



Parent Support Services
Society of BC

ANNUAL REPORT



2023 - 2024



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Message from Executive Director

My first year as Executive Director was a mix of challenges and rewards. We have worked to diversify our funding and expand our services. Our small, dedicated team– Bella Cenezero, Sandi Halvorson, Cassandra Strain, Marxcela Navarro, Orneli Bakajika, Christina Campbell, Violeta Muñoz-Berruecos – come together as a team to support families across BC. I want to thank them, and former staff, Daniela Alvarado- Torres and Viktor Panfilenok, for their contributions and personal support.

In this report you will see data that showcases our work. However, what you won't see in those numbers is our values.



Parent Support Services takes our lead from the families we walk alongside. We listen to and learn from communities. We strive to remove barriers to our services, ensuring our programming is free, in various languages, and provide childminding, food, and transportation subsidies when we are able.

PSS takes to heart the saying, “Nothing about us, without us”. We develop our programming in response to what we hear from the community. We consider parents and kinship caregivers the experts of the children they raise. We understand their desire to provide the best care for their children, which is why we offer parenting education workshops and empower parents and caregivers to advocate for their families.

Thank you to our volunteers who facilitate our groups, serve on our steering committees, help out at events, and provide guidance on our Board of Directors. A special thank you to Sarah Allan for her 8 years of service on our board, 7 as President. We wouldn't be able to do our work without the time and energy of our volunteers. And of course, thank you to all of our partners, funders and donors.

We are looking forward to celebrating our 50th Anniversary 2024-25.

Sincerely,
Jane Bouey



Message from President of the Board

We are so proud to share with you how PSS programs have evolved and adapted to meet the needs of parents, kinship caregivers and the diverse families in our communities across BC.

We have continued to improve and provide our core programming, such as Parenting Support Groups, the Kinship Care Help Line, our advocacy and community development work, and educational workshops. We also have developed new partnerships, accessed new funding, and continue to grow and thrive.



This will be my last 'Message' as President and a member of the Parent Support Services Society of BC's Board of Directors, as I am stepping down from the Board to focus more time and energy on my own children and family. I have thoroughly enjoyed being a part of PSS for the last 8 years, and am proud of the work done by our dedicated staff and volunteers to improve the lives of parents and children across the province. Our staff are passionate and committed. Our volunteers are selfless and generous, from facilitators, to event volunteers, to our board members.

Our Executive Director, Jane Bouey, is an exceptional leader and caring individual, who contributes her extensive knowledge and expertise to support PSS's mission and empower our staff to thrive. Jane does a fantastic job representing PSS in the community, meeting with funders, politicians and community partners to help us succeed in our goal of supporting parents and caregivers. Keep it up!

I want to thank Jane, our staff, our volunteers, and in particular my fellow board members, for their continued support and commitment. You have made the last 8 years that I was a volunteer such an overwhelmingly positive experience. I learned a lot and will carry this experience forward with me.

Finally, I'd like to thank our funders, donors, and community partners. Thank you for your ongoing commitment to the important work we do. Parent Support Services Society of BC would not be the organization it is without the support of our incredible community.

Thank you all for your remarkable support of PSS!

Sarah Elisabeth Allan
Board President

Who We Are

Who we are is less important than what we do. This year, we have navigated numerous obstacles while continuing to expand our programs, increase community engagement, and enhance the support services we provide. Our steadfast dedication to our mission has enabled us to not only maintain but also strengthen our impact, ensuring that families receive the support they need.

Land Acknowledgement

The staff, Board, and volunteers of Parent Support Services Society of BC are grateful to live, work, and be in relation with people across many traditional and unceded territories, covering all regions of British Columbia. We are honoured to live on this land and are committed to reconciliation, decolonization and building relationships in our communities.

Vision

Our vision is to see communities where all families and children are **empowered** and **valued**.

Mission

We **support the well-being of all families and children** by empowering those in a parenting role through **community connections, research, education, and advocacy**.

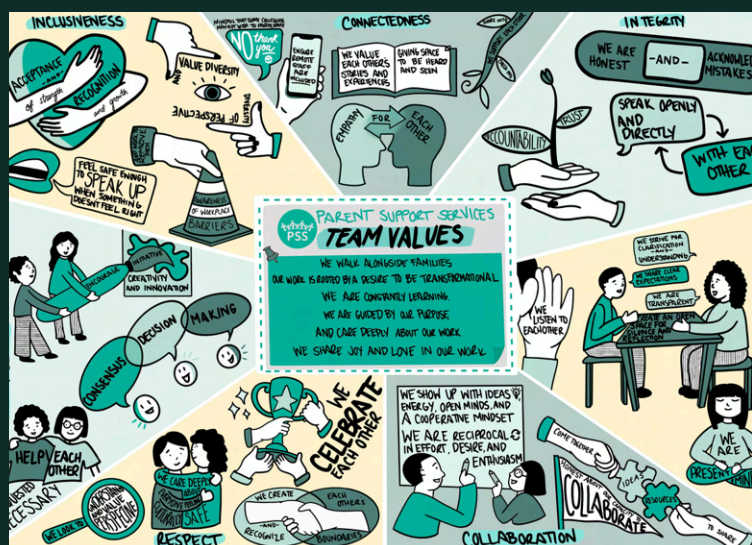
Values

- Connectedness
- Cultural Safety
- Empowerment
- Inclusiveness
- Integrity
- Respect
- Social Justice



Celebrating a Year of Growth

This fiscal year has been marked by increased demand for our programs and significant strides in supporting and empowering caregivers across the province.



Thank you to our staff, contractors, and students.

Staff

Bella Cenezero
Cassandra Strain
Christina Campbell
Jane Bouey
Marxcela Navarro
Daniela Alvarado-Torres
Viktor Panfilenok
Orneli Bakajika
Sandi Halvorson
Violeta Munoz-Berruecos

Practicum Students

Harprit Sandhu
Hongmei Chen
Reginald Acquaaah-Harrison
Samantha Thokle
Xiaomin (Sybil) Zhang
Zoe Saffery

Summer Students

Daya Charchun
Melissa Bautista

Contractors

Complex Trauma Resources
(Brenda Dragt)
Daniel Alvarado
Izzy
KOJA Consulting
Michael Morin
Purpose Forward
Sea to Sky
WestX



Board of Directors

On behalf of the entire organization, we extend our heartfelt thanks to the Board of Directors for their unwavering dedication and leadership over the past year.

Sarah Elisabeth Allan
Board President

Shaun Wilson
Treasurer

David Wright
Member at large

Kamy Zargarpour
Vice-President

Jade Chan
Member at large

Jalisa Karim
Member at large

Louise Costello
Secretary

Vanessa A. Fagyas
Member at large

Jeffrey Simons
Member at large

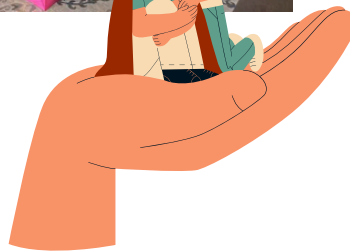


Parenting Support



Supporting All Families

Together we are helping families feel empowered and valued.



Education & Support Program

Our Education & Support Program includes the following services: **Parenting Support Groups**, and Parent Education Initiatives such as (**Book clubs, Workshops, and Circle of Security**).

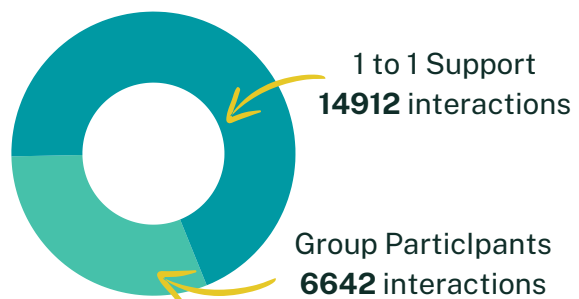
We provide these services to anyone in a parenting role looking to parent in positive, healthy ways. This primary prevention & harm reduction program is the first link in a chain that connects positive parenting with healthy children and helps healthy families build strong communities.

By The Numbers

21,554

Total Number of interactions with Education and Support Program service recipients.

We estimate this positively impacts at least **4000 children** across B.C.



1370 Families received individual services.

6642 attended group sessions



37 Service Collaborations
with **25 Service Providers**



Parenting Education Initiatives



Parenting Workshops

In high demand

24 Parenting Workshops delivered during the fiscal year.

Due to rising demand this year, our workshops became more popular than ever. About 1550 registrations were made for the workshops.

These engaging and educational, free workshops helped equip parents and caregivers with effective strategies to foster their children's development.

813 Participants attended the workshops.

Of these 813 attendees, the types of participants joining identified as follows:

- 77% Parents
- 13% Kinship caregivers
- 7% Community Partners
- 3% PSS Volunteers

Topics included:

Supporting Big Emotions

Navigating the Adolescent Brain

The Art & Science of Play

Supporting Language Development in Young Children

Parenting in the Digital Age

Helping Children feel good about their Bodies.

I learned that it is so important to validate the feelings of our children....

...how to regulate and or model my own feelings as a teaching tool...

The biggest learning was how important respecting the child's and the parent/caregiver's role in the relationship with food is. And the need for the parent/caregiver's transparency in the food they provide...

Advocacy, Mobilization & Kinship Care Support

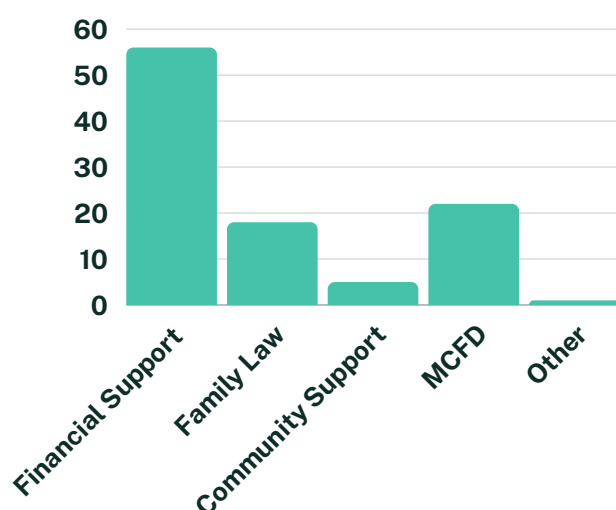
Throughout the year, the Kinship Care Help Line saw an increase in calls following several announcements from the Provincial Government regarding budget increases and updates to existing programs.

The Advocates of the Line have handled complex, ongoing casework, assisting families over year as they encounter new challenges in the child welfare system. They've engaged with Kinship family members, service providers, clinical counselors, and family justice workers to strengthen supports and keep families safely together.

 **624** Cases identified through the Help Line

 **1671** Total Number of conversations (excluding email)

Primary Reasons For Calling Line

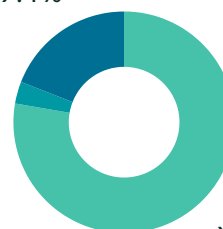


73% of Calls are From Biological Grandmothers



Unknown
19.1%

No
3.2%

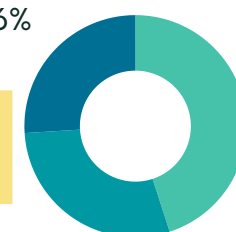


Percentage of Children Raised Experienced Trauma?

Yes
77.7%

Unsure
26%

Percentage of Children with Severe and Prolonged Impairments?



Yes
45%

No
29%

Feedback about the Kinship Care Help Line Advocates

"I am beyond grateful and this year will be a wonderful start to school for the kid. Thank you to all responsible. So a word to all the other folks in the program. Don't waste your time like I did. Talk to the Help Line. They are the best."

Advocacy and Support

Beyond the Help Line



In November 2023, Tla'amin Nation invited Parent Support Services to meet with kinship caregivers in community. Advocate-Social Worker Christina Campbell and Executive Director Jane Bouey shared a meal and met individually with families. Thank you, Sally Louie and Verna Francis, for the invitation and your generous hospitality. We were honoured to have the opportunity.

Our Kinship Care Help Line Advocates have, upon request, shared learnings and hosted discussions about kinship care with Indigenous & non-Indigenous service providers, MCFD teams, and kinship caregivers themselves.

Some of this work has been in person, and much of it on-line, reaching families across BC including in remote communities.

This year, the Advocacy & Mobilization program saw growth in its programming with the initiation of the "Ask An Advocate" drop-in sessions. These free and accessible online sessions provided a valuable opportunity for individuals to have their questions about child welfare and kinship care addressed by knowledgeable Kinship Care Help Line advocates.

Advocates also held space for weekly Cross-Nation knowledge sharing on child welfare matters and discussions on child welfare policy and systemic advocacy strategies for Indigenous service providers, community leaders and parents with lived experience of the child protection system.

Our new advocacy initiatives have helped equip caregivers and service providers, from across BC with the knowledge and tools needed to navigate complex systems effectively, ensuring that children in Kinship Care receive the best possible care and support.





Impact of our work

Parenting Support Group Evaluations - Responses in percentage

Since attending Support Groups I am:

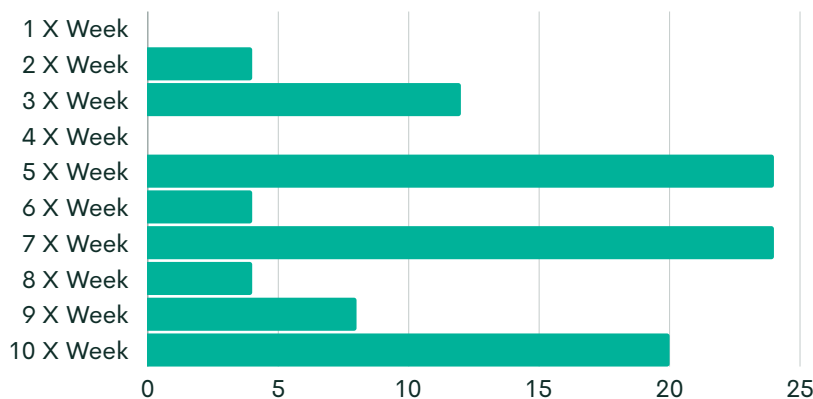


"I don't feel I am alone - we all have similar issues"

"By supporting others, I supported myself"

"I appreciate being able to speak my mother language with other parents."

Since attending Support Groups, how many times have you practiced self-awareness techniques?



PSS takes a community development approach to our work, addressing gaps in service articulated by parents/caregivers and partner agencies.

In 2023-24 we added several new Parenting Support Groups (PSG), including:

- Parenting Children with ADHD
- Parenting Children with Anxiety and Depression
- Parenting Children who are Neurodiverse
- Parenting Teens
- In-person Mandarin Speaking PSG
- In-person Portuguese Speaking PSG
- In-person Korean Speaking PSG
- In-person Arabic Speaking PSG
- Spanish Speaking Fathers PSG



In the community

Creating memories and connections



Grandparents Day

On September 12th, 2023, we hosted a Grandparents Day fundraiser at Slocan Park, which was attended by over 100 people. This event significantly boosted our community profile and raised essential funds. The proceeds have been directed towards supporting our Kinship Care groups and events.

Help Line Advocates engaging with community

In December 2023, PSS teamed up with the Secwépemc Child and Family Services Agency to host an Indigenous Kinship Caregiver Gathering in Kamloops, BC where families bonded over art and crafts, traditional Secwépemc teachings and more.

Grand Gatherings

The November 2023 Grand Gathering event in Burnaby, BC was just one of several in-person events offering a welcoming space for caregivers and their children. These gatherings we well attended and allowed Kinship families to connect and share with each other.





Highlights



Image source: Burnaby Board of Trade, Economic Address with Premier David Eby 0152 Feb. 2024

PSS Joins Burnaby Board of Trade

This year, PSS proudly joined the Burnaby Board of Trade (BBOT). Through this partnership, we have enhanced our connections within the community and established valuable business relationships. Our membership has provided us with resources and networking opportunities, enabling us to further advance the important work of supporting families and parents.

Canada Post Community Foundation Grant

PSS was honored to receive a \$20,000 grant from the Canada Post Community Foundation. This generous support was celebrated with a special cheque presentation attended by the Mayor of Burnaby and City Councillors on October 18, 2023.

Funding & Fundraising

Apart from successfully securing grants from the Law Foundation and Vancouver Foundation, our Fundraising Committee has been exceptionally active this year, diligently planning a special fundraiser in celebration of our upcoming 50th anniversary.





Volunteer program

Over the year, with the help of iVolunteer, Volunteer Victoria, Kamloops.org, Volunteer Community Connections, 62 organizations and Charity Village, we've received a steady number of volunteer applications for online and in-person Parenting Support Group positions, Book Club Facilitator positions, & special events and more.

140+

Volunteers 2023 - 2024

Steady growth despite challenges

The volunteer program has encountered difficulties in attracting and maintaining volunteers, primarily influenced by factors including the affordability of housing, rising cost of food and transportation, food insecurity, and time constraints.

These challenges are also prevalent among other non-profit organizations and are part of the ever changing economic landscape

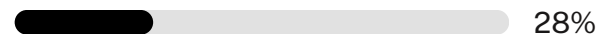
WHERE DO OUR VOLUNTEERS COME FROM?

Of the 25 volunteers who attended the online Provincial Training Workshop on June 17, 2023. They represented the following regions;

Vancouver Coastal



Fraser Valley



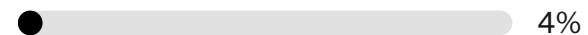
Victoria



Central and Northern Island

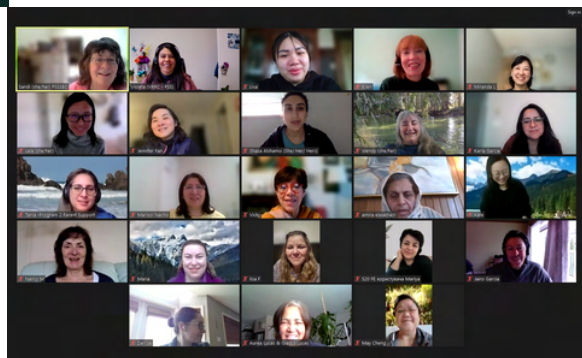


Interior



Provincial Training workshops

Our commitment to providing volunteers with ongoing training for skill enhancement and development, allowed us to host two successful Provincial Training Workshops in June and October of 2023 and again in March of 2024. One of the highlighted topics was *Intergenerational Parenting Differences*.



Initial Training workshops

This year, we've actively recruited volunteers in all regions and have hosted five Initial Training Workshops that have been instrumental in equipping new volunteers with necessary skills for facilitation.



Volunteer Engagement

This year, our PSS has engaged in a wide array of community events aimed at promoting our services and fostering connections within the community. These initiatives have substantially enhanced our visibility and created numerous opportunities for volunteer involvement.

Community Connections

As a result, we've seen a significant uptick in volunteer interest and involvement in our programs and events beyond facilitation and steering committee roles.



National Volunteer Week

During the week of April 16 to April 22, 2023, PSS dedicated efforts to honor the inspiring and compassionate volunteers who consistently devote their time and effort to making a positive impact on parents and their families across British Columbia.

The week featured a Volunteer Recognition Social on April 18, attended by numerous volunteers. Several of these volunteers were honored with certificates recognizing their years of dedicated service to PSS.





Thank you, volunteers.

Aaliyah Murad
Alexandra Smith
Alma Saplala
Amanda Dailey
Amira Almokyed
Ana Machado
AnaLiza Racho
Andrew Pauls
Annie Moon
Aurora Lucas
Azucena Martinez-Lorenzo
Beth Kope
Bowen Lan
Carmen Contreras
Carolina Lourenço Williams
Cassandra Holt
Catherine Qiao
Cathy Feng
Charli Dale

Cheng-l (Lala) Shang
Christie cooper
Cora Pabo
Dawn Tomkins
Denise Zaragoza Gomez
Diane Chan
Doreen Marco
Editha De Rama
Egribel Mecia
Ellen Niemer
Ellen Jeon
Enrique Estrada Maurin
Esaine Mo
Fernanda Figueiredo
Gina Hortelano
Hae Kyeong (Angela) Yang
Hairon Del Rosario
Harinder Parmar

Harpal Singh
Hazel Edurese
Heather Best
Heba Saada
Hector Xicohtencatl-Munoz
Helen He
Hongmei Chen
In Sun Yoon
Irene Hong
Jack Sheldon
Jackie Lee
Jairo Garcia
Jaspreet Shergill
Jeffrey Simons
Jesus Gonzalez
Ji Young (Connie) Gu
Jin Sang
Jing Fan

Jiyoung (Kate) Shim
Joanna Wong
Jodelene Weir
Josiah Kemper
Joyce Chamorro
Junxia (Helen) Sun
Ka Ling (Sara) Chan
Karen Riley
Karla Susana Garcia
Ortiz
Katie Tersmette
Kim Viveiros
Laarni Bernardo
Letty Young

Liana Weinberg
Lilian Bocol
Lina Halwani
Lina Aidli
Lisa Featherling
Lisa Nguyen
Luis Mendonca
Mae Castillo
Maria Teresa Novillo
Maria Teresa Priego-Martínez
Mariana Gassmann
Marianne Abaya
Marisol Nacho
Marylin Nelson
Marlyn Dadural

Mary Anthonette Tecson
Mary Jane Palaypay
Mary Morgan Pick
May Cheng
Maycille Enriquez
Mayvelyn Remigio
Milagros Martinez
Minnie Kim
Miranda Liu
Morven Eakin
Nancy Mabey
Nancy Ochoa Caballos
Natalia Fonseca da Silva



Thank you, volunteers.

Olha Rusu
Paula Campo
Paul Steeves
Paula Rajmil
Pedro Xicohtencatl-Munoz
Pooja Dixit
Pouria Farhat
Rachel Bendelow
Ravinder Dhaliwal
Reema Dhaliwal
Rey Blasco
Ronit Reis
Rosa Elena Lau
Sana Khan
Sara Rogers

Serina Chen
Shaza Alshamsi
Shirley Hiroux
Shuona Tran
Siham Alkhashief
Sneha Unadkat
Sonia Blanco
Stephanie Angel-Garay
Stephen Andrada
SungHee Kwak
Susan Ogilvy
Sylvia Caberio
Tabitha Rutherford
Tania Cubells
Terence Chan
Teresa Matheson

Theodore Yu
Tommy Leung Kwong Yuen
Vanessa Fagyas
Vicky Albarracin
Victoria Yang
Violeta Munoz-Berruecos
Wanda Murphy
Wendy Glover
Xiaomin (Sybil) Zhang
Yan Chan
Yanting Zhao
Yi (Erin) Ding
Yifan (Echo) Bai
Young
Zahra Rahbari
ZhaoXia (Jessie) Wu
Zoe Saffery





Thank you to our partners.

BC Council for Families
Brenda Dragt - Complex Trauma Resources
Burnaby Neighbourhood House
Burnaby Public Library
Cameray Child & Family Services
Charity Village
Children the Heart of the Matter Conference
Coquitlam School District SD43 - SWIS Program
First Call Child and Youth Advocacy Society
Hadih House - Carney Hill Neighborhood Centre
Society
Information Children
Island Health
iVolunteer
NARSF Programs LTD
Namgis First Nation

New Westminster Family Place
Nicola Valley Institute of Technology - Social Work Program
Nicolle Nattress
Philippine General Consulate Office
SHARE Family & Community Services
Student Aid BC
Surrey School District - Welcome Centre
Secwépemc Child and Family Services Agency
Tall Tree Integrated Health
University of the Philippines Alumni Association of BC
University of Victoria - Social Work Program
Vancouver Community College - Counselling Program
Volunteer Connection
Volunteer Kamloops.org
Volunteer Nanaimo
Volunteer Victoria





Thank you to our donors.



Allan Wong
Barbara Findlay
Bella Cenezero
Brenda and David Pichette
Carol Ross
Carolynne Bouey Shank
Crissy George
Curt Derksen
David Wright
Donna Dykeman
Esaine Mo
Gary Schajer
Holy Guacamole

J Kenneth Bouey
J. Anne Roberts
Jane Bouey
Jessica Turner
Jo-Ann Breden
Kamy Zargarpour
Kate Van Meer-Mass
Katie Robertson
Ken Ou (Foodies on Board)
Lagrimas Salazar
Louise Costello
Lynell Anderson
Maureen Bayless
Mel Ifada

Melissa Bautista
Michael Galbraith
Orneli Bakajika
Patricia Gudlaugson
Patsy George
Piroska Sander
Rick Downie
Rosita Dworschak
Ruth Herman
Sharon Gregson
Socorro Maminta
Valerie Overgaard
Viktor Panfilenok



Thank you to our funders.



Funded by the
Government of Canada's
New Horizons for Seniors Program



Canada Post
**Community
Foundation**

Interior and Northern BC Community Board



TELUS Friendly
Future Foundation

