



Parent Support Services  
Society of BC



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Society of BC  
*Annual Report 2018 - 2019*



It has been another amazing year at Parent Support Services Society of BC! It has been a pleasure to fill the role of President for another year, and to be a part of such a committed and passionate team. Our Executive Director, Carol Madsen, is a force to be reckoned with. She has given new life to our organization financially and organizationally, and has the skills and experience to lead us in exciting new directions.

Our board of directors is made up of dedicated professionals always striving to improve and are committed to supporting the organization as it grows. We have seen some staff changes in this past year, with some long-term staff leaving the organization and moving on to exciting new challenges. We wish them well in their new endeavours and thank them for the contributions they have made in their time here. We also issue a warm welcome to our new staff joining PSS with fresh ideas, skills, and enthusiasm.

Our largest contributors to the success of our organization, however, are our more than 200 volunteers! Volunteers on the board, volunteers at events, volunteers facilitating, volunteers on steering committees, volunteers providing child-minding, volunteers in the office, and volunteers providing training, to name a few!

Our volunteers donated close to 10,000 hours of their time to our organization this past year and we want to express our gratitude to them for their generosity and commitment. Our Provincial Training weekend brought many of these volunteers together to learn and develop their knowledge and skills and was all around a great success. I'd also like to thank our financial donors and those who donated goods and services to our fundraising campaigns, events, and circles. Our Grandparents Day events brought families, parents, grandparents, and others involved in raising children together for a fun, relaxing celebration. I thoroughly enjoyed attending the Nanaimo event with my own family and speaking with those who PSS serves.

PSS was formed to facilitate peer-support to parents in crisis and to support caregivers in the work they do raising children, and to this day, we continue to do just that. Through our peer-support circles, our Grandparents Raising Grandchildren Support Line, our outreach and education initiatives, and our partnerships with diverse organizations and communities across British Columbia, we continue to do this important work. We are engaging in exciting new research on kinship care families in BC, and we are advocating on their behalf to all levels of government and policy-makers. We have been working hard to make the Truth and Reconciliation Commission Calls to Action a meaningful part of the work we do, and to partner with indigenous communities to listen, share, and learn.

I'm forever optimistic that with people like those I have the privilege of working with at PSS working tirelessly on these issues, the lives of parents, grandparents, caregivers, and thus the lives of children, will continue to improve. Thank you for your ongoing support of Parent Support Services Society of BC!



# A Message From Our Executive Director Carol Madsen

2018-2019 was another good year for Parent Support Services Society of BC. Our financial picture continues to be strengthened as we diversify our funding and identify new partners. Our message is getting out through all our traditional and social media communication. We demonstrated our value through our comprehensive Circle evaluation, and we expanded our community development efforts as we reached out to new communities of interest and geography. We continued our research into the state of Kinship families in BC.

In June a consultant was hired to facilitate an initial discussion to update our Strategic Plan. We brought in *Sk'Elep Reconciliation* to help guide us in an initial conversation on how we could build on our commitment to the *Truth and Reconciliation Calls to Action*. New board member Jacob Black-Lock has been leading us to completion of the Strategic Plan.

**Over 23 000 pieces of parenting info relayed to communities**

We welcomed new staff, Caitlin Goerke as our new Lawyer on the Support line, and said good bye to staff members, Jessie Caryl and Maxine Machan and board member, Melissa Cailloux. We recognize our dedicated board members, Sarah, Jade, Kamy, Louise, Crissy, Jacob, Randall and Shaun who continue to provide invaluable governance, research, advocacy, education, event planning and other supports to the organization.

Around the province, we are proud to be working with a wide range of dedicated caring, staff, volunteers and organizations from government through to new funders, community partners.

**“2018-2019  
was another  
good year for  
Parent Support  
Services.”**



# Valuable Comprehensive Professional Development Opportunities

We concluded our participation in the *United Way of the Lower Mainland* funded Project Impact evaluation and the Policy Institute trainings. Annette DeBoer, Sandi Halvorson, Carol Madsen, Jane Bouey, and Bella Cenezero finalized a Project Impact evaluation report of our circle program.

Thank you to staff members Jessica Turner, Daniela Alvarado-Torres, Yu Yan Huang, and Viktor Panfilenok for their support with interviews and with formatting of the final report: *Measuring the Effectiveness of Parenting Support Circles for Grandparents/Kin and Parents Raising Children (June 2018)*. We are delighted to learn that our circles are still effective and relevant.

While Project Impact was underway, staff member Jane Bouey attended the Public Policy Institute (also funded by the United Way of the Lower Mainland).



“We are delighted to learn that our circles are still effective and relevant.”



## Equipping Us For Research

Both of these comprehensive professional development opportunities helped staff to hone research and evaluation skills and be better equipped to advocate for policy change. Much of the insight gleaned in this training, enriched staff's ability to contribute to ongoing Kinship Care research efforts.

We continued to work on this research project throughout the year despite limited dedicated funding. Qualified academics and professionals including our own board member, Louise Costello, have been tirelessly supporting us on the steering committee of the project. Susan Burke from UNBC joined the steering committee late in the year. Her expertise in Indigenous Child Welfare and Kinship Care is proving invaluable.

## New Funding

We secured funding from the *Children's Health Foundation* and the *United Way Greater Victoria* this year and additional funding from the *Victoria Foundation's Adoption and Permanency Fund*.

We were pleased to learn that the Law Foundation would be providing funding for 2019-2020 to hire a dedicated Research Manager. We had strategically sent Jane to Project Management School during the year so that she would be prepared to take on her new role in the next year.





## Select Special Events and Media Coverage

Along with all our regular circles, summer picnics around the province and our Kinship Family Nature camp continued to serve as a means to bring families together to break isolation and to connect. Special thank you to Sandi Halvorson, Nicola Kapron, Mercedes Guerra and Yu Yan Huang for organizing our largest camp ever. Thank you as well to Daniela for accompanying some of our most vulnerable children on our second trip to Disneyland through the Dreams Take Flight program in the Fall. Big kudos to the staff and board team in all four regions for ensuring that our Grandparents Day events took place despite the rain!

At our 2018 Grandparents Day, we were able to secure new proclamations from the cities of Vancouver, Burnaby, and New Westminster to build on declarations previously received from the Cities of Oak Bay and Victoria. Special thanks to summer student Crystal Man for her hard work on securing them.

We managed to get traditional coverage on CTV, CBC French (both Radio and Television, the Punjabi Channel, and through CBC, local television and radio in Prince George. We also had published articles in several magazines largely due to the hard work of Jane Bouey.



## Ongoing Success with Parenting Support, Advocacy Sharing with the Ministry

This year we had increased evidence that PSS is ensuring that children and youth experience stability and permanence in their diverse families. We learned this from callers to our support line, heard it from circle facilitators and steering committees, and this was corroborated by our Project Impact Evaluation. Circles make a difference and our circle team headed by Bella Cenezero knows this all too well!

We worked closely to ensure that children in Kinship care are adequately supported. We had the opportunity to witness some important strides and share some important information with the Ministry for Children and Families. We were consulted by their Strategic Initiatives team on the development of Kinship Caregiver rates and the Youth Agreements. Aside from sharing, in depth, what we know about kinship care during the 2-day meeting, we were able to show two slideshows on the importance of our volunteers and the training we provide them, as well as a promotional video around Grandparents Day events.

Kinship Support Line advocates, Christina Campbell and Jessie Caryl, shared stories from the line and had the opportunity to conduct an abbreviated version of their Law Foundation funded workshop Extended Family Caring for Children; Kinship Care Options, Services and Supports to Ministry staff.

Sandi Halvorson and Bella provided stories from the field and key informant interviews.



### Recognising Adrienne Montani

On October 1, 2019, Adrienne Montani from First Call Children and Youth Advocacy Coalition was presented with the *Bill McFarland Award for Excellence in Child Welfare*. Randall Gillis and Carol McFarland, the widow of Bill McFarland, and the rest of the board were on hand to present the award to Adrienne.



# Highlights in March: Visit to the Legislature & The Provincial Training Workshop

We were invited personally to the Legislature in March by the Honourable Katrine Conroy regarding the changes in caregiver rates for a portion of kinship families. We congratulated the Premier and Minister for their work and we let them know that it was a good initial step in the right direction.

That same month, at our second resurrected *Provincial Training Workshop* skilled facilitators conducted workshops on *Talking to Your Child About Sexuality, Learning about Illicit Drugs, Marijuana Vaping Among BC Children and Youth, Children and Mental Health, Caring for the Caregiver*, and more.

Subject matter experts including our own Randall Gillis were on site again to provide the training. Once again we ensured to include team building and fun into the packed 2.5 day event.

Thank you to Crissy George and Jacob Black-Lock for welcoming the volunteers at the start of the event. Thank you to the Circle team who worked tirelessly to recruit new participants, participating board members, and all of the staff for making it a success!

## 6 Regional Trainings were held for community based volunteers

*5–20 hour initial Facilitator Trainings led for 48 community based volunteers*

*10 Provincial Teleconference trainings conducted*

*269 callers to our Kinship care support line*

40  
expert led  
parenting education  
workshops with  
520 participants



# Parent Support Services Society of BC Would Like to Thank Our Volunteer Facilitators:

Alma Saplala  
Alyx MacAdams  
Amelia Agbayani  
Ana Racho  
Ann Thomas  
Annette De Boer  
Annie Moon  
Aurea Lucas  
Bao Yi (Alice) Zeng  
Barbara Chrystal  
Beatriz Armijos  
Benigmara Meireles Lima  
Betty (Bea) Powers-Smith  
Cassandra Strain  
Charlene Ross  
Christine Green  
Cindy MacDonald  
Claire De Boer  
Claudia Rodriguez  
Corleen Naswell  
Derek Wilson  
Donna Eckert  
Doreen Marco  
Echo (Yifan) Bai  
Gail Moilliet  
Gerry Hendrick  
Gloria Gietz  
Gloria Tam  
Grace Love  
Hairon Del Rosario  
Hazel Edurese  
Heather Sander  
Hiral Doshi  
Hyang Mi (Monica) Lim  
Inga Lin  
Jane Wan  
Janet Dhanani  
Jenessa Ellis  
Jenna Bussey  
Jeongah (Jenna) Lim

Jessica Turner  
Joa Lazarus  
Josh Rasalan  
Joy Jhocson  
Jude Marleau  
Judith Appleby  
Julia Nelson  
Julie Folland  
Julie Shen  
Jun Clement  
Junghwa Kim  
Keeley Treloar  
Kelly Kleinholtz  
Kimberlee Howland  
Lareina Yee  
Leo Cabasag  
Linda Ellis  
Louisa Dyck  
Luis Filipe De Mendonca  
Lulu Shen  
Lynn Carty  
Mandy Rai  
Maria Luisa Locsin  
Maria Munoz Sarmiento  
Marlyn Dadural  
Mary Anthonette Tecson  
Mary de la Paz Michel  
Mary Jane Palaypay  
Maryellen Skinner  
Marylin Nelson  
May Lai-Sin Cheng  
Mercedes Guerra  
Michelle Beam  
Michelle Lau  
Ngoc Phuong Ha Nguyen  
Paeony Hei Yin Leung  
Reynaldo Blasco  
Rong Hua (Shinda) Shi  
Ronit Reis  
Rosa Lau

Sage Schmied  
Sandi Halvorson  
Sara Lindsay  
Sarah Du Bois  
Sarah Stirling  
Serina Chen  
Shirley Piedt  
Sue Nelson  
Sue Pearse  
Suman Edwards  
Susan Nelson  
Tabitha Tucker  
Tae Im (Tammy) Kim  
Tanya Rolfe  
Teresa Guerra  
Valerie Themens  
Vanessa Fagyas  
Vicky Albarracin  
Violeta Munoz-Berruecos  
Wendy Jankovic  
Wendy Totten  
Yiwen (Evelyn) Lin  
Yohaán Johnson  
Yuqi (Helen) He  
Yuwan (Vivian) Zu



"I was so grateful to realize that there are other people in this situation. Thank you for connecting us PSS!"

## Parent Support Services Society of BC Would Like to Thank Our Volunteers:

### ***Volunteer Childminders***

Darlene Vermette  
Jenessa Ellis  
Jacqueline Nicole Boudreau  
Ofelia Ramirez  
Bea Toner  
Lynn Carty  
Natalie Choi  
Karen Contreras  
Elvia Coombes  
Indreesh Sidhu  
Jaymie Garcia  
Sylvia Swan  
Erika Landros Torres  
Bharti Envik  
Maria Auxiliadora Tobar  
Shamshath Begum Rameez

### ***2018 Grandparents Day Burnaby***

Anton Panfilenok  
Andrew Kim  
Angela  
Ava Loughheed  
Bella Cenezero  
Biyu Chen  
Crissy George  
Crystal Man  
Daniela Alvarado-Torres  
Derek Fri  
Elle Huang  
Elwin Xie  
Esaine Mo  
Esther Yang  
Irene  
Irne Chen  
Jacqueline Boudreau  
Jane Bouey  
Jenny  
Jenny So  
Jinah Bae  
Junghyun Cho  
Kamy Zargarpour

Kelly  
Kyunghye Jo  
Leo Cabasag  
Mansi Mistry  
Margo LeVae  
Mikyung Yun  
Ming Kao  
Paul Steeves  
Peter Orr  
Rick Downie  
Rosa Chang  
Sandra  
Sasha Rhodes  
Suman Edwards  
Yang Yankai  
Yonhee  
Yuliya Belousova  
Yu Yan Huang

### ***2018 Grandparents Day Prince George***

Conrad Turner  
Donna Eckert  
Gerry Hendrick  
  
***2018 Grandparents Day,  
Nanaimo***  
Chris Lau  
Cindy MacDonald  
Deanna Halvorson  
Matthew  
Mike Allan  
Nicola Kapron  
Sarah Allan

***2018 December  
Christmas Caroling***  
Cora Pabo  
Precy Pabo  
Tess Borje  
Gina Hortelano  
Roel Hortelano  
Thelma Arancillo

Cristhel Fernandez  
Bella Cenezero  
Aimee Patino  
Kim Mauricio  
Lilian Bocol  
Amelia Agbayani

### ***2018 Pride Parade***

Crystal Man  
Josh Rasalan  
Randall Gillis  
Sasha Rhodes  
Tanya Rolfe  
Jane Bouey  
Kimball Cariou  
Bella Cenezero  
Conrad Turner  
Jessica Turner  
Yu Yan Huang

### ***Key Stakeholder***

Susan Burke

### ***Chinese Steering Committee***

Amy Lui  
Bao Yi (Alice) Zeng  
Blair Chang  
Diane Chan  
Esaine Mo  
Gloria Tam  
JuanJuan (Angela) Cheng  
Lulu Shen  
May Lai-Sin Cheng  
Paeony Hei Yin Leung  
Serina Chen  
Xiaofang (Christiana) Luo  
Yan (Catherine) Qiao  
Yuqi (Helen) He  
Polly Yim



**"The support I get on your line from your advocates really helped. They listened when no one else would!"**

# **Parent Support Services Society of BC Would Like to Thank Our Volunteers:**

## ***Filipino Steering Committee***

**Alma Saplala  
Amelia Agbayani  
Ana Racho  
Arthur Jhocson  
Aurea Lucas  
Beth Rivera  
Doreen Marco  
Gina Hortelano  
Hazel Edurese  
Josh Rasalan  
Joy Jhocson  
Judith Ferry  
Kathryn Dula  
Lilian Bocol  
Luzviminda Nombrado  
Marlyn Dadural  
Mary Anthonette Tecson  
Mary Jane Palaypay  
Mayvelyn Remigio  
Reynaldo Blasco  
Rommel Manikan  
Sonia Blanco  
Sylvia Caberio**

## ***Spanish Speaking Steering Committee***

**Alba Nury Correa  
Ana Machado  
Ana Maria Bustamante  
Beatriz Armijos  
Claudia Rodriguez  
Daniela Alvarado Torres  
Marisol Nacho-Vargas  
Milagros Martinez  
Stephanie Angel-Caray  
Vicky Albarracin  
Violeta Munoz-Berruecos**

## ***Fundraisers Line***

## **Thank You Glorious Volunteers!**

**Our organization does so much with so little. We know how important our volunteers are to our Society and to community. In this fiscal year, 263 volunteers gave 9459 hours to the organization.**

**It has been a great year! Thank you to our families, dedicated volunteers, staff, board, community partners, and funders for making 2018-2019 another productive year!**

**Carol Madsen  
Executive Director**

## ***Parenting Education Resource Speakers***

**Max Innes  
Randall Gillis  
Art Steinmann  
Beth Rivera  
Rosa Elena Arteaga  
Marilyn Gutierrez-Diez  
Sylvia Caberio  
Chuck Anderson  
Jenna Bussey  
Sarah Stirling  
Jesus Gonzales**





**"PSS Staff are amazing.  
You work your butts off to  
make these days special for us.  
We are so appreciative!"**

## **Parent Support Services Society of BC Would Like to Thank Our Partner Agencies and Contributors:**

Abbotsford Community Services  
Aboriginal Business Development Centre  
Adoptive Families Association of BC, Central Island Branch  
Arrowsmith Country Recreation Association, Coombs-Hilliers  
Bridges for Women Society  
Brighthouse Pool and Fitness Centre, Richmond  
Britannia Community Centre  
Burnaby Association for Community Inclusion  
Burnaby Neighbourhood House  
Cameray Child and Family Services  
Carney Hill Neighbourhood Centre  
Carney Hill Neighbourhood Centre Society  
Centennial Community Centre  
Child Care Resource and Referral, Kamloops  
City Centre Library, Coquitlam  
City of New Westminster  
City of Prince George  
Columbia – Langara Cohorts  
Coquitlam School District #43  
Comox Valley Aboriginal Head Start Program  
Courtenay Aboriginal Headstart Preschool  
Deltassist Family & Community Services Society  
Early Years Centre, Langley  
Eastside Family Place  
Esquimalt Recreation Centre  
Family Services of Greater Vancouver  
First United Church, Kelowna  
Filipino Social Workers Association of BC  
Foster Parents Support Services Society of BC,  
Central Island Branch  
Fraser Valley Institution for Women  
Galiano Conservancy Association  
Garratt Wellness Centre  
Greater Nanaimo Early Years Partnership, Nanaimo  
Hadih House, Prince George  
Immigrant and Multicultural Services Society,  
Prince George  
Immigrant Services Society of BC  
Information Children  
Island Health Authority  
John Todd Community Centre, Kamloops  
Johnston Heights Secondary School,  
Surrey School District  
Kelowna Community Resources  
Kelowna Family Centre  
Kikino Métis Children & Family Services Society  
Kiwassa Neighbourhood House  
Legal Services Society  
Little Mountain Neighbourhood House  
Maritime Museum of BC  
Mount Pleasant Family Centre Society  
Mount Pleasant Neighbourhood House  
Nanaimo Aquatic Centre, City of Nanaimo

Nanaimo Child Development Centre  
New Heights Autism Support Society, Kamloops  
Nellie McLung Library  
Oceanside Building Learning Together Society, Parksville  
Pacific Community Resources Society  
Parksville Family Place  
People's Law School  
Powell River Child Youth and Family Support  
Services Society  
PriceSmart, Richmond  
Prince George Native Friendship Centre  
Representative for Children and Youth  
Richmond School District # 38 – SWIS Program  
Rotary Club of Vancouver Centennial  
Royal Canadian Legion #91  
Quality Foods #16 WestShore  
Saanich Neighbourhood Place  
Saanich Commonwealth Place  
Sands Funeral Chapel, Duncan  
School District 57, Prince George  
Seniors Services Society of BC  
SHARE Family & Community Services Society  
Sooke Family Resource Society  
South Vancouver Neighbourhood House  
Spirit of the Children Society  
SUCCESS  
Taiwanese Canadian Cultural Society  
The Bridge Youth and Family Services, Kelowna  
Touchstone Family Association  
Transcare BC  
Tri-Cities East Neighbourhood Centre, Port Coquitlam  
United Church, Duncan  
University of British Columbia - Okanagan  
University of Northern British Columbia  
Vancouver Island University, Nanaimo (added by Sandi)  
Upper Island Women of Native Ancestry, Courtenay  
VanCity, Coquitlam  
VanCity, Richmond  
Vancouver Community College  
Vancouver Island Regional Library, Nanaimo  
Vancouver School Board – SWIS Program  
View Royal Quality Foods  
West Shore and Sooke Public Health, Island Health  
Westcoast Family Centres Society  
YMCA / YWCA Kamloops  
Youth Resource Centre, Powell River



# Staff & Board 2018 - 2019

## Board of Directors

Sarah Elisabeth Allan  
Kamy Zargarpour  
Jade Chan  
Louise Costello  
Randall Gillis  
Shaun Wilson  
Crissy George  
Jacob Black-Lock

## Staff Members

Carol Madsen  
Viktor Panfilenok  
Bella Cenezero  
Jane Bouey  
Daniela Alvarado-Torres  
Brandi Jeune  
Caitlin Goerke  
Maxine Machan  
Jessica Turner  
Sandi Halvorson  
Christina Campbell  
Jessie Caryl

## Summer Students

Crystal Man  
Yu Yan Huang  
Nicola Kapron  
Mercedes Guerra

Accounting Services Provided By  
Yvette Harrison

Thank you for another  
great year at Parent  
Support Services Society  
of BC!