



Parent Support Services Society of BC



Annual Report 2011-2012



Parent Support Services Society of BC

38th Annual General Meeting

Friday, October 26, 2012 at 5:30 PM.

Best Western Plus: Kings Inn and Conference Centre
5411 Kingsway, Burnaby, BC

Agenda

6.15pm

Call to Order

- Adoption of Minutes of the Annual General Meeting held November 09, 2011
- President's Report
- Treasurer's Report and Approval of Financial Statements
- Appointment of Auditor
- Executive Director's Report
- Program Reports
- Nominating Committee Report and Election of Directors

6:50

AGM Adjournment



Parent Support Services Society of BC

VISION

A world where all children and their families are nurtured, valued and safe.

MISSION STATEMENT

To protect the safety and wellbeing of children and promote the health of families by providing support, education, advocacy, research, and resources to those in a parenting role.

VALUES AND GUIDING PRINCIPLES

To realize our vision and mission we create opportunities for parents and grandparents that foster independence and personal responsibility, and by creating cost-effective and comprehensive community based services in cooperation with public and private partners. Our staff is dedicated to providing these services with respect, compassion, and accountability, and to championing the Canadian Charter of Rights and the UN Convention on the Rights of the Child. We support families and their rights in this way because we value inclusion, social justice, and collaboration. And we believe that, when we work together and learn from each other, these values can transform conflict into understanding; that understanding can transform hurt-filled households into healthy homes; and that healthy families can transform unjust societies into strong communities. That is why, at PSS, our goal is to build healthy communities, one family at a time.

Nominations Committee Report 2012

The following members are continuing the **second** year of their 2 year term (2011-2013):

- Rob Kaufman
- Kamy Zargarpour
- Pam Warner
- Jayne Blemings

The following Directors are nominated to **begin a new 2-year term** (2012-2014):

- Kostya Polyakov
- Poh Tan
- Cyrus Sy

PARENT SUPPORT SERVICES SOCIETY OF BC
Minutes of
ANNUAL GERERAL MEETING November 9, 2011
Held at

Office 204-5623 Imperial Street, Burnaby, BC

Board Members in Attendance: Kamy Zargarpour, Rob Kaufman, Cyrus Sy, Pam Warner, and new board member Kostya Polyakov

Board Member Regrets: Jayne Blemings, Joan Brett, Glen Schmidt,

Other Members in Attendance: Carol Ross, Bella Cenezero, Sandi Halvorson, Viktor Panfilenok, Jessica Turner, Nadia Sangster

1. Call to Order: The meeting was called to order at 5:30 pm by Kamy Zargarpour, acting President of the Board.
2. Adoption of Minutes from 2010 Annual General Meeting held on September 11, 2010: MOTION: Rob Kaufman moved to adopt the minutes of last year's AGM; seconded by Cyrus Sy and passed unanimously.
3. President's Report: Cheryl MacDonald resigned as President of the Board effective October 31, 2011 and provided a President's Report for the period since the last PSS AGM. The key points of the report were reviewed including:
 - The excellent work of the Executive Director over the last year in both day to day operations and in cultivating relationships in the community. A thank you to all staff for their many contributions throughout the year
 - There were a number of changes to the Board over the year notably the loss of long term board member Shamim Shivji. The addition of Cyrus Sy has been an asset to the Board.
 - Overview of the updates to the Strategic Plan in the areas of Governance, Administration, Human Resources and Program Delivery
 - That PSS has done a notable amount of work in the area of grandparents raising grandchildren

- Carol Ross expressed her thanks for all the work and support that Cheryl MacDonald had provided during her tenure with PSS. She also noted that Cheryl MacDonald had offered to be available as resource for the society.

4. **Treasurer's Report and Approval of Financial Statements:** Treasurer Rob Kaufman reported that finances including the funding reserves for the PSS are stable and well managed.

The society did receive less funding from grants as compared to previous years. This was due, in part, to the decision not to apply for smaller grants whose application and reporting processes require significant resources. The two primary funding sources for the PSS remain the MCFD and gaming grants.

The society received a clean audit report from our auditor at Tompkins, Wozny, Miller & Company for the PSS's Financial Statements for the 2010-2011 fiscal year.

MOTION: Rob Kaufman moved to approve the Financial Statements for the 2010-2011 fiscal year. This was seconded by Kamy Zargarpour and passed unanimously.

5. **Appointment of Auditor:** Rob Kaufman recommended a change in auditor for the current fiscal year. There had been a number of issues with the auditor for the previous fiscal year that resulted in delays and it was felt a change would benefit the society. Rob Kaufman had sought a quote from Wolrige Mahon as they have experience with Not for Profits organizations. The quote indicated that the cost of an auditor from Wolrige Mahon would not result in an increase.

MOTION: Rob Kaufman moved to appoint Wolrige Mahon as auditors for the 2011-2012 fiscal year. This was seconded by Kamy Zargarpour and passed unanimously.

6. **Executive Director's Report:** Executive Director Carol Ross reported that the year had been a stabilizing one but that there were changes to staff and locations in the Victoria and Prince George offices. Both staff and volunteers continue to make PSS a very efficient Society by providing a wide variety of services across a large geographic area with limited resources. Grandparents raising grandchildren (GRG) continues to grow as an area of focus for the organization with particular emphasis on providing resources such as the legal guide to grandparents.

Focus for next year will be the development and implementation of a helpline for GRGs and the finalization and rollout of a new website for PSS.

7. **Program Reports**

Lower Mainland/Coastal/Fraser Valley and Interior Regions: Bella Cenzero

- Continuing the work of building partnerships and sustaining parenting circles
- Focus on outreach efforts to parents who are New Canadians

- Hosted GRG grand gathering in which over 65 grandparents participated
- Continuing with facilitator training

Central Vancouver Island: Sandi Halvorson

- Focus on building grandparenting circles
- Hosted overnight retreat for GRG to Galiano Island Nature Preserve
- Continuing work on parenting circles and ensuring that the volunteers are supported

Victoria: Nadia Sangster

- Moved to new offices during this past year; new offices are better able to meet the needs of the organization
- Focus on maintaining parenting circles by providing supports and skills to volunteer facilitators

Prince George: Jessica Turner

- Working on the Buddy Up for Breastfeeding program via training and now moving on to matching new moms
- Looking to partner with other organizations in an effort to build up parent circles
- Continue to produce the "Village" -a newsletter that provides lists of all resources in the north that relate to parenting.

8. Nomination Committee Report and Election of Directors: The following members are continuing the second year of their 2-year term (2010-2011): Joan Brett, Glen Schmidt and Cyrus Sy.

MOTION: that the following current members are nominated to begin a new 2-year term (2011-2013): Rob Kaufman and Kamy Zargarpour and that the following new members are appointed to begin a 2 year term: Pam Warner, Jayne Blemings, Kostya Polyakov

Bella Cenezero moved to accept the nominations. This was seconded by Carol Ross and passed unanimously.

9. **Adjournment**

MOTION: Rob Kaufman moved to adjourn the meeting. This was seconded by Pam Warner and passed unanimously.

2011 – 2012 Board of Directors and Staff

Board of Directors:

Cyrus Sy
Kamy Zargarpour
Kostya Polyakov
Rob Kaufman

Poh Tan
Pam Warner
Jayne Blemings
Cheryl MacDonald

Glenn Schmidt
Marianne Drew-Pennington

Staff:

Carol Ross
Grace Chen
Viktor Panfilenok
Bella Cenezero
Nadia Sangster
Lesley McNeely
Annie Lavack
Jessica Turner
Sandi Halvorson
Roxana Aune-Jacobsen
Christina Campbell
Preety Toor
Victoria Sapsford
Malcolm Read

Executive Director
Financial Administrator
Office Administrator
Program Director; Lower Mainland, Fraser Valley and Interior
Program Coordinator, Victoria
Program Coordinator, Victoria
Administrative Assistant, Victoria
Program Coordinator, Prince George
Program Coordinator, Central Vancouver Island
GRG Support Line Advocate
GRG Support Line Advocate
Summer Student, Burnaby
Summer Student, Victoria
Self Advocacy Project, Victoria

President's Report

The Parent Support Services Society has much to be proud about over the past year. The visibility of the organization has grown immensely over, and no better example than this was the introduction of the Grandparents Raising Grandchildren (GRG) Support Line in January. Funded directly by the MCFD, the GRG Line is a culmination of years of work and perseverance that will result in tangible benefits and support for an underserved part of our communities and province - kinship care providers.

Building on our accomplishments, such as the GRG programs, is a tenet of our new strategic plan which was updated this past year. Despite an environment of financial uncertainty and change, there is much reason for optimism. The year ahead will focus on building on our successful programs, strengthening our partnerships, and executing our strategic plan on our mission to serve children and families across British Columbia.

People

The core of our organization continues to be the people - our ED, staff and army of volunteers. Our Executive Director, Carol, continues to do a phenomenal job of handling the day-to-day operations, supporting our regional offices, and acting as our voice in the community to keep the PSS visible and “top of mind” as a valuable resource.

Our staff across the Province, have made huge contributions through their work with and for families, volunteers, co-workers, and their network of community partners.

Allow me the opportunity to extend my deepest gratitude and appreciation to all those who have made an individual contribution over the past year. Our staff, volunteers, funders, agency partners and those who support the PSS through kind donations - THANK YOU. Together we have many reasons to feel proud.

The Board

Our board welcomed some new faces during the past fiscal year, including Poh Tan, Kostya Polyakov. I am personally excited to have both Poh and Kostya on board as they bring their experience, enthusiasm, skills and most importantly a desire to contribute and affect positive change for the organization and the families we serve.

Unfortunately we also had to say goodbye recently to two board members: Glenn Schmidt and Malcolm Read. Glen has been a long-standing board member from the Prince George region. Malcolm has been a volunteer and workshop presenter in Victoria and actually joined our board for a short time this year but had to step down due to personal reasons. I thank both Glen and Malcolm for their contributions, and wish them both all the best.

As a provincial organization, serving geographically diverse communities, we will work to make sure all the regions have a strong voice at the board level to represent regional needs.

Strategic Plan Update

Last summer we embarked on a process to update our 3-5 year strategic plan. The plan is a living document that must be reviewed regularly to ensure we remain true to our vision, mission and priorities. The key priorities we agreed on for the next 3-5 years are

1. Develop a predictable, diversified funding stream.
2. Become a leading resource for GRG in BC.
3. Formalize a peer-based parenting model.
4. Create a dedicated advocacy program.

In Closing

Without doubt there is much for Parent Support Services Society to be proud of because of what has been accomplished. The fact remains that as a non-profit we exist in a world of ever increasing uncertainty and change. There are many other outstanding non-profit organizations across BC that serve parents, and as governments juggle spending priorities in uncertain financial times it is more important than ever to stay focused on our mission. It is not enough just to work “harder”. We must work “smarter” and that is about staying focused on what matters - knowing what our priorities are, building strong relationships, and keeping track of progress so we can adjust and adapt to the changing environment. Easier said than done, but it is something that the Board must stay committed to over the coming years.

Cyrus Sy
President, Board of Directors

PARENT SUPPORT SERVICES SOCIETY ANNUAL GENERAL MEETING October 26, 2012

Executive Director's Report

For the fiscal year April 1 2011 to March 31, 2012

Respectfully submitted by Carol Ross

OVERVIEW OF THE YEAR

The past fiscal year was busy as always and full of change and the excitement of new funding, new programs, new staff and new opportunities for collaboration. There was excitement and satisfaction too in observing the continuing strength and value of “old” funding, programs, staff and allies. We are rich in all the ways that really count.

Each year when I look at the numbers and each time I hear from community partners and our many volunteers, I am overwhelmed with gratitude and impressed by the generosity, skill and kindness that surrounds Parent Support Services.

PSS has a long and valuable history of providing solid, inclusive, respectful support to families across BC. This year we wanted to increase our outreach to families by becoming more visible. We developed our new logo, launched a new website, started a Facebook page and explored other avenues for reaching families and community service providers. We continue to work on the website and Facebook page and invite everyone to visit and share comments and suggestions.

It was a year of solidifying existing programs and building on our work with and for kinship care providers: Grandparents Raising Grandchildren (GRG). Our expertise and outreach grew steadily with the help of grandparents from across BC and the support of key funders. This work and collaboration resulted in several new programs and created possibilities for the year ahead. The following list is a tiny snap shot of some of that work.

PROGRAM and ACTIVITY HIGHLIGHTS

- Held a conference in New Westminster: a “Grand Gathering” for grandparents raising grandchildren with workshops for the adults and the children. This was our third “Gathering” since 2005.
- Hired 2 summer students for the Burnaby and Victoria offices and hosted 7 student practicum placements
- Hosted successful GRG picnics in 5 regions. In partnership with the Galiano Conservancy Association, hosted two overnight adventures for lucky GRG families to learn about the marine environment and join together for a true and therapeutic adventure.
- Worked hard to bring to light the inequities and obstacles facing kinship care providers in BC and were pleased to be “heard” by Minister Mary McNeil and MCFD policy and program staff, culminating in funding for a province wide “warm line” to help GRG and other relatives learn about rights, benefits, options and how to navigate complex government and legal systems.
- The BC GRG Support Line was officially launched February 2nd 2012 with great fanfare from our full to overflowing Burnaby Office.
- Our stories were heard on CBC radio and seen in numerous newspapers across BC.

- Investigated and initiated a new data collection system we hope will result in solid information on the realities and barriers facing families and communities in BC
- Moved the Victoria office to new accessible space and hired new Coordinators for the programs in that region. Malcolm Read also designed and delivered a Self- Advocacy Skills series for GRG in Victoria.
- With the help of Psychologist Max Innes we worked on developing workshops on effective, ethical discipline to be delivered in the following fiscal year
- Launched a new website thanks to WebTeam and added video clips for the first time ever thanks to the skills and kindness of film maker Ana Mateescu.
- During the year there was a total of 33 Support Circles across the province delivered in five different languages (Cantonese, Mandarin, Spanish, Tagalog, and English), facilitated by 65 volunteers supported by volunteer child minders and Steering Committee members.
- Held 7 Initial Volunteer Facilitator Training sessions (Vancouver, Victoria and Prince George) and trained a total of 57 participants.
- Produced and distributed 3 provincial newsletters; 22 Grandparent newsletters on Vancouver Island and monthly editions of The Village (Parenting Resource and Service Directory) for the Prince George region.
- We ran out of copies of the popular Grandparents Raising Grandchildren: A Legal Guide and worked hard to secure funding for an update and reprint of the Guide.
- Distributed thousands of the GRG legal resource pamphlet and other parenting materials province wide.

RECOGNITION AND APPRECIATION

Parent Support Services Society is 38 years old and continues to deliver strong, inclusive, accessible programs and services for anyone and everyone in a parenting role in BC. We can continue to do this because of the skill and commitment of our staff and volunteers, and because of the solid support of our funders, donors and our extensive network of marvelous community partners. Feedback from participants and community allies remains positive and we appreciate their participation in ensuring our work remains relevant and accessible.

In December 2011 our core staff numbers reached an equivalent of 7 full time positions for the entire province. It is easy to see our dependence on the dedication and commitment of our many volunteers. They are essential to the delivery of all our programs and we could not accomplish all that we do without their contributions. Our volunteers provide governance, administrative support, professional consultation, legal advice, translation, promotion, technological support, research, editing, layout, design and so much more. Over 11,000 volunteer hours were recorded.

We want to recognize the continued support of the Ministry for Children and Family Development (MCFD), the BC Gaming Policy Branch and the United Ways of Fraser Valley, Lower Mainland, and Northern BC for funding our core programs. That funding is at the heart of what allows us to train and support volunteer facilitators, deliver accessible Parent and Grandparent Support Circles and provide parenting education and resources for families across BC.

The funding highlight of the year certainly goes to MCFD for recognizing our work in kinship care and giving us the money and guidance to launch the province wide Grandparents Raising

Grandchildren Support Line. We will have amazing stories to share by the end of the current fiscal year. A year of additional and special funding from United Way of the Lower Mainland allowed us to strengthen our work on behalf of grandparents and all families and helped us to build on past research and outreach work to focus on resource development and systemic change.

We always want to do more to fill the gaps in service families face. We can go those extra miles due to the hard work of our volunteers and community allies and also because of the generosity of our individual and corporate donors, and our project funders.

CONCLUSION

Last year I said that “poverty remains a key obstacle to family well being in BC” and unfortunately my sense is that for too many families, their poverty has deepened since I wrote those words. Some of the previous scarce benefits have disappeared. Respite and child care is out of reach of those who need it the most. Children still go to school hungry; parents still struggle to find and keep jobs and affordable housing. In spite of so many obstacles facing parents, grandparents, and other caregivers, I also see resilience and determination; I hear joy in everyday small successes; and I see love and sacrifice and dedication for children.

We at Parent Support Services are a determined bunch. We know what is possible. We have seen amazing transformation in children’s lives. We know that positive change can happen on a shoe string. I also see glimmers of possibility for the essential changes in awareness that must reach the hearts and minds of policy and decision makers and every day citizens so that true inclusion, equity, understanding and respect is given to every child and every family, no matter its makeup, history or current reality.

Finally, thank you to all our Board members past and current. We are fortunate to have such a strong, diverse board that provides analysis, monitoring and guidance as we move towards our vision. Also may I express my deep appreciation for the commitment and unique contributions of each PSS staff member. I am fortunate indeed to work side by side with a highly skilled team of dedicated professionals. The determination to seek social justice for parents, grandparents and children is clear and the positive impact can be felt by all whose lives they touch. Together we look forward to a productive year ahead that results in increased understanding, inclusion, and overall well-being for every child in every family across BC.

PROGRAM REPORTS

Lower Mainland / Coastal / Fraser Valley and Interior Regions

Submitted by Bella Cenezero, Program Director

The past year brought many exciting accomplishments and opportunities in these Regions. New partnerships were developed that allowed new parenting workshop series to be delivered; new Circles initiated; donations to the programs to increase. We saw some increased funding; sustained strong partnerships; involved parents & grandparents in evaluating the Parent & Grandparent Raising Grandchildren Circles; increased volunteer numbers; and provided facilitator training. There was also an increase in practicum students placed in the program.

New Circles & Partnerships

- Thunderbird Mandarin Circle in partnership with Thunderbird Community Centre in Vancouver.
- Sexsmith Circle in partnership with Sexsmith Elementary School in Vancouver.
- Richmond Grandparents Circle in partnership with Minoru Senior's Centre Society and FIRST Society.

Current Ongoing Circles

- **Fraser:** Burnaby Cantonese, Burnaby Evening, Coquitlam, GRG Delta, GRG Langley, Ladner, & Surrey Filipino.
- **Vancouver Coastal:** Gibsons, Vancouver Filipino, Vancouver Mandarin, Vancouver Cantonese, Richmond Day, GRG Mt Pleasant, Killarney, Vancouver Spanish, & Mt Pleasant

PSS Community Workshops

Several partnerships were forged with Vancouver Coastal Health, Vancouver & Lower Mainland Multicultural Family Support Services, El Shaddai, Vancouver School Board – Settlement Workers In Schools Program, Burnaby Public Library, Ministry of Children & Family Development, Multicultural Helping House Society in delivering the following workshops: *Changeways*, *Understanding the Difference between Discipline and Abuse*; *Role of the Ministry of Children & Family Development in Supporting Filipino Families*; *Internet Awareness: Wonderful & Serious Negative Potentials*; *Building Bridges with Your Teen*, *Positive Parenting*, *Role of the Ministry of Children & Family Development in Supporting Filipino Families Internet*

Awareness: Wonderful & Serious Negative Potentials; Building Bridges with Your Teen, Frog or Prince?: The Smart Girl's Guide to Boyfriends by local author Kaycee Jane.

Training

- Held 4 Initial and Ongoing Trainings for new & long-term volunteer facilitators and steering committees in Vancouver & Prince George.
- Conducted 3 workshops on *Understanding Discipline & Abuse & Group Facilitation* to the new volunteers of Immigrant Services Society of BC & S.U.C.C.E.S.S.

Grandparents Raising Grandchildren Events

- *From the Forest to the Sea* a GRG Galiano Island Educational & Multiday Retreat in partnership with Galiano Conservancy Association
- Lower Mainland Annual Summer Picnic

Steering Committees

The Filipino, Chinese & Nelson Steering Committees were a wonderful source of support in sustaining & supporting the Circles in their respective communities.

Appreciating our Partners

- **Community Agencies:** Pacific Community Resources Society, SHARE Family & Community Services, Evergreen Community Health Centre, Sunshine Coast Community Resources, Deltassist Family & Community Services, Multicultural Helping House Society, CCM, Burnaby Association for Community Inclusion, Collingwood Neighbourhood House, South Vancouver Neighbourhood House, Killarney Park MB Church, Thunderbird Community Centre, Kiwassa Neighbourhood House, Sexsmith Elementary School, Vancouver School Board-Settlement Workers In Schools Program, Reach Child & Youth Development Agency, Surrey School District – Settlement Workers In Schools Program, Minoru Seniors Centre Society, FIRST Society, Mt Pleasant Neighbourhood House, South Arm Community Centre, El Shaddai – Vancouver, Vancouver & Lower Mainland Multicultural Family Support Services Society, Burnaby Public Library, Vancouver Coastal Health.
- **Donations:** Arts Club Theatre, The Canadian Volunteer Fire Services Association, University of the Philippines Alumni Association, Philippine Asian News Today, Philippine Canadian Inquirer, Business in Vancouver.

Promotion:

- Participated in the Mt Pleasant Harvest Festival to promote our program and volunteerism.
- Contributed in promotion for the new website and coordinated the participation of volunteers in the filming of short clips for the new website.
- Did a presentation at the team meeting of the Ministry of Child and Family Development (MCFD) Burnaby in Metrotown.
- Had a meeting with Kitsilano Neighbourhood House exploring potential collaboration in starting a Parent Support Circle.
- Two Filipino Steering Committee members wrote an article about the Filipino Parent Support Circle and PSS for the Philippine Canadian Inquirer & Philippine Asian News Today.

New Project:

Contributed in the revision of Discipline & Punishment workshop material which is now ready for delivery.

Circle Evaluation:

The Circles evaluation had 100% participation from all active Circles in the Vancouver Coastal and Fraser Regions.

Many thanks to all the wonderful volunteers (facilitators, child minders, steering committees, special events & office work), practicum students, community partners, donors, & funders for all their hard work, dedication and generosity to help accomplish the mission and goals of Parent Support Services for the year 2011 – 2012.

Victoria

**Submitted by Trisha Chestnutt and Annie Lavack
Program Coordinators**

CIRCLES -

- Gordon Head Parent Support Circle, Salt Spring Island Grandparents Raising Grandchildren Circle, Victoria Grandparents Raising Grandchildren Circle, Single Parent Support Circle, and Parents of Teens Circle

NEW CIRCLES/PROGRAMS

- Agreement started with Victoria Immigration and Refugee Centre Society to create a Mandarin-speaking PSC

VOLUNTEERS

- A Volunteer Recognition Luncheon was held in December. Facilitator meetings were held regularly throughout the year
- Facilitator Training was held in November with 6 participants from Victoria

GRANDPARENTS RAISING GRANDCHILDREN

- A “Grinch Party” was held in January - 20 people attended
- Two presentations on Grandparents Raising Grandchildren made to the School of Child & Youth Care at UVIC in February and March
- Two overnight trips were made to Galiano Island in July and August for the grandparent families, sponsored in part by the Galiano Island Nature Conservancy.
- GRG Picnic was held in August.

COMMUNITY PARTNERSHIPS

- Open Houses & Networking with community agencies
- Representation on the U.Vic. School of Social Work Advisory Committee,
- Met with PLAY Victoria Attachment Group. Plans began to develop programming that would support parents’ attachment relationship with their babies & young children.

ADDITIONAL ACTIVITIES

- Four part program funded by the city of Victoria (Summer picnic, Good Grief Workshop, Financial Planning and Wills Workshop, and the Grinch Christmas Party)
- Debra Whitman retired and Nadia Sangster PHD, was hired as new Program Coordinator.
- Summer student hired under HRSDC grant and a part time admin assistant was began in June
- The office moved to 105B Burnside Rd East on September 1st, 2011. The move-in was significantly delayed due to building standards complications discovered by city inspectors.
- In March 2012, Program Coordinator, Nadia Sangster, went on maternity leave and Annie Lavack and Trisha Chestnutt were hired to job share the position.
- Victoria United Way funded a series of self advocacy training workshops for GRG - delivered by Malcolm Read PHD
- Application was prepared to revive the Parent Awareness Program for 2012-2013 under the new name, “Parenting Self-Awareness and Support Program”

Much appreciation goes out to the faithful volunteers in Victoria who made all successes possible.

Central Vancouver Island

Submitted by Sandi Halvorson, Program Coordinator

One of the goals for 2011-2012 fiscal year was to increase volunteer participation in the grandparent support circles. As a result, 6 volunteer facilitators were trained: two each for the Duncan GRG, Nanaimo GRG, and Parksville GRG Circles.

The GRG groups in all four communities (Port Alberni, Parksville, Nanaimo and Duncan) continue to grow. Most groups have enjoyed occasional guest speakers, and the local GRG newsletter has also continued.

During the summer of 2011 GRG enjoyed a 6th annual picnic in Port Alberni and a 2nd annual picnic in Duncan. GRG families also had the opportunity to participate in overnight camps on Galiano Island for the first time. Parent Support Services worked together with the staff at the Galiano Island Conservancy Association to host two Nature camps, one in July and one in August. The feedback received from the families was overwhelmingly positive and we hope to be able to find ways to continue our partnership with the conservancy in the years ahead.

In December of 2011 the Duncan GRG group met for a pot luck supper; the Port Alberni GRG group enjoyed their annual Christmas party and the children decorated homemade gingerbread people. The children said they wanted to be able to decorate a “family” and luckily there was enough dough to do that.

The only Parent Support Circle in my region is the one in Parksville. In the fall of 2011 my co-facilitator and I agreed to offer a 7 week parenting course (STEP) during the circle time at the request of the parents and the centre where the group is hosted. While the course was being offered our circle attendance increased significantly. At the request of a group of Parksville parents I also volunteered my time to offer the STEP program in the evening for seven weeks, from January to March 2012 and the attendance was good.

Grant applications were made to both the Cowichan Valley United Way and the Central & Northern Vancouver Island United Way. Our request to the Cowichan Valley United Way was declined. The application to the Central & Northern Vancouver Island United Way was approved for 2012-2013.

As the 2011-2012 year drew to a close I was planning a regional workshop for facilitators in Parksville which took place on April 3rd.

Plans for the coming year include; volunteer retention, program promotion and coordinating summer events for GRG families.

Prince George

Submitted by Jessica Turner, Program Coordinator

- Received grant from city of PG to deliver a GRG speakers series
- Received grant from Northern Health (Northern Children First Program) to purchase STEP (Systematic Training for Effective Parenting) parenting kits and STEP Teen kit
- Renewed small United Way Grant

TRAINING

- Initial Facilitator Training completed by Jessica and Dahne - February 18th and 19th with 11 facilitators trained.
- STEP classes ran for 8 weeks in October and November 2011.
- There was a resurgence of Parenting Classes during this fiscal year. Northern Family Health Society Parent Support Circle (PSC) ran Active Parenting 1234 classes 12 times with an average of 4-6 parents attending. Northern Family Health Society Parent Support Circle also facilitated Nobody's Perfect classes.
- Kikino Aboriginal PSC facilitated Nobody's Perfect classes twice within the year. The Circle facilitated Active Parenting 1234, Active Parenting Now and Active Parenting Teen twice with an average of 8-10 parents attending and an average of 4 children accessing the onsite child-minding.
- PSS coordinator facilitated Active Parenting NOW classes at the Prince George Public Library.
- Grandparents Raising Grandchildren speaker's series was completed in early December. Three speakers presented on stress and self-care, effective communication with teens and what to know about MCFD/legal issues/custody. An average of 10 participants attended the workshops.
- 1 mini facilitator training was completed to train two facilitators needed for the Grandparents raising Grandchildren circle in July 2011.

PROMOTION

- Early Years Health Fair (500+ attendees)
- Multicultural Health Fair (800+ attendees)
- Health Fair at the College of New Caledonia (200+ attendees)
- Welcome Wagon Baby event (100+ attendees)
- Presentations throughout the community on PSS and our services.
- International Fetal Alcohol Awareness Day at FRC (Family Resource Centre)

PSC/GRG 2012 and continuing into 2013

- 6 circles running this year: Northern Family Health Society PSC; Duchess Park Senior Secondary PSC; UNBC Community Care Center PSC; Kikino GRG Circle and Kikino Aboriginal PSC; and Quesnel Mother's For recovery PSC.

PARTNERSHIPS 2012 and ongoing

- Northern Health, Northern Family Health Society, Kikino Metis Child and Family Services, University Northern British Columbia, Prince George Public Library, Success by 6 and School district 57.
- Perinatal liaison committee, Parenting subcommittee, Success by 6 council of partners committee.

UPCOMING TRAINING AND EVENTS (2012/2013)

- Plans for Initial Facilitator Training in February 2013
- STEP (Systematic Training for Effective Parenting) classes will commence this Fall 2012
- New circles coming in 2012/2013 year are John McGinnis Settlement Workers in Schools Multicultural PSC, and Mothers Of Many Strengths PSC.

Grandparents Raising Grandchildren Support Line

**Submitted by Christina Campbell and Roxana Aune-Jacobsen
GRG Support Line Advocates**

Roxanna Aune-Jacobsen and Christina Campbell joined PSS in mid-December 2011 as GRG Support Line Advocates for the new province wide Grandparents Raising Grandchildren Support Line. The program was launched in our Burnaby office on January 31 2012 by Minister for Children and Family Development, Mary McNeil. Media coverage for the new program was generous and calls flowed in quickly: 38 new cases were generated in February and 45 new cases were generated in March.

In addition to handling new case work, the Support Line Advocates focused on their immediate needs for orientation and training. The advocates attended the community Legal Services Society workshop on Family Law and travelled to Victoria to meet with staff from the Ministry of Children and Family Development's Client Relations Branch. Work also began on developing necessary program tools and receiving data collection software training in order to accurately capture and record the critical statistical information gathered through our calls with grandparents and other kinship care providers. Research of relevant legislation and related policies as well as of regional, provincial and federal resources and benefits is ongoing

Another focus was on developing promotional material so that kinship care providers across the province and their supporters would become aware of the new service. We look forward to seeing it provide valuable insights into the facts that influence the lives and well-being of the families we serve. We quickly became aware of some of the inequities and struggles the families face and we plan to play a strong role in increasing visibility, inclusion and tangible support for all kinship care providers in BC.

We extend our gratitude to all our volunteers in British Columbia who contributed to our programs in 2011 - 2012

Office Administration

Alejandra	Moreno	Gayane	Hovhannissyan	Reenat	Sandhu
Anita		Jon	Mallach	Sarah	Nykolaishen
Brittany	Reid	Julia	Hwang	Shannon	Gormley
Claudia	Zhang	Phyllis	States		
Conrad	Turner	Preety	Toor		

Parent and Grandparent Support Group Facilitators

Adelia	Alec	Dinah	Jiang	Kim	Lu
Alicia	Erenli	Eiko		Kristen	McBurnie
Alison	Brotherton	Emmy	Verar	Laurie	Moniz
Allan	McLeod	Evelyn	Uy	Leanna	Leon
Alma	Saplala	Gail	Moillet	Leonida	Panlilio
Ana Liza	Racho	Ghislaine	Caron	Liana	Axente
Angela	Grigg	Gloria	Tam	Lisa	Woudzia
Ann	Richards	Hazel	Edurese	Lisa	de Lusignan
Aurea	Lucas	Hernanny	Trujillo	Louise	Meinardus
Aurora	Bach-Napoles	Irene	Ling	Mandy	Lai
Avis	Lam	Jan	Kubek	Mandy	Fok
Barbara	Steeves	Jane	Stark	Maria	Chippara
Blessing	Ude	Jayne	Blemings	Fernanda	
Bonny	Chow	Jeff	Dircks	Maria	Morales Silva
Carol	Kersbergen	Jenna	Girard	Helena	
Carrie	Wright-Donaldson	Joan	Forbes	Marie	Naylor
Catherine	Qiao	Joan	Nickels	Marisol	Vargas
Charlene	Vankoughnett	Joanne	Tazelaar	Nacho	
Corazon	Domingo	John	Manthorpe	Mary	Tecson
Cynthia	Schrunder	Joy	Jhocson	Anthonette	
Dawn	Mathe	Joyce	Gunn	May	Cheng
Dawn	Murphy	Juanita	Currie	Mei Kuen	Ling
Deanna	Leippi	Julie	Polland	Melanie	Vigeant
Derek	Wedzinger	Kaila	McNulty	Mia	Parizgar
Diane	Brussell	Karen	Came	Michelle	Hourie
Diane	Chan	Karen	McKeown	Molly	Mo
Dianne	Thompson	Kathleen	Thompson	Myrna	Siegenberg
Dina	Cherevko	Kelly	Bumby	Nicole	Plante
				Nina	Pichler

Paula	Hutton	Sharon	Dinur	Tammy	Parlee
Rajeeta	Samala	Sharrie	Dahl	Terence	Figuerola
Rick	Marsh	Shirley	Jalbert	Tom	David
Rio	Bates	Shona	Jackson	Tracey	Gillender
Ruth	Martens	Solomon	Kpeh	Vandana	Nagpal
Sandi	Halvorson	Sonya	Dhudwal	Veralyn	McGuire
Sara	Urbauer	Suma	Kinkar	XiaoXue	Liu
Sarah	Grimm	Tamara	Dumphy	Ysabel	Llerena
Sarah	Stirling	Tammy	Pfeiffer		

Childminders and Circle Volunteers

Andrea	Seto	Evelyn	Lam	Nancy	Wong
Ceoral		Joanne		Ophelia	Ramirez
Charlene	Chow	Julia		Razia	
Chuu	Hong	Kennis		Salina	Cheung
Claudia	Reyes	Larilyn	Saquian	Sandy	McGinnis
Deanna	Halvorson	Lorna	Hau	Shamshath	Begum
Dilipaer	Liwayiding	Lynn	Ringwald	Susan	Freemantle
Elaine Kit	Hui	Mandy	Ho	Vanessa	Yee
Ling		Marylin	Gutierrez	Megan	Oryall
Emily	Strecker	Melanie	Vigeant		

Office and Special Events

Emmy	Verar	Jeff	Dircks	Marly	Fel Piano
Evelyn	Bangayan	Joy	Jhocson	Miko	Urmaza
Gloria	Tam	Liana	Axente	Vicky	Corpuz
Jeff	Dircks	Linda	Villa	Volha	Hrabovik

Steering Committee Members

Amy	Lui	Jackie	Bridge	Maria	MacDonald
Bella	Cenezero	Janice	Olson	Marilyn	Hickey
Bessie	Pinon	Jenne	Breedon	Mayvelyn	Remigio
Beth	Rivera	Jenny	Earley	Melinda	Urmaza
Craig	Summers	Jim	Farley	Melody	Augustine
Crisanta	Sampang	Joanne	Chen	Pat	Formento
Diane	Bodnar	Jose	Rafer	Resochita	Arma
Doris	Rank	Judith	Ferry	Rhonda	Johnson
Esaine	Mo	Kay	McLeod	Rommel	Manikan
Gina	Hortelano	Kristen	Hilmoe	Susan	Fox
Grace	Quiddaoen	Leona	Fountain	Tracey	Kikals
Graham	Jamin	Lilian	Bocol		

Volunteer Facilitator Trainers

Chuck	Anderson	Mayvelyn	Remigio
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Professional Consultants, Promotion and Project Assistance

Alison	Ward	Deborah	Thomas	Max	Innes
Ana	Mateescu	Elenita	Ranas	Regan	Ross
Carol	McEown	Forrest	Nelson	Stephanie	Morgan
Charmaine	Ho	Jane	Arnott	Tinky	Leung
Chris	Hoyer	Kaycee	Jane	Valerie	Ross
Dan	Breaux	Malcolm	Read		

Child Protection Project

Glen	Schmidt	Linda	Korbin	Amelia	McComber
Alfred	Moore	Michael	MacKenzie	Michael	Bradshaw
Bella	Cenezero	Pooja	Jerath	Michael	Jacobsen-Westin
Carol	Ross	Sandi	Halvorson	Pearl	Hunt
Darryl	Persello	Sean	Gray	Penny	Parry
Debra	Whitman	Shannon	Gormley	Sarah	Nykolaishen

GRG Grand Gathering, May 28, 2011

New Westminster

Amy	McLellan	Ehsan	Nobahkt	Marianne	Remigio
Amy	Zhang	Emily	Yuan	Michelle	Haddon
Anita	Lai	Esaine	Mo	Preety	Toor
Any	Zhang	Eun	Ju	Resochita	Arma
Arti	Bhardwaj	Eva	Ziduliak	River	Huang
Bella	Cenezero	Glenn	Hope	Roxana	Clarl
Carol	Ross	Grace	Tsang	Sandra	Stephens
Catherine	Qiao	Hilary	Gallinder	Shannon	Gormley
Chanisa	Adhikomprapa	Irene	Tran	Sharrie	Dahl
Cheryl	MacDonald	Jack		Silvia	Tobler
Claudia	Zhang	Jacqueline	Brind	Stephanie	See
Cyrus	Sy	Jane	Stark	Tammy	Pfeiffer
Dan	Breau	Kamy	Zargarpour	Valerie	Ross
Daniella	Pugh	Karen	Came	Verilyn	McGuire
Dayle	Burge	Linda	Brind-Dickson	Vicky	Corpuz
Deborah	Thomas	Linda	Quinn	Viktor	Panfilenok

Support Group Locations in 2011 - 2012

Support Circles include Parent Support Circles and Grandparents Raising Grandchildren Support Circles and Circles for Parents of Teens. Support groups are offered in Mandarin, Cantonese, Farsi, Filipino, Spanish and English. Circles are open to all those in a parenting role, free, provide child care and transportation subsidies, do not require membership, and are facilitated by 2 or more trained volunteers facilitators. Circles are held on different days and at various times.

Vancouver / Coastal Region

Gibsons Richmond (2) Vancouver (7)

Fraser Region

Burnaby (3) Coquitlam Langley (2) Port Moody
Surrey Delta Ladner (1) Maple Ridge

Interior Region

Nelson

Victoria Region

Salt Spring Island Victoria (5)

Central Vancouver Island Region

Duncan Parksville (2) Port Alberni Nanaimo

North Region

Prince George (9)

Parent Support Services Society of BC APPRECIATES THE FUNDING SUPPORT OF:



Galiano Conservancy Association



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PROVINCIAL GOVERNMENT OF BRITISH COLUMBIA



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NEW HORIZONS FOR SENIORS INITIATIVES



UNITED WAY OF THE FRASER VALLEY

UNITED WAY OF THE LOWER MAINLAND

UNITED WAY OF NORTHERN BRITISH COLUMBIA

UNITED WAY OF GREATER VICTORIA



**MARIN
INVESTMENTS
LIMITED**



Cowichan Seniors
Community Foundation



And the many other local businesses in each of our locations
who regularly donate coffee, snacks, food, prizes and more