

Parent Support Services Society of BC



2009 - 2010 ANNUAL REPORT

Presented on September 11, 2010



Parent Support Services Society of BC

36th Annual General Meeting

**Saturday, September 11, 2010
11:00 A.M.**

**Constituency Office Raj Chouhan, MLA
5234 Rumble Street, Burnaby, BC V5J 2B6**

Agenda

1. 11:00 am Society Presentation
2. 11:30 am Roundtable Discussion
3. 12:15 pm Lunch
4. 12:30 pm Call to Order
 - Adoption of Minutes of the Annual General Meeting held October 03, 2009
 - 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
 - AGM Adjournment
5. 1:30 – 2:00 pm Wrap up



Our vision

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

Mission Statement

To promote healthy family relationship by supporting children, parents and others in a parenting role in B.C. communities



VALUES AND GUIDING PRINCIPLES

INTEGRITY:

We are committed to ensuring that our actions coincide with the values we embrace. We accept responsibility for our actions and are accountable to the parents, families and communities we serve.

LEARNING:

We are committed to continual learning, which helps us to grow, be creative, and move towards new possibilities in support of our vision.

RESPECT:

We honour, through our attitudes and behaviours, the inherent worth of individuals, families and communities and recognize that all are interconnected.

OPEN COMMUNICATION:

We listen and say what needs to be said in constructive ways. We seek to understand and address conflict directly and respectfully in order to support and strengthen people, families and community.

INCLUSIVENESS:

We foster a sense of safety and inclusion among those with whom we work. We enhance our ability to serve and enrich the experience by collaborating with other individuals and organizations. We appreciate and understand that together we are able to create something greater than what we can achieve alone in our effort to meet the needs of parents, families and communities.

COMMITMENT:

We are committed to doing our best at all times. Our commitment is driven by our strong desire to prevent child abuse and support children, parents and families.

SERVICE:

We serve from our hearts in ways that are meaningful to us in our effort to prevent child abuse and create a world where children and their families are nurtured, valued and safe.

Nominations Committee Report 2010

The following members are continuing the **second** year of their 2 year term (2009-2011):

- Marianne Drew Pennington
- Rob Kaufman
- Kamy Zargarpour

The following Directors are nominated to **begin a new 2-year term** (2010-2012):

- Joan Brett
- Cheryl MacDonald
- Glen Schmidt
- Richard Wang
- Ali Ajdari
- Mika Fryling

**Annual General Meeting Minutes
Parent Support Services Society of BC
October 3rd, 2009
The Arbutus Club
2001 Nanton Ave, Vancouver, BC.**

The 35th Annual General Meeting of Parent Support Services Society ("PSSS") was held on October 3rd, 2009 at the Arbutus Club with 49 persons (including Parent Support Circle Facilitators, Steering Committees, staff and Board Members) - including 9 ordinary members excluding the board in attendance.

Board Members in Attendance: President--Cheryl Macdonald, Vice-President--Kamy Zargarpour, Treasurer--Rob Kaufman, Shamim Shivji, Richard Wang.

Adoption of the November 15, 2008 AGM Minutes

MOTION for adoption of 2008 ("PSSS") AGM Minutes dated November 15, 2008.

MOVED by Kamy Zargarpour, SECONDED by Richard Wang, MOTION PASSED unanimously.

President's Report

Need to add to our membership and board. Review of strategic plan accomplishments to date. Need for better data gathering so that we can present the facts to all outside parties and funders. Need to update program materials incorporating our new address and phone numbers.

Audit Report and Approval of Financial Statements

Treasurer's report regarding external auditors' report and approval of PSSS financial reporting, and summary of PSSS Financial Statements. We are currently in a good position but do not know the impact of government funding cuts – need to solicit funding from more secure sources.

MOTION to approve PSSS Financial Statements for the year ended March 31, 2009.

MOVED by Rob Kaufman, SECONDED by Cheryl Macdonald, MOTION PASSED unanimously.

Appointment of Auditor

MOTION to re-appoint PSSS external auditors, Tompkins, Wozny, Miller & Co. be reappointed for the next fiscal year.

MOVED by Kamy Zargarpour, SECONDED by Cheryl Macdonald, MOTION PASSED unanimously.

Executive Director's Report

Highlights of various local programs delivered for the year ended March 31, 2009;
Summary of challenges, transitions and opportunities faced by PSSS during the year and
focus on the Grandparents Raising Grandchildren Legal Research Project in partnership
with University of Victoria School of Social Work.

GRG project completion was our biggest accomplishment of the last 18 months – great
feedback from all groups – reprinting updates.
Updates made to training material / web site and clean up along with move and
reorganization to our new office.

Uncertain future requires us to be vigilant on all expenses.
Reviewing web site usage for future enhancements.
Visit to legislature and having grand parents speak directly with politicians.
Completed research project and review of findings for future changes to our organization.
Had a heart warming grand parent + kids gathering in Parksville.

Nominating Committee Report and Election of Directors

The President presented the Nominations Committee's Report. The following board
directors are continuing into the second year of their two-year term (2008-2010): Cheryl
MacDonald, Shamim Shivji, Joan Brett, Glen Schmidt and Richard Wang.

MOTION to nominate the following directors for a two-year term (2009 to 2011): Rob
Kaufman, Marianne Drew Pennington, Shahin Jones, Chiara Woods and Kamy
Zargarpour.

MOVED by Richard Wang, SECONDED by Shamim Shivji and MOTION PASSED
unanimously.

Other Motions

MOTION to update the membership fees:

- o Volunteers - \$5-25 based on ability to pay.
- o Underemployed \$5
- o General membership \$35
- o Group \$100

MOVED by Kamy Zargarpour, SECONDED by Chuck Anderson and MOTION PASSED
unanimously.

MOTION to update the constitution as per the guidance of the review committee:

PROPOSED Constitution:

- (a) To support families to thrive;

- (b) To provide an organization in which anyone in a parenting role can receive support, education and resources in a safe, accepting, inclusive and respectful environment;
- (c) To educate the general public as to the importance of and strategies for the prevention of child abuse;
- (d) To recruit, train and support a cohort of volunteer facilitators who shall in turn support families within the stated values and guidelines of the Society;
- (e) To research and address issues that have an impact on the well being of families.

MOVED by Robert Rennie, SECONDED by Chiara Woods and MOTION PASSED unanimously.

MOTION to update the Bylaws as per the guidance of the review committee: N.B. this will be an ongoing process and the final document will be presented at the next AGM.
The current changes include:

2.1 Proposed: Any person above the age of consent and who subscribes to the vision, mission and values of the Society is entitled to apply for membership in the Society.

2.2 Proposed: That all “Ordinary” Memberships be renamed “General Memberships.

2.7 Proposed addition: All aspects of a review process shall be carried out in strict adherence to privacy legislation.

3.4 Proposed insert: by email,

3.8 Proposed: If within...it shall stand adjourned to the same time within 14 days at a day and place determined by the Board members present. If, at...quorum.

4.3 Proposed to delete: “over the age of 19”

5.6 Proposed: A resolution of the Directors in writing and identified as such in the Board of Directors’ minutes, is

7.4 Proposed: delete item (d)

- (d) have custody of all records and documents of the Society except those required to be kept by the Treasurer;

14.1 Proposed addition of email Personally, by Mail, or Email

MOVED by Chiara Woods, SECONDED by Kamy Zargarpour and MOTION PASSED unanimously.

Adjournment

MOTION to adjourn AGM, MOVED by Cheryl MacDonald, SECONDED by Shamim Shivji, MOTION PASSED unanimously.

2009 – 2010 Board of Directors and Staff

Board Members:

Cheryl MacDonald
Kamy Zargarpour
Richard Wang
Rob Kaufman

Shamim Shivji
Glen Schmidt
Shahin Jones
Joan L. Brett

Marianne Drew-
Pennington

Board Members who resigned between April 1 2009 and March 31, 2010:

Chiara Woods

Michael Weeks

Heather Bordo

Staff:

Carol Ross
Bella Cenezero
Grace Chen
Lida Stepanova
Viktor Panfilenok

Executive Director
Program Director; Lower Mainland, Interior
Financial Administrator, Burnaby
Office Administrator, Burnaby
Office Administrator, Burnaby

Debra Whitman
Cindy L'Hirondelle

Program Coordinator, Victoria
P/T Administrative Assistant, Victoria

Ingrid Edenshaw
Lindsey Rae
Dahne Harding

Program Coordinator, Prince George
Program Coordinator, Prince George
Program Coordinator, Prince George

Sandi Halvorson

Program Coordinator, Mid-Island

Special Projects & Contracts:

Sharrie Dahl
Carrie Wright-Donaldson
Lucille LePage
Melissa Bloodoff
Sarah Nykolaishen
Shannon Gormley
Tina Cho
Gina Novak

Coordinator Fraser Valley and GRG Lower Mainland
Coordinator, GRG Next Steps & GRG Legal Research
Hand-in-Program Leader, Prince George
Feasibility Study Project, Prince George
Child Protection Advocacy Research Coordinator
Child Protection Advocacy Research Coordinator
Summer Student
Casual Office Assistant, Burnaby

**PARENT SUPPORT SERVICES SOCIETY OF B.C.
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010**

OUR WORLD

This past year has been a time of uncertainty with changes in many areas that affect the not for profit sectors, and ultimately all those who depend on funding and/or donations to continue doing the work we love to do. Not unlike other societies, we have wondered what the impact would be of a struggling economy, cutbacks, and the disappearance of some of the support our families depend on.

Through it all, our team has remained focused on the goals, and continued to do what they do best: support those in parenting roles in British Columbia. Our work over the past few years to become more efficient, streamline processes, and build a stronger business model continues, but the main thrust going forward must be on alternative ways to find funding. So, as a board, we must work at supporting the efforts of our Executive Director and her team, and be creative in our approach to funding a sustainable organization that stands the test of time as it has for the past 36 years.

OUR PEOPLE

Carol Ross, our Executive Director has done an amazing job of keeping us apprised of what is affecting the families of this province, and the work our staff and volunteers continue to do in their respective areas. She is a strong advocate for everything that affects the lives of those that don't feel like their voice is being heard or that they don't matter. She proves every day how much the families of B.C. matter to her and PSS as a whole. Once again, we are lucky to have Carol and her team of exceptional staff and volunteers.

The Provincial Office continues to be the heart of the organization. This past year we welcomed the addition of new Office Administrator, Viktor Panfilenok, and sadly saw the retirement of long time Office Manager Lida Stepanova and contract bookkeeper Gina Novak, who was also a valued volunteer for many years.

BOARD CHANGES

Michael Weeks resigned from the board, but remains on our Human Resources Committee with our thanks. Chiara Woods was new to the board last year and an energetic contributor but unfortunately after a short tenure with us, had to return to Calgary.

NEW BOARD MEMBERS

I would like to take this more formal opportunity to welcome two new members to the board – Mika Fryling and Ali Ajdari, who each bring a new set of eyes, skills and experience, adding depth to an already stable board.

STRATEGIC PLAN UPDATE

We have reviewed and completed some additional items on our strategic plan:

Governance

- ❖ Full review and update of Board Orientation process
- ❖ Confirmation of Vision, review of Mission and Values
- ❖ Ongoing successful recruitment of board members (2 new)

Administration

- ❖ Ongoing review/refinement of processes to gain efficiencies
- ❖ Budgets and reporting are finalized
- ❖ A new Administrator was brought on board in the Provincial, along with an increase in the use of volunteers in the office
- ❖ Website has been updated regularly and we have made it easier for someone to donate through the web

Human Resources

- ❖ Dahne Harding is our newest team member in Prince George
- ❖ Staffing remains stable in all areas.

Program Delivery

- ❖ New “Rack Card” has been created to promote our services
- ❖ All contracts have been fulfilled at a high performance level
- ❖ Prioritized plan is in place to update program and training materials as funding permits
- ❖ The work for grandparents raising grandchildren has grown significantly and we remain committed to supporting these unique families
- ❖ Staff have clearly made special efforts to respond to emerging needs for families

IN CLOSING

It has been a year of staying the course through a recovering economy and uncertain times for not for profit organizations, but having said that, we are looking forward to finding creative ways to fund the work so we can continue to be a constant in the communities we serve.

Last, but most important, on behalf of the board, I would like to say thank you to all our volunteers – you are the life blood of PSS and we could not do it without you. And to our staff, board, steering committees, members, funders and donors – we appreciate all you do every day to support this organization and ultimately the families of British Columbia.

Cheryl MacDonald
President, Board of Directors

**PARENT SUPPORT SERVICES SOCIETY
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010**

**EXECUTIVE DIRECTOR'S REPORT
FOR THE FISCAL YEAR APRIL 1 2009 TO MARCH 31, 2010
RESPECTFULLY SUBMITTED BY CAROL ROSS**

OVERVIEW OF THE YEAR

The past fiscal year was an interesting and complex combination of celebration, hard work, endings and achievement. Throughout there was an underlying worry for the future of our services, the future of many of our sister organizations and for the survival of essential programs to support children and families. The economic downturn facing the province and the nation meant we had to tighten our belts and yet again do more with less. The social service sector is good at that, however, we also felt it was essential to work together to show government and our communities the real value and positive impact of our collective work. That collaboration and mutual support continues into the present.

The year saw Parent Support Services involved in large systemic issues as we joined provincial efforts to stem program losses and policy changes that would be a detriment to children and families. We worked as closely as we could with MCFD to provide insights from the perspectives of grandparents raising grandchildren. We participated with the Federation of Community Social Services of BC in efforts to raise awareness of the value of the sector. We connected closely to the work of organizations such as the BC Association of Social Workers and PovNet to join our voice to messages for social justice. We spoke out about our concerns over the cuts to Legal Aid and the loss of the Child in Home of Relative program.

MAJOR SOCIETY HIGHLIGHTS

We carried out **Strategic Planning** June 13 with staff and Board.

In June also, Parent Support Services Society was honoured with the presentation of the **Distinguished Service to Families Award** for 2009 by the BC Council for Families.

2009 was our 35th anniversary and we celebrated our history and achievements in several ways. We reinstituted the **Bill McFarland Award** and were very pleased that Carol McFarland joined us in November to present the 2009 award to Child and Youth Representative Mary Ellen Turpel-Lafond. Carol was joined by others involved in the founding of Parents In Crisis, past and present community partners, volunteers, staff and Board at an **Open House** at our Burnaby office November 25th.

We also created "**Cooking Up Comfort**" for our anniversary: a book full of recipes from staff, volunteers, politicians, colleagues and fans along with reading lists; children's activities; parenting resources; inspiring messages; and children's drawings. The book tells a little of our history and we see it as a perfect fundraiser

and promotion tool. The majority of the work on the book was done by volunteers. We were pleased that so many politicians in the province took the time to send recipes and special messages for the book.

We worked on and finalized a **Code of Ethics** to guide our work.

PROGRAM and ACTIVITY HIGHLIGHTS

Let me back up to April 2009 and provide you with a partial snapshot of the fiscal year.

- April 1st saw the launch of **Grandparents Raising Grandchildren: A Legal Guide** in Victoria and this was followed by similar launches in Burnaby and Prince George, all three hosted by the local libraries. This marked the culmination of close to two years of collaboration with Barbara Whittington of the University of Victoria School of Social Work and a team of skilled staff and advisors. We are very proud of the results and feedback has been excellent. The book went out far and wide to grandparents, community and government agencies, and thanks to the Courthouse Libraries BC, to every library in the province.

The Legal project officially ended with a final report to the Law Foundation and the Provincial Government, however the work continues to this day with plans in process for a second edition.

- In August we held our “first annual” (and wonderful) **GRG Picnic** in Surrey and we were joined by grandparents and grandchildren from across the Lower Mainland and the Fraser Valley. Labour was all volunteer and the bulk of supplies were donated.
- Grandparent led families also enjoyed 2 trips to Galiano Island for the “From the Forrest to the Sea Watershed Education Program” thanks to the generosity of the Galiano Conservancy Association.
- We received a grant from the Permanency and Adoption fund to carry out **GRG Legal Seminars** over the coming two years in various locations in the Province.
- The **Child Protection Advocacy Research Project** completed its second of a three year contract with significant interviews and focus groups with MCFD Social Workers, Community Advocates, parents and grandparents. Much effort went into submitting funding applications to augment the United Way funding for this project, unfortunately without success. The project moves diligently forward into the final year with the support of an expert advisory team.
- The **Victoria office** secured two small grants from the City of Victoria and the Sarah Spencer Foundation that went a long way to supporting programs for Grandparents Raising Grandchildren. The office also relocated to a much

better space shared with the Young Parent Support Network. This suite allows space for child care and Circle meetings.

- During the year there was a total of 29 **Parent Support Circles** and 12 **Grandparents Raising Grandchildren Circles** facilitated by 80 volunteers
- We held **Initial Volunteer Facilitator Training** sessions in Vancouver, Victoria and Prince George and trained a total of 53 participants.
- We produced and distributed 2 provincial newsletters; 21 Grandparent newsletters on Vancouver Island and monthly editions of The Village (Parenting Resource and Service Directory) for the Prince George region.
- We did extensive research into funding sources and carefully applied for funding to support our mandate and existing initiatives. This proved to be a disappointing year for new grants. The economy had a negative impact on many Foundations as well as some of our traditional donors.

PERSONNEL

- We saw several staff and project changes: Our two **Grandparents Raising Grandchildren (GRG) Coordination Projects**, Lower Mainland and Victoria, ended in the summer and early Fall which meant we said farewell to two co-workers, Sharrie Dahl and Carrie Wright Donaldson. Both continue to volunteer with us as Circle facilitators and remaining staff work hard to keep up the very important GRG work.

Prince George office saw much change. We said farewell to Ingrid Edenshaw and Lyndsey Rhea who were on short term contracts and also to Julie Bergen who decided not to return to us after her maternity leave. Dahne Harding was welcomed as the new Prince George Coordinator early 2010. These changes meant Prince George PSS experienced unique struggles during the year yet still maintained a core of volunteers, regular production of "The Village" parenting resource newsletter and support for two social work practicum students. The parenting programs are now well on the way to re-stabilization.

In the **Provincial Office** there were major staff changes when long time Office Manager Lida Stepanova retired in June followed months later by bookkeeper Gina Knovak. Viktor Panifilenok now bravely fills both positions. Sarah Nykolaishen, Child Protection Advocacy Project Coordinator left to go to Law School in September and was replaced by Shannon Gormley.

During the year we at the Burnaby office also had both an HRSDC summer and several practicum students. For a while it seemed all we had time to do was to review resumes, interview many wonderful folks, then carry out orientation, training and supervision or plan farewells.

Fortunately the managers of the Mid Island (Sandi Halvorson), Victoria (Debra Whitman), and Lower Mainland, Coastal, Fraser Valley and Interior (Bella Cenezero) regions stayed strong and stable throughout and shared their experience and wisdom with all.

RECOGNITION AND APPRECIATION

We valued the various opportunities to meet with Minister Mary Polak and others within MCFD to share ideas, provide analysis as well as direct feedback to the ministry from parents and grandparents. Those connections kept the issues facing grandparents raising grandchildren visible and we believe played a role in creating heightened awareness and understanding for ministry personnel.

As always in our annual report, we have included a list of the many volunteers, who carry out essential tasks for PSS and support the goals of the Society throughout the year. The list includes Circle facilitators, Board of Directors, advisory and steering committee members, administrative support, consultants, translators, promoters, tech support, researchers, writers, editors and so many more. If we were able to track hours and calculate the monetary value of all that time and expertise accurately, we would look like millionaires. Well over 9000 hours were donated. When we think about the extent of the generosity of our volunteers we certainly feel very wealthy indeed.

So too must appreciation go to our funders, donors and community partners. Their contributions allow us to do the day to day work and the ongoing program delivery and development to support children and families in BC. In these shaky financial times we were very fortunate to receive the continued support of the Ministry for Children and Family Development, the BC Gaming Commission and the United Ways of Fraser Valley, Prince George, Lower Mainland and Victoria for our core programs. Our success also relies on the generosity of sister organizations that host our Support Circles and training sessions. Every dollar and in kind donation is treated with respect and utilized with great care.

CONCLUSION

In the current fiscal year we are seeing some significant shifts in need and demand for service from families. Poverty has deepened, critical policies have changed and resources and referral sources have diminished. We find ourselves trying hard to fill growing gaps without a growth in our own resources. Still the dedication of staff and volunteers remains high and commitment to the core vision and values of PSS remains solid.

We know how to work hard and we also know the value of collaboration to bring about positive social change.

In the year ahead we shall continue our work with parents, grandparents, community partners, volunteers and systems to create “a world where all children and their families are nurtured, valued and safe”.

PARENT SUPPORT SERVICES SOCIETY OF B.C.
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010
VANCOUVER, FRASER AND INTERIOR REGIONS REPORT
SUBMITTED BY BELLA S. CENEZERO, PROGRAM DIRECTOR

This past year, the Support Circle Program saw an increase in the number of Circles and volunteer facilitators. More innovative approaches made the Support Circles and Parent Support Services more visible to families and communities. Collaboration with more partner agencies was developed.

PARENT/GRANDPARENT SUPPORT CIRCLES

New Circles: Richmond Latin American, Langley Grandparents Raising Grandchildren and Vancouver Grandparents Raising Grandchildren.

Number of Circles: Twenty one Circles were offered in these regions in six languages: Filipino, Cantonese, Mandarin, Farsi, Spanish and English.

- **VANCOUVER/COASTAL REGION:** Nine Circles: Richmond Day - English, Richmond Latin American, Gibsons - English, Vancouver GRG, Mt Pleasant - English, Vancouver Cantonese, Vancouver Mandarin, Vancouver Spanish-speaking, and Vancouver Filipino.
- **FRASER REGION:** Eleven Circles: Port Moody Farsi, Coquitlam – English, Burnaby Evening – English, Burnaby Cantonese, Surrey Filipino, Delta GRG, Kila-How-Eya GRG, Ladner GRG, Ladner with behavioural challenges, Langley GRG, Langley – English
- **INTERIOR REGION:** Nelson

Our 77 volunteers in the roles of facilitator, child minder, or steering committee member were mostly women and came from a variety of backgrounds, communities and cultures. They brought many skills and valuable experience to the work. Some Circles held special events such as summer picnics, Chinese New Year, Christmas parties, field trips, etc. to provide opportunities for socializing and meeting other members of families outside of regular meetings.

New Steering Committee: Latin American Steering Committee was formed in Richmond and included a Settlement Worker, Family Support Worker, Family Programs Coordinator and individuals to support the success of the Circle.

COMMUNITY COLLABORATION AND PARTNERSHIPS

New Community Partnerships: South Arm Community Centre, Richmond Family Place, Mt. Pleasant Neighbourhood House, Kiwassa Neighbourhood House, MLA Raj

Chouhan's Constituency Office, Surrey School District – SWIS Program, Food Bank, Cobs Bread, Salvation Army Thrift Store, Farmhand Family Place and Arts Club Theatre.

Long-term Partnerships: Without the support of our partner organizations and volunteers, it would be very difficult for us to provide our current range of services in local communities. They continue to collaborate with us by: subsidizing child minding and snacks, providing free and or discounted rental spaces, recruiting volunteers, placing practicum students, advertising our programs, serving on steering committees, providing guest speakers, and referring families. I would like to recognize our Ongoing Partner Organizations: Mt Pleasant Family Centre, Aldergrove Neighbourhood Services; SHARE Family and Community Services; SUCCESS; South Vancouver Neighbourhood House; Collingwood Neighbourhood House; Abbotsford Community Services; Kootenay Kids Society; Pacific Community Resources Society; Langley Community Services Society; Vancouver Community College; Simon Fraser University; Sunshine Coast Community Services, Evergreen Community Health Centre; Burnaby Association for Community Inclusion; K'la-How-Eya Aboriginal Centre; Deltassist Family and Community Services; Reach Child and Youth Development Society; Vancouver School Board, Settlement Workers In Schools Program; MOSAIC; and Boy's and Girl's Club, Delta and Richmond.

Collaboration with Provincial Organizations

We revived our collaborative work with BC Council for Families and Boys and Girls Club to explore how we could share resources, programs and services and work together on initiatives that provide support and services to families.

Volunteer Training

Facilitator's Training: Two trainings were delivered in Burnaby and Vancouver and I travelled to Prince George to co-facilitate training there. We trained 47 new volunteers and also other service providers. The training modules were reviewed and updated to include information on Grandparents Raising Grandchildren and new materials and exercises on Anti-Oppressive Practice.

Regional Workshop: The Fall Training Workshop topic was *Compassion Fatigue* with presenter Jan Spilman. There were 53 participants that included facilitators, steering committee members, office volunteers, board, staff and community agency colleagues. Reviews of the training were very positive. The training day included a lovely lunch and Volunteer Recognition.

Community Workshops

Ten workshops were provided in the community on *My Tween and Me*, *Discipline vs Abuse*, and *Group Facilitation* in collaboration with SUCCESS, Vancouver School Board, Collingwood Neighbourhood House and Immigrant Services Society of BC. There was a total of 141 participants.

Participation to Community Projects

I participated on several community projects that provided PSS the opportunity to build linkages and raise its profile. They were:

- **Multicultural Multilingual Community Outreach Project** of 411 Seniors. This is to support a common vision of welcoming and inclusive communities for people of all cultures in Downtown Vancouver.
- **Television Production on Dealing with Family Violence** which was a project of People's Law School and supported by six other agencies: Surrey-RCMP, Battered Women's Support Services, Multicultural Family Support Services, Vancouver School Board - SWIS Program, an Immigration Lawyer and BC Centre for Elder Advocacy and Support.
- **Video project of Cross Cultural Peer Support Program of Immigrant Services Society of BC.** The highlight of the video was the taping of the workshop I conducted on Discipline vs. Abuse with the program's volunteers. Here's the site to view the video:
<http://www.lemongrassmedia.net/lgm/videogallery/files/cross-cultural-peer-support-program.html>

Staff Development

This year, I attended courses on Diversity, Culture and Counselling at Vancouver Community College; and SPARC's Diversity Trainer's Training. The bi-annual in-house provincial staff meetings are also good vehicles for increasing and sharing our knowledge and skills.

Practicum Students

We were fortunate to get practicum placements from Vancouver Community College's Counselling Skills/Substance Abuse Skills Certificate Programs. This year we had two students who were placed to co-facilitate the Vancouver Cantonese and Grandparents Raising Grandchildren Circles and helped with our Information and Referral Lines in the provincial office. This year was also our first time to accept a Social Work Practicum Student from the University of the Fraser Valley.

Program Evaluation

To improve our data collection system, I have revised the Circle evaluation tool and created a matrix to collect statistics of the major services and programs that we are providing regionally and provincially.

The evaluation tool provides us with feedback from program participants and enables us to assess our programs and services that and identify emerging needs and issues.

To end this report, I would like to share some of the comments and feedback from our Circle participants and volunteers:

"It gave me a safe place to talk about what's going on in my life pertaining to being a parent. My frustrations, anxiety, guilt and sometimes joy..."

"I am new to the Circle and don't know yet what the effects or results might be after attending for many months or years. At the moment, I am grateful to know that such a group exists so close to me and grateful to feel less isolated as a grandparent raising a grandchild."

"I think more workshops on different topics of parenting will help us better address those parenting issues facing us and more fun activities will help us connect to each other even more."

"Great experience, knowledge, I learned in four days lot of good techniques to help me facilitate a group."

"Understand people are different, be aware of my own assumptions, perception of stereotypes, be respectful to different ideas even you feel totally makes no sense to you....all these will be very useful to help with my professional development."

"Thanks again! It was a privilege to work with PSS and its staff and all that it represents in our society. I learned a great deal and hope to implement my knowledge in further learning."

In appreciation of the dedication and commitment of our volunteers to make a difference in the lives of the families in BC: thank you to all of you.

Volunteers do not necessarily have the time; they just have the heart. ~ Elizabeth Andrew ~

PARENT SUPPORT SERVICES SOCIETY OF B.C.
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010
VICTORIA REPORT
SUBMITTED BY DEBRA WHITMAN, PROGRAM CO-ORDINATOR

The April, 2009 – March, 2010 fiscal year in the Victoria region has once again, seen a lot of change. Processes the previous year were set in place to look for a new office location in the Victoria area, based on the expansion requests of our past partner the Citizens Counselling Centre, with whom we had shared space for over 20 years. In June, one new site had taken precedence, and we moved in to our new location at 2541 Empire St., sharing space with the Young Parent Support Network, and the Family Violence Program, run by Pacific Centre Family Resources. (In December, the latter agency moved out of the offices, leaving a void, recently filled by expanded programs of the Young Parent Support Network.) Together we have named the location Ahimsa Family Centre, and have renovated the lower floor for a child minding area, and added a wheel chair and stroller ramp to the back door (thanks to a donation of labour from the Navy).

Funding: From the City of Victoria (\$2,400); the Sara Spencer Foundation (\$1,500); private donations; cookbook sales; supplementing our core money from MCFD, and Gaming. We were unsuccessful in acquiring Victoria United Way grants.

Staffing: We hired an extremely competent admin assistant on contract, 8 hours per week, who is supplemented by a variety of smaller contracts from the Provincial Office to apply for funding applications. We lost our Grandparent Coordinator position when our past employee left on maternity leave, and we did not get refunded via the United Way of Greater Victoria. Debra, in her capacity as Program Coordinator, does double duty with the Grandparent portfolio.

Training: August, Debra Whitman and Sandi Halvorson instructing, 7 new facilitators graduating. July/Aug. Debra supervised a Practicum Student from Sprott-Shaw College.

Circles: Running out of the Victoria office for this time period included: Gordon Head Parent Support Circle, Parents of Teens Support Circle, Grandparents Raising Grandchildren Support Circle, Saltspring Island Grandparent Raising Grandchildren Support Circle, and the Single Parent Support Circle (in partnership with the Single Parent Resource Centre). The Multicultural Support Circle which had floundered and officially disbanded during the previous fiscal year, attempted a rebirth at George Jay Elementary School. And we began a partnership with the Military Family Resource Centre by opening up a Support Circle firstly on Military property, and subsequently moving to a local Esquimalt Church.

Networking with Aboriginal agencies: First Nations communities are busy and distracted with the many transitions imposed by structural changes within the Ministry for Children and Family Development's attempts to set up an Aboriginal Sector.

A series of workshops and events for Grandparents Raising Grandchildren focused on: Tweens (ages 7 through 12); Bullying; Grandparenting on the Edge; an educational trip to Galiano Island Conservancy; and a Re-Parenting workshop focused on learning styles.

PARENT SUPPORT SERVICES SOCIETY OF B.C.
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010
CENTRAL VANCOUVER ISLAND REPORT
SUBMITTED BY SANDI HALVORSON, PROGRAM CO-ORDINATOR

The provincial GRG Legal Research Program was coming to a close and between April and June information sessions on the Grandparents Raising Grandchildren: A Legal Guide were held in Port Alberni, Duncan, Nanaimo, Parksville Courtenay and Campbell River to share this important resource with local communities. These information sessions were attended by 83 grandparents and 50 services providers.

This was a year that saw the Cowichan Valley GRG group strengthen and grow in numbers. The group began meeting on a regular monthly basis and learned a great deal from a variety of willing local guest speakers. The group also held two events in the fall that included the grandchildren: the annual pumpkin carving get together and the gathering to make Christmas Centrepieces. We continue to be fortunate in having senior students from Brentwood College volunteer to help with the children.

In the fall of 2009 PSS and a representative from Legal Services Society were invited by Nanaimo Family Life to facilitate a workshop for grandparents raising grandchildren on aspects of family law and available resources. This resulted in the Nanaimo GRG group being started in early spring of 2010. This new group is supported in part by the Central and Northern Vancouver Island United Way. Meeting space for the group is provided by the Nanaimo Family Life Association. Local guest speakers have been very generous with their time.

The Port Alberni GRG Support Circle continues to be a strong group, concluding their regular meetings for the school year by hosting their annual picnic at Sproat Lake in June. This group is very fortunate to have the support of a solid steering committee and the dedicated volunteer facilitators who are themselves grandparents raising grandchildren.

The Parent Support Circle in Parksville saw some growth in numbers of participants. This is a result of working more closely with the Society of Organized Services who not only provides space, but now provides childcare through one of their other programs. The facilitators offered sessions in the fall of 2009 focussed on positive parenting strategies as a way to welcome new members into the group.

One of the highlights for me is having the opportunity to be involved in the Volunteer Facilitator Training. I co-facilitated an Initial Facilitators training session in Victoria in August 2009 and as always it was a real pleasure.

PARENT SUPPORT SERVICES SOCIETY OF B.C.
ANNUAL GENERAL MEETING
SEPTEMBER 11, 2010
PRINCE GEORGE REPORT
SUBMITTED BY DAHNE HARDING, PROGRAM CO-ORDINATOR

The Prince George office of Parent Support Services has gone through a rather tumultuous year. Staff illnesses and transitions have hindered the growth of the regional office, however, a number of accomplishments have been met.

Thanks to the cumulative efforts of Lindsey Rhea, Ingrid Edenshaw, and the volunteer time of previous full and part time staff, The Village, our parenting “newsletter”, continued to thrive as an important community resource. It was consistently sent out to approximately 450 agencies and individuals, who then passed the newsletter on to other agencies, parents, and contacts. A primary circulation point for The Village is School District 57, which has a contact list of approximately 1200 individuals.

Through the course of the year, six circles were running. Northern Family Health Society (partnering with a Hand in Hand grant for child care), Carney Hill and Grandparents Raising Grand Children were strong circles all year. Harwin, the Aboriginal Parent group, the Family Y, and Fathers’ groups were all put on hold during the year due to lack of facilitators or lack of appropriate meeting space.

Active Parenting training facilitation went well, and classes were hosted at the Prince George Public Library in the autumn with the goal of continuing into the winter.

STEP (Systematic Training for Effective Parenting) classes were facilitated by our faithful volunteer Ruby Seimens again in October.

INITIATIVES

- The Feasibility Study for a Parent Drop-In Centre was completed in January and presented to the steering committee.
- Ten new volunteer facilitators were trained in Prince George thanks to Bella Cenezero and Jacqueline Dockray.
- The Grandparents Legal Guide was successfully launched in Prince George at our Public Library with excellent support from the community.
- Lindsey Rhea completed the bulk of data entry for our Cooking Up Comfort book which has been used as a fundraiser into 2010.
- During the fiscal year we supported two Social Work practicum students and three staff people received orientation and training.
- Buddy Up For Breast feeding is a collaboration project with Northern Health which will begin in September 2010.

Thank you to all volunteers who supported us in 2009-2010

Advisory Committee Child Protection Advocacy Research Project

1	Michael	Bradshaw
2	Shannon	Gormley
3	Pearl	Hunt
4	Michael	Jacobson-Weston
5	Amelia	McComber
6	Stephanie	Morgan
7	Sarah	Nykolaishen
8	Penny	Parry
9	Carol	Ross
10	Glen	Schmidt
11	Shamim	Shivji
12	Andrea	Vollans
13	Tracey	Young

Board Members

14	Heather	Bordo	HR Committee
15	Joan Lea	Brett	
16	Marianne	Drew-Pennington	
17	Shahin	Jones	
18	Rob	Kaufman	
19	Cheryl	MacDonald	Board President
20	Glen	Schmidt	
21	Shamim	Shivji	
22	Richard	Wang	
23	Michael	Weeks	HR Committee
24	Chiara	Woods	
25	Kamy	Zargarpour	

Child Minders

26	Coleen	Widdis	Burnaby Evening PSC
27	Pamela	Barkasy	
28	Salina	Cheung	
29	Sean	Goode	
30	Elaine Kit Ling	Hui	
31	Catherine	Jackson	
32	Anahita	Kasiri	
33	Dilipaer	Liwayidong	
34	Pamela	Quesada	
35	Nancy	Wong	
36	Vanessa	Yee	

Consultation and Administrative Support

37	Jane	Arnott	
38	Julie	Bergen	
39	Jacqueline	Dockray	
40	Stephen	Harris	
41	Jessica	Lam	PSS Website Maintenance
42	Marcelina	Manala	
43	Marina	Mayormita	
44	Carol	McEown	
45	Marcus	Ng	
46	Rusan	Petrosyan	
47	Lyndsey	Rhea	
48	Elena	Usoltseva	
49	Irina	Vrinceanu	
50	Ingrid	Wenzel Edenshaw	
51	Debra	Whitman	

Facilitators

52	Chuck	Anderson	
53	Mary Ann	Becher	
54	Angelica	Cabrera Martinez	
55	Karen	Came	
56	Kristy	Cantin	
57	Ghislaine	Caron	
58	Diane	Chan	
59	Blair I-Chiong	Chang	
60	Joanne Meng Chun	Chen	
61	May Lai-Sin	Cheng	
62	Wen (Irene)	Cui	
63	Juanita	Currie	
64	Sharrie	Dahl	
65	Susan	Docherty	
66	Corazon	Domingo	
67	Karla	Downey	
68	Hazel	Edurese	
69	Ahmad	Eftekhari-Dadkhah	
70	Aprille	Everett	
71	Maria	Fernandez	
72	Sarah	Fernets	
73	Terence	Figuerola	
74	Joan	Forbes	
75	Aniuska	Francesena-Fleites	
76	Jan	Fulla	
77	Jan	Kubek	Single Parent Support Group
78	Gudrun	Galbierz	
79	Jenna	Girard	
80	Sandi	Halvorson	GRG Group Nanaimo
81	Sandi	Halvorson	PSC Parksville
82	Sandi	Halvorson	GRG Support Circle, Duncan
83	Nasim	Hamed	

84	Linda	He	
85	Paula	Hutton	
86	Shona	Jackson	GRG Support Circle, Nanaimo
87	Shona	Jackson	GRG Group in Duncan
88	Mercedeh	Javadi	
89	Shahin	Jones	
90	Loreen	Keefe	
91	Carol	Kersbergen	
92	Maryam	Keshtkar	
93	Maria	Kwong	
94	Karen	Laharty	
95	Avis	Lam	
96	Mei Kuen (Irene)	Ling	
97	Aurea	Lucas	
98	Amy	Lui	
99	Ruth	Martens	
100	Kimberley (Shelley)	McGibbon	
101	Kareen	McKeown	
102	Allan	McLeod	
103	Roxana	Mendez (on leave)	
104	Andrea	Menichetti	
105	Esaine	Mo	
106	Laurie	Monitz	
107	Laura	Moran-Bonilla	
108	Gloria	Mpofu	
109	Marisol	Nacho-Vargas	
110	Eileen	Oke	
111	Shelley	Perry	
112	Eva	Pesanova	
113	Brandy	Pilon	Harvin Parent Support Circle
114	Vania Garcia	Pineda	
115	Elizabeth	Powell	
116	Brenda	Prillwitz	
117	Sue	Radcliffe	
118	Robert	Rennie	
119	Gabriela	Reynoso Cerecero	
120	Yvonne	Rodriquez	
121	David	Roy	
122	Antonina	Salivon	
123	Sandra	Sasaki	
124	Myrna	Siegenberg	
125	Ruby	Siemens	PG Step Program
126	Cathy	Spears	
127	Barbara	Steeves	
128	Lacey	Strader	
129	Dawn	Taylor	
130	Mary Anthonette	Tecson	
131	Diane	Thompson	
132	Szara	Turpel	
133	Leslie	Volk	
134	Helen	Wong	
135	Lisa	Woudzia	

136	Tricia	Wright
137	Carrie	Wright-Donaldson
138	Roland	Ziprick

Fundraising and Promotion

139	Christine	Hoyer
140	Shahin	Jones

And all who contributed to the Cooking up Comfort Book

Practicum Students

141	Teri	Benedict
142	Diane	Chan
143	Penny	Flemming
144	Eva	Pesanova
145	Robert	Rennie
146	Lyndsey	Rhea
147	Kristina	Sahota

Special Events

148	Rick	GRG picnic
149	Amanda	GRG picnic
150	Joel	GRG picnic
151	Beth	GRG picnic
152	Jackie	Chinese My Tween & Me
153	Andres "Jun"	Filipino Caroling Practice
154	Bella	Chinese My Tween & Me
155	Joanne Meng Chun	Chinese My Tween & Me
156	Sharrie	GRG picnic
157	Sharrie	GRG Guide Launch
158	Sharrie	Open House
159	Marion	GRG Guide Launch
160	Carol	GRG Guide Launch
161	Maria	Chinese My Tween & Me
162	Avis	Chinese My Tween & Me
163	Sarah	Cookbook Design and Layout
164	Amy	Chinese My Tween & Me
165	Cheryl	GRG Guide Launch
166	Cheryl	PSS Cookbook, writing foreword
167	Rommel	Filipino Caroling Practice
168	Carol	GRG Guide launch
169	Esaine	Chinese My Tween & Me
170	Sarah	GRG Guide Launch
171	Mayvelyn	Filipino Caroling Practice
172	Robert	GRG picnic
173	Beth	Filipino Caroling Practice
174	Carol	GRG picnic
175	Carol	GRG Guide Launch
176	Carol	Proofreading

177	Shamim	Shivji
178	Aoa	Sin
179	Deborah	Thomas
180	Deborah	Thomas
181	Darla	Tolmeldan
182	Jonathan	Tom
183	Richard	Wang
184	Chiara	Woods
185	Kamy	Zargarpour

GRG Guide Launch
Chinese My Tween & Me
GRG Guide Launch
Proofreading
Filipino Caroling Practice
GRG Guide Launch
Proofreading
PSS Open House

Steering Committee Members

186	Fe	Alluri
187	Resochita	Arma
188	Clara	Avendano
189	Wendy	Bareham
190	Liza	Bautista
191	Nicki	Bezanson
192	Diane	Bodnar
193	Jackie	Bridge
194	Ana Maria	Caday
195	Joanne	Chen
196	Angela	Contreras-Chavez
197	Karen	Custodio
198	Greg	Davis
199	Chris	Denley
200	Jim	Farley
201	Jorge	Flaminman
202	Pat	Formento
203	Susan	Fox
204	Danielle	Harrison
205	Lisa	Heavenor
206	Marilyn	Hickey
207	Kristen	Hilmoe
208	Gina	Hortelano
209	Graham	Jamin
210	Minoo	Javadi
211	Tracey	Kikals
212	Lydia	Lin
213	Amy	Lui
214	Edgardo	Lumandas
215	Maria	MacDonald
216	Ana	Machado
217	Rommel	Manikan
218	Esaine	Mo
219	Phylliss	Moretto
220	Debra	Oakes
221	Janice	Olson
222	Christine	Pearson
223	Bessie	Pinon
224	Dorris	Rank
225	Mayvelyn	Remigio

Filipino Steering Committee
Filipino Steering Committee
Richmond Latin American SC
Nelson Steering Committee
Filipino Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Chinese Steering Committee
Filipino Steering Committee
Chinese Steering Committee
Spanish Steering Committee
Langley Steering Committee
Langley Steering Committee
Sechelt Steering Committee
Nelson Steering Committee
Richmond Latin American SC
Filipino Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Filipino Steering Committee
Nelson Steering Committee
Richmond Latin American SC
Nelson Steering Committee
Chinese Steering Committee
Chinese Steering Committee
Filipino Steering Committee
Filipino Steering Committee
Richmond Latin American SC
Filipino Steering Committee
Chinese Steering Committee
Port Alberni Steering Committee
Port Alberni Steering Committee
Abbotsford Steering Committee
Port Alberni Steering Committee
Filipino Steering Committee
Sechelt Steering Committee
Filipino Steering Committee

226	Beth	Rivera	Filipino Steering Committee
227	Crisanta	Sampang	Filipino Steering Committee
228	Fred	Sebastian	Filipino Steering Committee
229	Michaelene	Shannon	Port Alberni Steering Committee
230	Nila	Somaia	Spanish Steering Committee
231	Kristi	Steinbach	Port Alberni Steering Committee
232	Rebecca	Wheeler	Nelson Steering Committee
233	Shilan	Chin	Vancouver GRG Steering Committee

Parent Support Circles Locations in 2009 - 2010

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

Vancouver / Coastal Region

Gibsons Richmond (2) Vancouver (6)

Fraser Region

Burnaby (2) Coquitlam Langley (2) Port Moody
Surrey (2) Delta Ladner (2)

Interior Region

Nelson

Victoria Region

Salt Spring Island Victoria (6)

Mid/North Island Region

Duncan Parksville Port Alberni Nanaimo (2)

North Region

Prince George (4)

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SARAH SPENCER FOUNDATION

Galiano Conservancy Association



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Jewish War Veterans of Canada



United Way
MEMBER AGENCY

UNITED WAY OF THE FRASER VALLEY
UNITED WAY OF THE LOWER MAINLAND
PRINCE GEORGE UNITED WAY
UNITED WAY OF GREATER VICTORIA

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