Street Youth Job Action which is run through Directions Youth Services Centre. Three days a week she does the cleaning at Directions – mopping the halls, cleaning the main spaces and doing laundry. She has to arrive clean, sober, and on time each work day, and at the end of her five hour shift she gets paid for that day's work.

"Working with SYJA has helped me to get off the streets, to focus on myself, and to find an outlet for the traumas in my life," says Mia. "This experience has given me one gigantic push to figure my body out and get my diabetes under control. My goal right now is a level blood sugar."

Having some stability in her life has also given Mia the chance to think about the future. "SYJA has opened my eyes and given me time to think about what I want from my life and to set goals." After training to become a team leader, Mia knows she doesn't want to be a janitor for the rest of her life. "I travelled across Canada living on the streets, looking for answers, for how I could make a difference in the world. Watching the outreach staff here at Directions has made it clear, I want to be an outreach worker." She's taking classes to upgrade her English skills and hopes to attend Douglas College in the not too distant future.

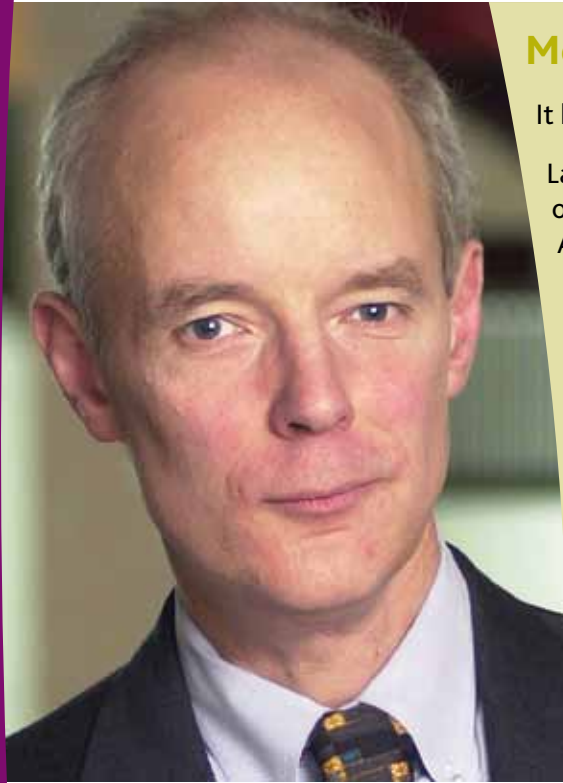
In a few years Mia plans to be the person who makes a difference, using her training and her life experiences to help other young people move from a life on the street to a life with a future full of possibilities.

Street Youth Job Action has helped hundreds of young people like Mia. Established in 1996, it's the only known program that offers street-entrenched youth a chance to work and earn legitimate cash. Despite what many passersby think when they see a street youth asking for money, 'getting a job' is not that easy. With no ID, no address, and no family support, often combined with untreated mental health or substance issues, the barriers to finding honest employment are significant.

## Inside

- A farewell to Teri Nicholas
- Hockey Day in Richmond
- Deloitte feature
- Directions wins local hero award
- Fall Luncheon
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...plus much more



## Message from Chris Sanderson, Board Chair

It has been an eventful winter for Family Services and the Board.

Late last fall, Family Services learned that the talents and accomplishments of Teri Nicholas—the agency's long serving and highly effective CEO and Anthony Ostler—the agency's dynamic and dedicated Board Chair had both been presented with new opportunities that were simply too attractive for them to ignore. Effective Jan 1, 2011, Teri left Family Services to take over as President & CEO of BC Children's Hospital Foundation while November, 2010 saw Anthony leave Vancouver for an exciting new job with Manulife in Toronto.

For 25 years (with the last ten as CEO), Teri was a powerful force within Family Services. Teri's contributions to the agency are numerous, and highlighted within this newsletter. In recent times, she and Anthony formed an effective partnership, presenting our mission-based work to the community. The success of their efforts was illustrated by the fact that in 2010, for the first time in Family Service's history, fundraising efforts attracted donations in excess of \$1 million. They will both be missed.

The departure of these two exceptional leaders has challenged Family Services' senior management to step up and assume new roles. Their response has been extraordinary. Lyn Martens has seamlessly taken over the reigns as Acting CEO while a Committee of the Board, with the assistance of a prominent executive search firm, has been conducting a North American wide search for a new leader. That process is in its final stages and has attracted first class applications both from within and outside the BC not-for-profit sector. While the Board faces a significant decision, it finds itself in a good position, having excellent candidates to choose from. With the executive team holding the agency on course, it has afforded the Board the time necessary to find the right person.

Changes to government's service delivery model pose a number of near term challenges for Family Services. The executive team has proven creative and flexible in responding to a changing and unpredictable environment. I am confident that Family Services will continue to play a leadership role for the not for profit sector in BC.

During 2010, the Board determined that it was desirable to sell Family Services' administrative building on West 7<sup>th</sup> Avenue. A committee of the Board has been working closely with staff in considering a number of offers for the property and will continue to offer its assistance to the new CEO in the search for new premises to house the agency's administrative staff.

These significant changes at Family Services have kept the Board and its Committees busy. However, the agency continues to thrive and all of us on the Board are enjoying contributing to helping the agency provide the important services on which so many have come to depend.

We look forward to introducing a new CEO to you in the near future and will continue to share our successes.

### 2010/2011 Board of Directors

Chris Sanderson, *Chair*

Andrew Medd, *Vice Chair/Secretary*

Karen Choi, *Treasurer*

#### *Directors:*

Frank Bassett

Sarah Boon

Caroline Campbell

Dorian Cochran

Lisa Colls Simpson

Brian DeMuy

Joanne Hausch

Werner Knittel

Lindsay Waddell

Michael Wallberg

Robert Watts

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*Interested in becoming a board member?*

Visit [www.fsgv.ca](http://www.fsgv.ca) and look under "How you can help".

## Family Services says goodbye to an extraordinary leader

For the past 25 years, Teri Nicholas has been steadfast at Family Services of Greater Vancouver—working tirelessly to enrich the lives of those who are most at need in our community.

In December, Teri left Family Services to accept the role of President and CEO of BC Children's Hospital Foundation. Lyn Martens (Chief Operations Officer for the agency and 18 year employee) has taken on the role of acting CEO while Family Services' Board of Directors recruits for the CEO position.

Family Services is fortunate to have benefitted from Teri's leadership as CEO for the past ten years, and from her many contributions over the past 25 years. Just a few of the agency's many accomplishments under Teri's leadership include: the establishment of a world renowned program in partnership with local police to assist women fleeing relationship violence; expanded services and a centre for homeless and at-risk youth in downtown Vancouver; the growth and expansion of agency services for children, youth, and families across Vancouver, Richmond, Burnaby, New Westminster, and Surrey; the acquisition of The Joanne Brown Centre for Families at 1638 E Broadway.

As a leader for social services in the province, Teri has been instrumental in bringing government and the sector together, to plan for the most effective delivery of social services to people most in need. She's been a strong advocate for those without a voice in our community.

Teri was celebrated for all her achievements by many well wishers at a gathering at The Arbutus Club on January 20<sup>th</sup>.

*Teri, we thank you for your many contributions to the agency and the sector. We wish you well in your new role.*

### A few words about Teri..

*"I met Teri 25 years ago," says Barbara Brett, former FSGV executive director and person responsible for hiring Teri. "I vividly remember that first meeting. Teri's impressive experience and wisdom in working with challenging youth shone through in that discussion and I was delighted and relieved when she agreed to join us. Teri never shied away from challenges in her work; taking on numerous and difficult assignments on behalf of the agency and the people we serve. The agency's reputation for program innovation and commitment to the community, especially in youth services and domestic abuse services, are testimony to her leadership."*

Joanne Brown, former Board Chair and long time supporter, has also known Teri since the early days. *"I always knew she was a bright star, she just shone with so much potential. She truly earned the role of CEO and her leadership has elevated the agency to another level. One of the first things she did was re-connect with past board members. She knew there was a powerful base of support among that group and she rekindled their connection with Family Services. Teri guided the agency through difficult years with grace and humor. She is an exceptional woman and an exceptional leader."*

"Indefatigable" is how current Board Chair Chris Sanderson describes Teri. *"She brought a calm sense of possibility to all her initiatives and she passed that on to all those who work with her."*



## What a difference a day makes

A strong supporter of Family Services, Deloitte's relationship began with a simple day in 2007:

Deloitte Impact Day, September 2007—a group of employees from Deloitte's Vancouver office spent the day at Directions Youth Services Centre. They cooked, made sandwiches and served lunch to the homeless youth and the staff. The day includes a tour of the facility and an orientation on the programs and services provided.

It's called Impact Day for a reason. The focus of this annual volunteer day for Deloitte staff is about making a difference in the communities in which they work. The first Deloitte Impact Day spent at Directions in 2007 also had an impact on the staff who volunteered – and that's where it all began.

Joanne Hausch, a partner at Deloitte, put forth the initial proposal to include Directions in Deloitte Vancouver's Impact Day. She was aware of Directions through her volunteer work with Street Meals, a program that helps street entrenched



*Impact Day at Directions Youth Services Centre.*

and at risk youth throughout the cycle, when they're on the street, dealing with addictions, in transition and even returning to work as peer counsellors.

Joanne led the team of volunteers on that first Impact Day. "It was a very eye opening experience for the staff who participated, and they came away wanting to be more engaged with Directions and with Family Services," says Joanne. Deloitte Vancouver has indeed become more engaged, in a number of ways.

Andrew Medd, a Deloitte consultant, joined the Family Services Board in 2008. He had recently moved from Ontario and was looking for ways to become involved in the community. Initially serving on the governance and nominating committee, Andrew is now vice chair of the board, and a member of the fund development committee.

"It's nice to be able to lend my expertise and skills in ways that are very different from the work I do on a day to day basis. The work of the Agency is so important, it's gratifying to be involved with an organization that makes such a difference," adds Andrew.

"Community involvement is a given when you work for Deloitte. The firm sees Family Services as an important community organization in Vancouver, so it's a natural fit that we should have a strong board presence."

Joanne Hausch also joined the Family Services board in 2009. Having worked closely with Directions through Street Meals and the annual Impact Day events, she was interested in being involved with Family Services at a policy level. She is now Chair of the fund development committee, a member of the facilities committee and board liaison for Directions.

When plans were underway for the Fall Luncheon, Deloitte stepped forward as Presenting Sponsor, with a substantial financial contribution. "The opportunity to support Family Services was a great fit for Deloitte" says Joanne. "As a firm, we are committed to our communities and Family Services of Greater Vancouver is a respected agency that is providing valuable services in our local community. Paul Fletcher, our managing partner, was immediately convinced of the value of further supporting Family Services.

Volunteer days, lending expertise at the leadership level, making financial contributions – Deloitte's involvement with Family Services is testament to a firm whose people go the extra mile to support the communities in which they live and work.

Now that's what you call having an Impact!

# Deloitte.



## The Power of Artistic Expression

*"Art is an easy way to help youth with self esteem,"* says Craig Hansen. For three and a half years, Craig has volunteered his time to facilitate the Art Program at Directions Youth Services Centre. As an artist, painter and former fashion designer, Craig has a lot to offer the youth. *"I'm lucky and I want to give something back,"* he says. *"These kids deserve it, and if it's not me doing this, then who?"*

The Art program runs two nights a week from 4 – 8 pm. Youth under the age of 21 can drop in and participate, and have a bite to eat before heading back out to the street. The feeling in the art room is friendly and light; the youth are comfortable there. They work together as a group, sharing experiences and teaching each other. Sometimes the projects take a few weeks or a few months to complete. The experience is positive and the end result is a piece of work of which they can be proud. Many street involved youth have tremendous creative talent. The Art program gives them a safe environment and the freedom to explore their creativity.

Once a month specific workshops are offered – the topic could be airbrushing, soapstone sculpting, masks, screen painting, color theory, anything they like – last month it was wire sculpted wings. Craig finds out what the youth want to make, arranges for the supplies, and conducts the workshop.

Finding the supplies to run an art program is a whole lot easier when you have the support of a company like Opus Framing. Each year, the Opus stores choose an organization in their local community to support. Five years ago the Granville Island store held a donation drive for Directions. In 2010, the new Opus downtown group decided to revisit Directions.

*"The group of kids that are helped by Directions are faces that we see on the streets in our neighbourhood every day,"* says Suzanne Kay of Opus. *"It was a hard year to raise money, but our staff was very dedicated." In addition to raising money, the Opus staff put together kits to stock the art room. "All of the money we raised is matched dollar for dollar by Opus,"* adds Suzanne. *"We have provided a cheque for the cash portion and an amount equal to that has been added to the Directions account as a credit balance. The total amount is just shy of \$4,000."*



## Fall Luncheon

for Family Services of Greater Vancouver

presented by **Deloitte.**

## Thank you

**Our first Fall Luncheon for Family Services was a tremendous success, raising \$38,000 to help families in our community. A huge thank you to guest speaker Dr. Evan Adams, and all our sponsors, volunteers, and staff for their invaluable contributions to the event. Details about next year's lunch will be announced shortly. We hope you will join us.**

**Gold sponsor:** Peter & Joanne Brown Foundation

**Silver sponsors:**



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Investment Management Ltd.

**In-kind sponsor:**



Known as "the store" for fine art supplies, Opus has worked hard to develop a community and a culture where ideas can be shared and where people can be innovative and passionate. Through their support of the Art program at Directions, Opus is helping street involved youth to do just that. *"Opus is about building and supporting community,"* says Suzanne.

Thank you Opus, for helping youth discover the power of artistic expression.

## Telus Ambassadors – Giving Youth Something of Their Own

Since 1994 the Telus community ambassadors have faithfully provided regular shipments of hygiene kits to the Youth Detox Program. The Telus community ambassadors are a group of current and retired Telus employees who volunteer their time at community events and in support of a number of organizations. In this case, Telus provides the supplies for the kits and the ambassadors volunteer their time putting the kits together and making sure they get to the organizations in need.

*"It makes such a huge impact for the youth and for the program,"* says Program Manager Nicki McGregor. *"For the youth who come to us in a fragile state, giving them something of their own is a huge boost during a tough time in their lives. We really appreciate the generosity of Telus and the ambassadors. We've come to depend on them".*



## Directions Youth Services Centre wins 2011 Local Hero Award

On Saturday, April 16<sup>th</sup>, Mayor Gregor Robertson presented Directions Youth Services Centre with the City of Vancouver's 2011 Local Hero Award. These awards recognize individuals and organizations who demonstrate leadership and commitment to ending youth homelessness.

Says acting CEO Lyn Martens, "We are so proud of our team at Directions. Every single day of the year, around the clock, our devoted staff work tirelessly to help youth move forward with their lives, with a goal of getting youth permanently off the streets and into a safe place. This is a fitting tribute for the outstanding commitment our staff shows to the countless homeless youth in our city."

Congratulations to all the staff and volunteers at Directions for this well deserved honour.

*City of Vancouver Mayor Gregor Robertson (left) presents 2011 Local Hero Award to Directions Youth Services Centre, accepted by Renata Aebi (right), VP of Youth & Employment Services for Family Services*

## 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 September 25, 2010 and March 31, 2011.

### Leadership Circle

#### Gold \$50,000+

Auxilium Foundation  
United Way of the Lower Mainland  
Vancouver Foundation

#### Silver \$10,000+

Anonymous x 3  
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City of Richmond  
Deloitte & Touche LLP  
Peter and Joanne Brown Foundation  
Vancouver Police Union Charitable Foundation

### Our Family Circle

#### Gold \$5,000+

Robert Disbrow  
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Grayross Foundation  
Phillips, Hager & North Investment  
Management Ltd.

#### Gifts in Kind \$1,000+

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H&M  
OPUS Framing & Art Supplies  
Timeline Sales Corp.

#### Silver \$1,000+

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John and Judy Taylor  
Shane Uren  
Vancity Community Foundation  
Michael Wallberg  
Robert Watts  
Ken Werker  
Heather Whiteford  
Peter Williams

## 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:

**Lawson Lundell**, one of Western Canada's leaders in business law, has donated to our Money Skills program since 2005. Additionally, they recently raised \$2,000 through their greeting card campaign.

**The McCarthy Tetrault Foundation** provided \$1,000 to assist our Fall Luncheon. Created in 1997, this foundation fosters charitable giving and sponsorships across the country on a firm-wide level.

**Timeline Sales Corp.** a local auction and appraisal services firm recently donated backpacks for Directions Youth Services – a contribution valued at \$6,000.

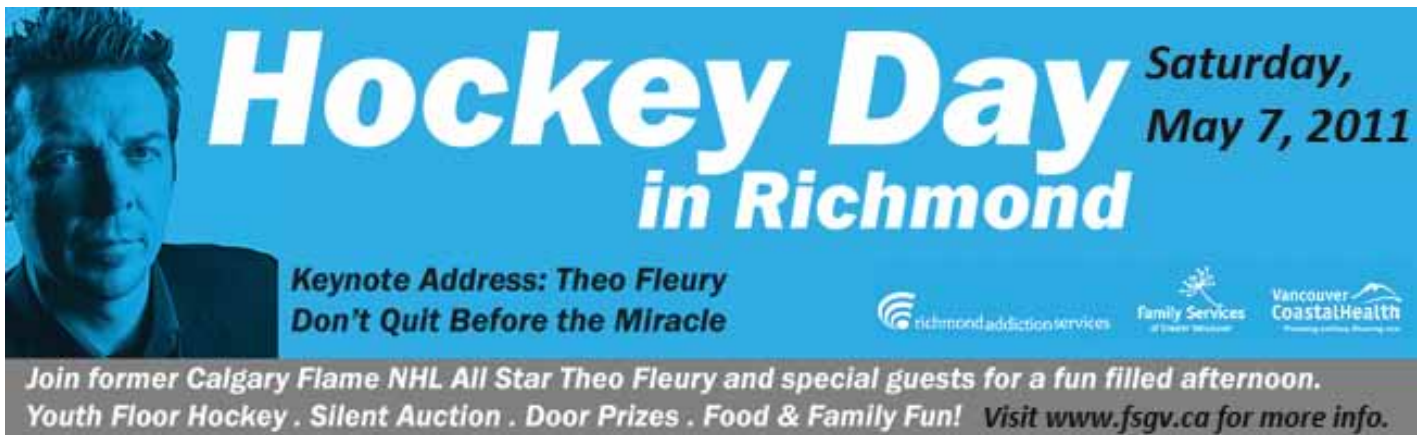
## Blake, Cassels & Graydon – A Lasting Impact

The law firm **Blake, Cassels & Graydon** believes in supporting thriving and caring communities. The lawyers and staff from their five Canadian offices support more than 135 charitable organizations, community agencies and volunteer boards across Canada through donations of time and money.

Blake's Vancouver office is helping to break the cycle of violence for women and children with support for Family Services' Stopping the Violence program. The law firm's recent donation of \$10,000 to the Stopping the Violence program will provide counselling for women who have experienced childhood physical and sexual abuse, sexual assault and violence in relationships. STV helps women make positive changes in their lives, and empowers them to improve the lives of their children by breaking the cycle of violence.

For the past seven years, Blakes' Vancouver offices have supported the work of Family Services with an annual donation of \$10,000 – making a positive and lasting impact on the lives of women and children.

Thank you to the lawyers and staff at Blakes Vancouver!



**Hockey Day** Saturday, May 7, 2011  
**in Richmond**

**Keynote Address: Theo Fleury**  
**Don't Quit Before the Miracle**

richmond.addiction.services | Family Services of Greater Vancouver | Vancouver Coastal Health

Join former Calgary Flame NHL All Star Theo Fleury and special guests for a fun filled afternoon. Youth Floor Hockey . Silent Auction . Door Prizes . Food & Family Fun! Visit [www.fsgv.ca](http://www.fsgv.ca) for more info.

## A Salute to RSVP Supporters

Respect, Safety and Violence Prevention is a school-based program that helps vulnerable children and youth learn how to stay safe and engage in healthy relationships. With no 'core' funding, the program exists solely through the generous support of donors. Here's a salute to three supporters who make a difference through RSVP.

A day in the life of an under-privileged child is the focus for **CIBC Wood Gundy at Bentall's Caring for Kids Fund**. The investment advisors, assistants and support staff at the Bentall branch are dedicated to raising money to help children have a better future. Since 2006, Caring for Kids has supported RSVP, and their most recent gift of \$45,000 (\$10,000 more than their previous gift) was an extremely welcome piece of news. "They know this is a difficult time, resources are scarce and funding for RSVP is needed more now than ever," says program manager Karen Hudson.

The **Vancouver Police Union Charitable Foundation** is another long term supporter of RSVP. Their recent donation of \$10,000 marks the sixth year of support for the program. "We're so grateful for the police union's continued involvement," adds Karen "they know their support will have a long term impact."

A big 'shout out' also goes to employees of **Dundee Wealth Canada's** Vancouver office. Their holiday drive raised \$3,330 in support of RSVP. **The Hamber Foundation**, created to honor the memory of former Lieutenant Governor Eric Hamber, also recently donated \$2,000 to RSVP. They have given to Family Services for the past four years.

So far, more than 6,000 children and youth in 60 Vancouver schools have been helped through RSVP. CIBC Wood Gundy at Bentall's Caring for Kids Fund, the Vancouver Police Union Charitable Foundation, Dundee Wealth Canada Vancouver, and The Hamber Foundation – thank you for providing support that truly has a lasting impact on the lives of children in need.

Money at the end of the day is the incentive that draws the youth in, but from a program perspective, it's just the beginning. Most of the youth who become involved in SYJA are not linked in to the social service sector. Over time, program staff work with the youth to address the other issues in their lives and to connect them with additional resources. By developing marketable job skills, providing mentorship and links to housing and social services, the program helps youth transition out of a life on the street. Youth involved in the program report having learned valuable skills like communication, team work, motivation and leadership, along with a boost in self confidence.

Originally funded by BC's Ministry of Employment and Income Assistance, SYJA made a commitment in 2006 to move to a social enterprise model, with a focus on obtaining work contracts as the program's main source of funding. The enterprise provides a value to the youth, the community and Family Services. Funders such as the Vancouver Foundation, Enterprising Non Profits, and the BC Social Enterprise Fund, have helped SYJA along the path to self-sufficiency. The program currently has work contracts with the City of Vancouver, the Downtown Vancouver BIA, Vancouver Coastal Health Authority and Waste Management. Services include urban streetscape (garbage removal, posted bill removal), needle sweeps, and graffiti paint-overs. Plans are underway to diversify the services offered and attract more clients as part of the move to self sufficiency. Operating costs for a social enterprise of this nature are more than for a typical business – but in the end the payoff is also much higher.

On April 27, SYJA will participate as one of three social enterprises in the 2011 Social Enterprise Dragons event. For more info, visit [www.socialenterprisedragons.com](http://www.socialenterprisedragons.com).

### SYJA by the numbers in 2009/2010

202 – youth employed • 11,848 – hours worked • \$97,938 – total amount paid to youth  
 21 – average age • 85% - homeless (others couch surf or sleep in shelters) • 79% - male  
 90% - say SYJA helped them overcome barriers to employment



**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](mailto:lzille@fsgv.ca). If you do not wish to receive this newsletter or other mailings from Family Services of Greater Vancouver, please contact Rachel Des Cotes at [rdescotes@fsgv.ca](mailto:rdescotes@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:**  
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- My annual gift is enclosed:  \$54 can provide healthy snacks and art supplies for two children being helped by a violence prevention program.  
*These amounts are examples of how your donation can help Family Services of Greater Vancouver achieve its mission.*  \$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 \$ \_\_\_\_\_

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](http://www.fsgv.ca)**

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