



# 20<sup>th</sup> Annual Report

September 2017

Powell River Child, Youth & Family Services Society

## Report of the Board Chair Hugh Prichard, *Board Chair*

**Welcome** to the 2017 Annual General Meeting. If you are here tonight, or reading this report it is because you are one of the many heart strings of our community, willing to give of your time and support for the work to better our community and provide much needed services for families, children and youth.

Powell River is a rapidly changing place and the effects of this change are apparent to all those who chose to see. Families continue to struggle with complex social issues related to economic and social determinants of health. Lack of affordable rental housing, food security; access to resources in a remote coastal community and unemployment compound the already difficult task of raising children and youth today.

This year has been a positive one in the story of this Society. Highlights of the year include a momentous effort on the part of staff to switch accrediting bodies that hold us to the highest standards in accountability, service delivery and quality improvement. The move away from COA with whom we had been accredited for the past 13 years to CARF was largely due to the fact that as we branch out and explore new programming directions CARF allows a little more freedom during the developmental stages with the option of opting out of accrediting new programs in their infancy in an accreditation year.

Consuming a roughly 20% increase in staff workload over the past two years, the fact that the agency was granted this new accreditation status with CARF after only one on site survey speaks volumes to the skill, dedication and extra efforts our staff teams are willing to go in their work



of supporting area children, youth and their families. The Board publicly acknowledges and appreciates the extra work invested by the whole team. Our move over to CARF offers new flexibility and positions the agency to cultivate and grow new programs to meet ever-changing community needs.

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# Programs Director's Report

**Ann Kurtz, Programs Director**

With the change in accrediting bodies we also worked over the past year to completely overhaul and re write the Societies Policy and Procedure manual. Foundational to this process has been the updating and revision of the Societies Vision and Mission statements with a view to updating language, and sharpening focus to bringing these documents more in-line with current and projected community needs. Members should look forward to these and other planned updates to these foundational pieces of our Society in the coming year.

Also of significant note, the board is pleased to announce that following three years of negotiation with our primary funder MCFD to relieve cost pressures, this year we received a much-needed increase to our contract value, something virtually unheard of in our sector. This is a tremendous relief and we look forward to more positive collaboration with our funders to address the real needs of families in the Region.

Looking ahead to the completion of the new strategic five year plan the Board, aided directly by Senior Management and staff aim to deal head on with challenges that include continuing to broaden our reach to be able to continue to exist in an environment with fewer children and youth and more seniors. The work of making services relevant and engaging to a youth population increasingly dominated by screens and technology continues to force us to adapt new approaches in programs. With mental health concerns for children and youth more evident than in the past we must continue to advocate for and find new ways to fund supports for these vulnerable community members.

To this end, we are excited by the prospects of new programs such as those offered this summer with the addition of free summer programming for the 0-6 populations as well as an increase in the group supports available. The Parenting Centre and library continues to be

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**While** the 2016–2017 year was primarily one of consolidation of our current staff team, there was one change to the family and youth team. We said good-bye to Trevor White in July 2016 and hello to Shelley Chaney a month later in August. The most notable team accomplishment this past year was how everyone pulled together to get through our CARF accreditation in October. As it was our first time being accredited by CARF, no one knew what to expect and it was so appreciated that all staff were flexible and flowed along with whatever the CARF peer reviewers needed. Thank you one and all for all the hard work put into understanding and meeting the CARF standards! Not an easy thing to do as it felt at times like the blind leading the blind; but we did it!

Another team accomplishment was increasing our direct service statistics both for one to one service and group education. Every person on the team contributed to the higher numbers of direct service. One very positive outcome was that by the end of the 2016 – 2017, we had offered a number of new parent education and support groups and youth groups. Kevin Dodd and Debbie van Dok ensured Little Tykes ran consistently each week in the Oceanview gym. Rebecca Burke facilitated Power to Parent every Friday morning. Tiffany Chu and Debbie van Dok co-facilitated a Nobody's Perfect group. Tiffany also joined with Sarah Fitzgibbon, a local artist and practicum student to develop a drop-in parent-child group called Exploring and Creating Art with Your Child. A special shout out to Colleen Mudry for providing experienced child-minding alongside the Team Support Workers (Lisa Millar and Lindsey Hatt) during the parent education groups!

As for the youth programs, in response to a request from MCFD, Collette Sinkewicz co-facilitated the YES GO! group for 9 to 12 year olds with Patti Rudiak. In Support to Foster Parents, Shelley Chaney along with our volunteer Donna Shaw carried on with the Grandparents Raising Grandchildren Support group but added their own twists including getting trained by and joining in partnership with Parent Support Services Society of B.C. It is great to know that there are now many more parents and youth who know about PRCYFSS thanks to all these innovative groups.

On a fun note and also worth noting is that Bill Hopkins has passed the torch to PRCYFSS to organize the pumpkin carving event at the mall. There was a great turn out by the community with many pumpkins carved and lots of

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**Board of Directors 2017–2018**

<b>Hugh Prichard</b>	Board Chair
<b>Monty Tyrwhitt-Drake</b>	Vice-Chair
<b>Jim Erb</b>	Secretary/Treasurer
<b>Ian Fleming</b>	Director
<b>Art Richards</b>	Director
<b>Mike Gormley</b>	Director

# Executive Director's Report

## Heather Gordon, Executive Director

**It has** been a busy year for us at Powell River Child, Youth & Family Services Society. October 2016 took us through the whirlwind of achieving accreditation with CARF Canada, which gave us lots of good insight into ongoing improvements and changes to the programming we offer, as well as acknowledgement of the great work we have been doing for many, many years. Following this busy time, our Board and staff team began the steps towards creating our next five-year strategic plan for the Society. By the time you read this, we will be well on our way to finalizing our 2018–2023 plan and we look forward to sharing this with you in 2018.

Perhaps the most significant realization of this process has been in coming to terms with the changing community demographics of Powell River. We continue to see a rise in our community's population of seniors and the flattening of the proportion of children and young families in Powell River in contrast to a growing aging population. The society has been both perplexed and encouraged by these demographics.

On the one hand, we believe it's our role to ensure that the children, youth and families of Powell River are a key priority. And on the other hand, it has caused us to ask how we might better link these disparate demographic populations for the benefit of the community as a whole. It's clear from our community scans and analyses that supporting this enhanced connectedness between younger and older populations is key to a healthy community. As such, we hope to pursue new programming that allows us to better link our children, youth and families with the wisdom and experience that our community elders offer.

On the radar for us is an increased focus on creating opportunities for these linkages to have a genuine impact in our community.

We dream of programs that allow seniors to come alongside our children and youth to share their time, experience and care.

We dream of programs that connect; programs that teach children to fish with simple poles from local docks, programs that teach young people to cook and stitch and craft alongside seniors who have talents to share, programs that let generations laugh and work together to continue to make Powell River the truly unique place we call home, and programs that let us all experience the human journey of change.

We dream of programs that allow Powell River's seniors to find meaning in sharing their lives with Powell River's population of children, youth and families; programs that support seniors who seek a place to connect

to find this place with Powell River Child, Youth & Family; and programs that make way for the intergenerational joys and challenges we face as a community.

We continue to celebrate the work our outstanding staff do with our community's families and are delighted with some of the new programs we have launched this year including a full suite of summer programming for young families. We have embarked on a very successful new social media journey that allows us to connect with youth and families through cost effective social media mechanisms, such as Facebook and Instagram, and are thrilled with the extra reach this has given us into our community. As such, we changed the name of our "Parenting Centre & Library" to the "Family Centre & Library" this year to reflect our widening focus. We have also begun to offer mental health supports and counseling for children and youth in a limited capacity to address the needs of families whose children are not able to be served by the Ministry of Children & Family Development. The small amount of funding we have been able to commit to this programming has already yielded invaluable supports and changes for Powell River's children and youth.

Our staff team and Board of Directors worked hard this year to update our Vision and Mission Statements:

### PRCYFSS

#### Supporting Individuals and Families

**Vision** *Our community is a place where everyone feels connected and supported and has access to knowledge and services that promote healthy relationships and personal growth.*

**Mission** *Powell River Child Youth & Family Services supports individuals and families, and recognizes that families come in many forms and include the people you care about and those who care for you. We believe in promoting community and personal connections and seek to prevent isolation. We help people to preserve and enhance their important relationships. We assist the people we serve to develop the skills to navigate life's challenges through coaching; self-help resources; counselling; and community programs and partnerships.*

We look forward to connecting with our members and community partners this year to hear from you as we finalize our planning for the years ahead and thank you for your continued support and interest in the work we do with children, youth and families in Powell River. ♦





**Jennifer Dodd**

**Erin Bradley**

**Rebecca Burke**

**Tiffany Chu**

**Kevin Dodd**

**Ann Kurtz**

**BSc Health Science**  
(pending)  
10 yrs experience

**BA Child & Youth Care**  
**MA Counselling Psychology**  
24 yrs experience

**BA Child & Youth Care**  
10 yrs experience

**BA Psychology & Sociology**  
5 yrs experience

**BSc Psychology**  
11 yrs experience

**BA Psychology Diploma Child & Youth Care**  
35 yrs experience

The service has made a big impact on my life.

Everyone is super nice here. Relationship with daughter is much better now.

My worker was my rock through a very difficult time.

I wouldn't be this happy and healthy without the service!

Made me feel very safe and helped me with what I asked for.

My entire experience with my worker has been amazing from the beginning. Even though our circumstances on why I needed her in my life wasn't the greatest part but in the end and during our time together has helped me in so many ways and all of it is nothing but positive.

I do what do

Our  
SEPTEMBER

**FAMILY PRESERVATION**  
Rebecca Burke  
Tiffany Chu • Kevin Dodd  
Debbie van Dok

**SUPPORT TO FOSTER CARE**  
Shelley Chaney  
**YOUTH ENGAGEMENT SUPPORT**  
Collette Sinkewicz

**FAMILY CENTRE & LIBRARY**  
Jennifer Dodd • Erin Bradley  
**SUPPORTS TO STRENGTHEN FAMILIES**  
Kevin Dodd • Debbie van Dok

**YOUTH RESOURCE CENTRE**  
Shelley Chaney  
Patti Rudiak • Erin Bradley  
Collette Sinkewicz



**Shelley Chaney**

**Collette Sinkewicz**

**Heather Gordon**

**Patti Rudiak**

**Debbie van Dok**

**Kathleen Knight**

**BA Child & Youth Care**  
17 yrs experience

**BA Criminology**  
6 yrs experience

**BA Business Admin  
Diploma Marketing & Management  
MFA**  
21 yrs experience

**BA Psychology  
BA Outdoor Recreation**  
24 yrs experience

**Diploma in Child & Youth Care  
Counselling**  
32 yrs experience

**CGA Level 3**  
25 yrs experience

...on't know  
...t I would have  
...ne without my  
...worker.

Thanks for the support — it is always appreciated.

Love it here!  
My worker was amazing and easy to talk to and super helpful. Amazing program!

My worker was a godsend. We clicked very well and she made me feel comfortable. She helped me see my strengths and helped to overcome my challenges.

Our worker has been attentive and supportive. I love her creative ideas for helping make special connections with kids in care and foster families. Top notch work!

Your service provided me with the support I needed to save up for and go to school. I like the way you guys helped me narrow down my searches for jobs, housing and schools and my resume.

**Team**  
...BER 2017

<p><b>SUPPORT TO PARENTS OF TEENS &amp; CONFLICT RESOLUTION</b> Shelley Chaney</p> <p><b>YOUNG PARENTS SUPPORTS</b> Debbie van Dok</p>	<p><b>PROGRAMS DIRECTOR</b> Ann Kurtz</p> <p><b>TEAM LEADER</b> Kevin Dodd</p>	<p><b>YOUTH JUSTICE</b> Patti Rudiak</p> <p><b>SPECIAL PROJECTS MANAGER/ PRACTICE CONSULTATION</b> Erin Bradley</p>	<p><b>DIRECTOR OF RECORDS &amp; FINANCE</b> Kathleen Knight</p> <p><b>EXECUTIVE DIRECTOR</b> Heather Gordon</p>
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## Programs, from page 2

fun at our first ever event with plans to keep it going to make it an annual event.

Our one staffing change happened in the Support to Parents of Teens program and the Support to Foster Parents program with Trevor White leaving and Shelley Chaney stepping in as the new Family Enhancement Counsellor. Shelley had to quickly get trained in the various components of both programs while getting up to speed with CARF requirements. As if that wasn't enough to do, Shelley also facilitated the foster parent appreciation event with the Powell River Kings hockey game in October followed closely by a December gathering to skate at Winter Wonderland and decorate gingerbread people. Both events had a high number of foster parents and their families attending. Then in February 2017, with lots of community support, Shelley organized a Care for the Caregivers dinner with a lovely buffet in the Commons at Oceanview Educational Centre for the foster parents and pizza for the kids at the Gymnastics Club.

The Family Enhancement Counsellors for the Family Preservation and Reunification Program along with Supervised Access was kept busy through the year but everything ran smoothly thanks to Kevin Dodd, Rebecca Burke, Tiffany Chu, and Debbie van Dok. In addition to the one to one service, a variety of educational groups were also offered including Caring Dads (Kevin Dodd) and Circle of Security (Kevin and Debbie).

In Family Support, referrals for the short term one to one service were picked up by all the Family Enhancement Counsellors on the family team. Debbie van Dok was kept hopping in the Young Parent Support Program for parents up to 24 years of age. Seven of the twelve parents Debbie supported were perusing their education or getting further training toward a career. Three of the twelve families had a child successfully complete kindergarten. The popularity of Little Tykes in the 2016 summer program led to the weekly Little Tykes drop-in group with a spinoff of "Baby land" which became a gathering point for young parents to connect with Debbie weekly.

The Youth Engagement Support (YES) Program stayed busy with many youth supported; however a highlight for the year was the launch of the local chapter for the Federation of BC Youth in Care Networks, thanks to the hard work and dedication of Collette Sinkewicz and Debbie van Dok. The organization of the local Youth in Care Network has been in process for many years and it took Collette's determination to actually make it happen. Also new through the YES program was the YES drop-in time at the Youth Resource Centre where youth needing support with resources, an opportunity to connect with a youth worker, or even just a healthy dinner could drop-in

on Thursday afternoons to meet with Collette. Also in the YRC, we had our first Tweens group for 9-12 year olds facilitated by Patti Rudiak and Collette.

The Youth Justice Program had clients primarily for Intensive Supervision and Support Services which kept Patti Rudiak busy tracking a number of youth through the year including taking a couple of road trips to support youth in accessing services in other cities. As a part time worker, Patti is always willing to help out other programs when needed such as providing supervised access, managing the Sports and Rec program in the Youth Resource Center, and co-facilitating the tweens group.

Thanks to each and every team member for their hard work, vision, creativity, and dedication to the agency. The team is now looking forward with anticipation to the 2017-2018 year. We had so many interesting and different program developments in the past year we can't help but wonder what new and exciting programming or events may be coming up soon! Stay tuned! ♦



## Chair, from page 2

an invaluable self-help resource, assisting families with valuable information. This year has also seen the advent of offering mental health supports to children and youth for the first time.

Finally, the award for long-term service on the Board goes to Monty, who after many years serving as a Director of this Society, has decided to step down. Clearly services such as this could not exist without the talented skill and dedication of community members like Monty and we look forward to welcoming new Directors in the near future as we work to diversify Director representation at the Board level. In conclusion, thank you to our Management team and staff, Board Directors, partners and Society membership for all that you do to ensure that Powell River Families can depend on relevant and helpful supports when they are needed. ♦



# Special Project Manager's Report

**Erin Bradley, Special Projects Manager**

**Wow!** What a year it's been with more changes to existing programs and inventing/ welcoming new ones!

At the YRC: We saw some big changes in our YRC this year and felt the impact of the loss of Evangel Church's Friday night program and the need to do more with less. We appreciated the dedication of staff members Renelle and Mary Wikene, and were sad to see them go when the traditional YRC Drop In finished in December of 2016. Our Sport and Recreation program on Wednesdays for youth continued to run with Patti Rudiak, our Youth Justice Worker, in the coordinator position. She and Lindsey von Westarp welcomed the Powell River Kings, Tla'amin youth and various community professionals/partners to join in the weekly fun! Mid-year, we opened the program up to the Tweens of our community after some valuable feedback. Students aged 10+ participated in this active program and loved connecting with the PR Kings' on a weekly basis.

At the Family Centre & Library: The FCL was pleased to celebrate its second anniversary on Jan 5, 2017. As we continue to celebrate increased patronage, we are becoming better known and used with both our community partners and in the community. Library staff launched both a Facebook and Instagram page where books/resources are featured, parenting tips/articles are shared and community parents and caregivers are continually welcomed to come by and check out new resources. We were so lucky to have Lindsey fill in for a couple of months before we hired Jennifer Dodd in a dual role. Not only is Jennifer our new Team Support Worker, she also takes care of our marketing and social media needs. Needless to say, she is a woman of many skills and talents!

We were excited to welcome new ESL families to our centre and have continued to expand our subject areas with even more Multilanguage books for children and families. We are pleased to be able to continue to offer resources for community professionals and several hundred titles suitable for the classroom and to meet the needs of our community teachers!

June was a very big month for us! First, we welcomed our summer student Special Events and Projects Assistant, Peyton Bradley, who joined us for the 9 weeks of summer. Peyton graduated from Brooks this year and welcomed the challenge to further develop and implement our newly expanded summer program for families! This year we ran four mornings of summer programs including Little Mess Makers, our Monday morning art group, Little Hikes, our Tuesday morning adventure, get dirty and explore group and Little Bugs, a morning drop in on Wednesday for parents/caregivers of little ones that included a circle time,

craft and snack. Little Tykes, our morning drop in on Thursdays (developed last year), continued to run all year long in the Oceanview gym with Marina Rossi — a 3rd year UVic student completing her practicum with us — bringing fun new ideas and energy. In the summertime we took it outdoors for more bikes, trikes and other gross motor-encouraging ride 'ems. Definitely a family favourite around here! In June we also welcomed Jonathan Gordon — an International Business Student at the Australian National University - as our summer marketing intern and he worked tirelessly with Jennifer and Peyton to revamp many of our promotional materials within the agency, for the community. Jonathan's computer wizardry was such a fantastic asset to us and his eye for design granted us the snazzy new signage you see around the agency and



around town! We wish Jonathan, Marina and Peyton all the best in their University studies this Fall!

Our counselling and support services for children saw an expansion in April when the community gave us the valued feedback that we needed to offer services for youth too! Referrals can be made by anyone for children and youth who need support with anxiety, depression, bullying, school stress, self-esteem, and social skills development. We are also available to support those aged 4-19 who are being impacted by their parent's separation, divorce, relationship abuse, or addictions. Our counselor is currently working on an Expressive Play Therapy certification and we're very excited to have a therapeutic play room to offer the people we serve!!! This program continues to run part time and we're hopping! ♦



In support of...

**Powell River Child, Youth & Family Services would like to thank these supporters and sponsors:**

- United Way of Canada
- Powell River Lions Club
- Kiwanis Club of Powell River
- Timberlane Quilters' Guild
- Powell River & District United Way
- School District #47
- Ministry of Children and Family Development
- City of Powell River
- Province of British Columbia — Gaming Grant
- Vancouver Coastal Health Authority
- Federation of BC Youth in Care Networks
- Dr James Bradley
- Jan Van Dok
- Jonathan Gordon
- James Gordon
- Powell River Educational Services Society
- The Hammersmith Fund
- Canadian Tire Jumpstart
- First Credit Union Powell River
- Richard Olfert
- Jonathon Bratseth
- Barbara Sharp
- Esther Lowe
- Kathy Northrup
- Beverley Falconer
- Rotary Club of Powell River
- Powell River SPCA
- Warren Behan Personal Real Estate Corporation
- Gregory Reif
- Kathy Rothwell
- Powell River Yacht Club
- Sunrise Rotary Club
- Barry Kostorus & wife
- Save-On-Foods
- Safeway
- Henderson Elementary School
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- Sports Zone
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- Bill Hopkins
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