



Parent Support Services Society of BC

Annual Report
2012-2013



Parent Support Services Society of BC

39th Annual General Meeting

Thursday, October 17, 2013

5:45 PM to 6:30 PM at

Parent Support Services Society of BC
#204 – 5623 Imperial Street, Burnaby

Agenda

Light supper will be provided at 5:15 PM

5.45

AGM Call to Order

- Adoption of Minutes of the Annual General Meeting held October 26, 2012
- President's Report
- Treasurer's Report and Approval of Financial Statements
- Appointment of Auditor
- Executive Director's and Program Reports
- Nominating Committee Report and Election of Directors

6:30

AGM Adjournment

Nominations Committee Report 2013

The following members are continuing the **second** year of their 2 year term (2012-2014):

- Cyrus Sy
- Poh Tan

The following Directors are nominated to **begin a new 2-year term** (2013-2015):

- Kamy Zargarpour
- Rob Kaufman
- Jayne Blemings
- Louise Costello
- Kostya Polyakov
- Catharine Schiller

PARENT SUPPORT SERVICES SOCIETY OF BC

Minutes of

ANNUAL GENERAL MEETING

October 26th, 2012

Held at Best Western Kingsway, Burnaby, BC

Board Members in Attendance: Kamy Zargarpour, Rob Kaufman, Cyrus Sy, Pam Warner, and Poh Tan.

Board Member Regrets: Jayne Blemings and Kostya Polyakov.

Other Members in Attendance: Carol Ross, Bella Cenezero, Sandi Halvorson, Viktor Panfilenok, Jessica Turner, Carol McFarland, Christina Campbell, Deborah Thomas, Jane Stark, Sarah Sterling, Shirley Ryan.

1. **Call to Order:** The meeting was called to order at 6:17 pm by Cyrus Sy, President of the Board.
2. **Adoption of Minutes** from 2011 Annual General Meeting held on Nov 9th, 2010: **MOTION:** Kamy Zargarpour moved to adopt the minutes of last year's AGM; seconded by Pam Warner and passed unanimously.
3. President's Report: The key points of the report were reviewed including:
 - Introduction of GRG Grand Parents Raising Grandchildren support line greatly increased our visibility and marked the culmination of a long effort despite difficult financial times..
 - Year ahead will focus on building our programs, strengthening our partnerships and executing our strategic plans.
 - The excellent work of the Executive Director over the last year in both day to day operations and in cultivating relationships in the community. A thank you to all staff for their many contributions throughout the year
 - There were a number of changes to the Board over the year notably the loss of long term board member Glenn Schmidt and Malcolm Read. We were fortunate to add Poh Tan and Kostya Polyakov who bring their experience and enthusiasm to the board.
 - Strategic plan key priorities for the next 3-5 years are:
 - Develop a predictable, diversified funding stream.
 - Become a leading resource for GRG in BC.
 - Formalize a peer based parenting model.
 - Create a dedicated advocacy program.
4. Treasurer's Report and Approval of Financial Statements: Treasurer Rob Kaufman reported that

finances including the funding reserves for the PSS place us in a good position for the next couple of years and are stable and well managed.

Total revenues were \$525,693 as compared to \$552,226 in 2011 leaving us with an excess of \$4,467 versus \$38,532 of 2011. The primary funding sources for PSS remain the MCFD, United Way and Gaming grants.

The society received a clean audit report from our auditor at Wolrige Mahon – Chartered Accountants for the PSS's Financial Statements for the 2011-2012 fiscal year.

MOTION: Rob Kaufman moved to approve the Financial Statements for the 2011-2012 fiscal year. This was seconded by Kamy Zargarpour and passed unanimously.

5. Appointment of Auditor: Rob Kaufman recommended we continue to use Wolrige Mahon as they have experience with Not for Profits organizations.

MOTION: Rob Kaufman moved to appoint Wolrige Mahon as auditors for the 2012/2013 fiscal year. This was seconded by Kamy Zargarpour and passed unanimously.

6. Executive Director's Report:

- Executive Director Carol Ross reported it was a huge year for PSS with the GRG go live and having Victoria approach us with new funding. Great PR that will form the basis for future growth.
- Hosted 5 GRG picnics across the province, launched our new web and 3 provincial newsletters with 22 grandparent newsletters together with new Facebook and blog entries.
- Held 7 volunteer facilitator training sessions, 33 support circles in 5 languages facilitated by 65 volunteers.
- Over 11,000 volunteer hours were recorded.
- We ran out of our GRG legal guides and worked to get funding for a reprint.
- Developed new workshops on effective, ethical discipline.
- Recognition of our key funders MCFD Ministry for Children and Family Development. BC Gaming Policy Branch and United Ways of Fraser Valley, Lower Mainland and Northern BC that allow us to provide our programs to families across B.C.
- Moved our Victoria office together with clean up and organization of all files.

7. Program Reports

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

- 3 new circles and partnerships were started.
- Conducted 3 workshops and 4 training sessions.
- Appreciate the many community agencies and partners that help us with our mission.
- Saw increased funding and volunteer numbers and practicum students placed in the program.

Central Vancouver Island: Sandi Halvorson

- GRG groups in all four communities continue to grow.
- 6 volunteer facilitators were trained.
- Held the 6th annual GRG picnic in Port Alberni and the 2nd one for Duncan.
- Next year plans include: volunteer retention, program promotion and GRG family events.

Victoria: Trisha Chestnutt and Annie Lavack

- Moved to new offices during this past year together with culling and organizing of files.
- Facilitator training for 6 participants.
- 2 overnight trips for GRG together with the picnic.
- 2 presentations on GRG to UVic students.
- Implemented a four part program with the City of Victoria.
- United Way Victoria funded a series of self advocacy training workshops for GRG.

Prince George: Jessica Turner

- Facilitator training for 11.
- STEP classes ran for 8 weeks.
- 6 circles running and looking at establishing 2 more for next year.
- Promotion of PSS to many hundreds in 4 fairs.
- Continue to produce the "Village" - a newsletter that provides lists of all resources in the north that relate to parenting.
- GRG speaker series included 3 speakers with average of 10 participants for each session.
- Resurgence of parenting classes.

GRG Grand Parents Raising Children- support line: Christina Campbell and Roxana Aune-Jacobsen

- *Official launch on Jan 31 by MCDF minister Mary McNeil.*
- *38 new cases in February and 45 in March.*
- *Orientation and training together with tools to gather and report on data captured.*
- *Research of relevant legislation and policies.*
- *Development of promotional material.*

8. **Nomination Committee Report and Election of Directors:** The following members are continuing the second year of their 2-year term (2011-2013): Rob Kaufman, Pam Warner, Jayne Blemings and Kamy Zargarpour.

MOTION: that the following current members are nominated to begin a new 2-year term (2012-2014): Cyrus Sy, Poh Tan and Kostya Polyakov.

Kamy Zargarpour moved to accept the nominations. This was seconded by Rob Kaufman and passed unanimously.

9. **Adjournment**

MOTION: Cyrus Sy, moved to adjourn the meeting at 6:33 PM. This was seconded by Pam Warner and passed unanimously.

2012 – 2013 Board of Directors and Staff

Board of Directors:

Cyrus Sy	Poh Tan	Malcolm Read
Kamy Zargarpour	Louise Costello	Catharine Schiller
Kostya Polyakov	Jayne Blemings	Pam Warner
Rob Kaufman	Joan L. Brett	Cheryl Dawson

Staff:

Carol Ross	Executive Director
Grace Chen	Financial Administrator
Viktor Panfilenok	Office Administrator
Bella Cenezero	Program Director; Lower Mainland, Fraser Valley and Interior
Trisha Chestnutt	Program Coordinator, Victoria
Annie Lavack	Program Coordinator, Victoria
Jessica Turner	Program Coordinator, Prince George
Sandi Halvorson	Program Coordinator, Central Vancouver Island
Roxana Aune-Jacobsen	GRG Support Line Advocate
Christina Campbell	GRG Support Line Advocate
Dennis Nkojo	GRG Support Line Advocate
Jennifer Miller	Summer Student, Burnaby
Sarah Allan	GRG Program Coordinator, Lower Mainland
Jessie Sutherland	Legal Seminars Coordinator
Maral Lotfian	Communications / Executive Assistant

Parent Support Services Society of BC President's Report

The past year has been another year marked by steady growth and change at PSS. While our mission continues to be to serve and support all those in a parenting role, the Grandparents Raising Grandchildren (GRG) Support Line and related projects and resources, continue to be one of our most prominent and important programs, especially when you look at the increasing case-load and impact on those it serves. The Support line has become a de-facto resource in the province for kinship caregivers looking for support, resource materials and advocacy services.

We will continue to strengthen programs like the GRG line, which are core to our strategic goals over the next few years. We also know that external communication and engagement with the community will be key to ensuring our programs have maximum reach throughout the communities across BC we serve. Efforts to improve our social media presence including the blog and Facebook are starting to show results.

People

With growth comes change, and there have been new faces with amazing skill and talents joining the PSS team. From co-op students to new executive assistance and communications staff, the new faces have injected a renewed sense of optimism and energy into the organization. The new additions to the team have also brought along with them a willingness to try new ideas to help the organization better engage with the community at large.

It goes without saying that our staff, volunteers and partners continue to be the foundation of PSS, and I have nothing but gratitude and appreciation for each and every one of you. And of course, special thanks go to our tireless Executive Director, Carol Ross who never ceases to amaze us all with her seemingly boundless capacity to juggle so many responsibilities.

The Board

Our board also welcomed several new faces over the past year, including Louise Costello, Catherine Schiller and Cheryl Dawson. All three have brought tremendous energy, insight and perspective to our board team.

In order to maintain a high-level of board engagement we do much work through sub-committees such as Marketing and Promotions, Finance, Fundraising and PSS Peer Support Model. Each committee is led by a board member, and some committees, such as fundraising, include staff and other volunteers.

The sub-committees allow us to maintain a steady focus on our strategic 3-5 year goals, and allow us to adapt to changing circumstances and pursue new initiatives. I am especially

encouraged by the fact that our fundraising committee has gotten off the ground, and a small working group has also been started to focus on formalization and promotion of PSS's unique peer-based support model.

It was unfortunate that one of our newest board members, Cheryl Dawson recently stepped down to pursue an exciting career opportunity. However, in her short time on the board, Cheryl did an exceptional job as chair of the Fundraising Committee. We also had to say goodbye to one of our longtime board members, Pam Warner. Pam has been a steady contributor to the board and provided much support and advice especially in the areas of HR and legal issues. I thank both Pam and Cheryl immensely for their contributions and wish them both all the best.

Strategic Plan Update

We continue to stay the course on our 3-5 year strategic plan. The key strategic goals remain unchanged.

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

As always, we continue to review and adjust priorities as necessary on an annual basis. During the 2013-2014 year, the board will be focused on increasing unrestricted funding, improving our fiscal reporting mechanisms, completing a marketing campaign focused on promoting the peer-based support model, pursuing greater collaboration with other non-profits like PSS, and finally, focusing on long-term planning for the organization including succession planning.

In Closing

As the year comes to a close, there is much to be excited about in 2014. 2014 will prove to be hallmark year for PSS as it will be our 40th year anniversary! The entire PSS membership including staff, board and volunteers have much to be proud about. Our 40th anniversary hopefully will be a reminder of how far we have progressed as an organization and what has been accomplished. It will be a year of celebration and reflection as we mark four decades of upholding a mission to protect the safety and well being of children.

I hope you will be as excited as I am about the upcoming year, and encourage all members to participate in our anniversary celebrations!

Cyrus Sy

President, Board of Directors

PARENT SUPPORT SERVICES SOCIETY ANNUAL GENERAL MEETING October 17, 2013

Executive Director's Report

For the fiscal year April 1 2012 to March 31, 2013

Respectfully submitted by Carol Ross

OVERVIEW OF THE YEAR

This fiscal year was a time of growth, change and innovation. As always we relied heavily on the skills, kindness and support of our many volunteers. Their commitment benefited families and service providers in unique and valuable ways all across the province. It is impossible to capture the full impact on families of all the large and small details of the work done by everyone involved with our Society. We may be small; together we definitely are mighty.

There are numbers, of course, and definitely success stories to share and observe, but capturing the whole amazing picture is impossible. Sometimes we don't learn outcomes for months or years and then may receive a thank you note or an update call, or even see a policy change. Sometimes we can only trust in the seeds that have been planted without ever knowing how or if they will grow. It is a privilege for me to be immersed in all that is "PSS" and to be walking side by side with the skilled, dedicated paid and unpaid workers, community partners, funders and supporters who make it all possible.

We worked hard this past year to increase our visibility and outreach; to respond to the identified needs of parents and grandparents; and to play a collaborative role with colleagues working for the safety, rights and wellbeing of children and all family members across BC. We also experimented with social media tools, video applications, and new workshops for use in community. We had success in securing additional funding that allowed us to expand our work for and with kinship care providers – Grandparents Raising Grandchildren. We also found new partners and allies and deepened key relationships with staff within MCFD and the Office of the Representative for Children and Youth.

It was a very good year.

PROGRAM and ACTIVITY HIGHLIGHTS

You will see from the staff reports that each region differs significantly and this depends greatly on location, staff hours, population, travel time and distance, community resources and level of volunteerism.

Here are a few highlights from the provincial office:

- Much higher media visibility including CBC radio; opinion piece printed in Vancouver Sun for Family Day; press releases in community papers; interviews by journalists; and article in the Vancouver Foundation's publication
- Ongoing development and improvement of data collection tools; website; and Facebook
- Expanded office space in Burnaby
- Began process of updating Grandparents Raising Grandchildren: A Legal Guide

- Whole Brain Child Workshop series thanks to presenter Max Innes and the launch of our own workshops on effective discipline
- Consultations with MCFD policy staff regarding the Extended Family Program
- Hosted GRG family picnics in 5 regions and continued our wonderful partnership with the Galiano Conservancy Association, for family “respite” trips to the Island
- Held 7 Initial Volunteer Facilitator Training sessions (Vancouver, Victoria and Prince George) and trained a total of 53 participants.
- Produced and distributed 3 provincial newsletters; 22 Grandparent newsletters on Vancouver Island and monthly editions of The Village (Parenting Resource and Service Directory) for the Prince George region.
- Initiated and assessed a new Communications/Executive Assistant position
- High involvement in interagency planning and collaboration.

NEW FUNDING AND PROJECTS

- Much appreciated increase in Gaming funds will continue to help support the growing GRG work as well as the high workload in the Lower Mainland
- Two Federal Grants: Summer Student Program and New Horizons commitment for our GRG film project
- MCFD funds to assist with update of the GRG Legal Guide
- Law Foundation of BC project funds to create and deliver GRG Legal Seminars
- Project funding from the Vancouver Foundation to initiate a GRG Coordination position for the Lower Mainland
- Project funds confirmed by UW Central Island Nanaimo

RECOGNITION AND APPRECIATION

I would like to recognize the continued support of the Ministry for Children and Family Development (MCFD), the BC Gaming Policy Branch and the United Ways of the Lower Mainland, and Northern BC for funding our core programs. We stretch every penny to be able to train and support our volunteer facilitators, deliver our accessible Parent and Grandparent Support Circle Program and provide parenting education and resources for families across BC. That funding, along with additional project funds, and the kind donations of our supporters, allows us to continue to deliver strong, inclusive, accessible programs and services for anyone and everyone in a parenting role in BC.

When I tell colleagues or the media that our core staff numbers last year were equivalent to 7.5 full time positions for the entire province, they look at me in disbelief. We are so very fortunate to be able to attract highly skilled, experienced workers who are dedicated to the goals and values of PSS. They definitely are not here because of the wages; rather they are here because of the hopefulness of the work and the opportunity to have a positive impact on the lives of children and families and on social change. Again, it is impossible to find adequate words to express my respect and appreciation for each and every staff member of PSS.

Much recognition and appreciation also goes to our many volunteers and for the thousands of hours they again contributed this fiscal year. They facilitate our circles; provide governance, legal advice, staff development, and professional consultation; they share their wisdom, design skills and resources; they create data management tools and carry our research; they provide child care and their parenting expertise. Our many community partners host our circles, often offering free meeting space, child care and snacks as well as extensive promotion of our services. Our volunteers provide the strong foundation on which to stand to deliver all of our services.

CONCLUSION

Last year I talked about the ongoing impact on children and families who struggle every day to survive living at or below the poverty line. We see or hear from these families every day. Last year was the United Nation's Year for the Eradication of Poverty. As a world and nation, we have yet to reach that goal and that means the effort must rise, and the awareness grow until all can see that change is both possible and imperative. The responsibility for ending poverty and all forms of inequality lies with each of us.

We know that parents do their best when they have enough of all the essentials – food; shelter; health care; a living wage; accessible, inclusive resources; access to justice and education; and fundamental respect and understanding for the realities and inequities they may be facing. At Parent Support Services we are committed to continuing our work in supporting children and families across BC until that work is no longer necessary.

2014 will be our 40th anniversary. Together we can and must make a difference. One of our current key priorities is to see improved supports for kinship care providers. That change would be an excellent anniversary present. If it could be coupled with a province wide commitment to an affordable child care plan and a significant shift from the harsh realities facing too many Aboriginal families, it would be the most excellent gift ever. Please join us in 2014 to build on the successes of the past and to do what is right for the future of all children in the province.

Parent Support Services Society of BC Annual Program Reports for the fiscal year 2012-2013

Central Vancouver Island

Submitted by: Sandi Halvorson, Program Coordinator

Over the past several years the main focus of my work seems to be the support of grandparents who are raising their grandchildren. Those groups in 4 central island communities (Port Alberni, Parksville, Nanaimo and Duncan) continued to grow.

In April 2012 volunteers from the Central Island met in Parksville for a day of learning, sharing and appreciation.

During the summer of 2012 the 7th annual GRG picnic was held at Sproat Lake Provincial Park in Port Alberni, as was the first annual GRG picnic at Transfer Beach in Ladysmith. We enjoyed two trips to Galiano Island, an overnight Nature camp for GRG families in July and a day trip for GRG families in August. The feedback about the trips continues to be overwhelmingly positive and we plan to find ways to continue our partnership with the Galiano Conservancy Association in the years ahead.

I was pleased to plan and co-facilitate an Initial Facilitator training weekend in Victoria August 2012 with Bella Cenezero from the Burnaby office as it allowed us to learn from each other.

In early December 2012 the Nanaimo GRG group met for a potluck dinner and the turnout was excellent. 29 GRG family members attended and 4 volunteers assisted. In early January 2013 the facilitators from the GRG Duncan Circle coordinated with the local bowling alley and Boston Pizza to offer an afternoon activity for 15 members of GRG families.

The only Parent Support Circle in my region is in Parksville which I also volunteer to co-facilitate. The group has struggled with low attendance and the referrals are low. The parents that do attend this circle say that they value the group. The referrals that once came our way from the Ministry of Children and Family Development, Public health and local schools have long dried up, in favour of the Triple P program. We continue to promote the PSC program as one that compliments the parent education programs.

As the 2012-2013 year drew to a close I was planning another regional workshop for facilitators in Parksville which took place on April 24th.

Plans for the coming 2013-2014 year continue to include; volunteer retention, program promotion and coordinating summer events for GRG families.

Prince George
Submitted by Jessica Turner, Program Coordinator

Completed Training

- Initial Facilitator Training completed by Jessica – March 26th and 27th with 7 facilitators trained.
- STEP (Systematic Training for Effective Parenting) classes ran for 8 weeks in October and November 2012.
- Parenting Classes and workshops completed this fiscal year: Financial literacy, Active Parenting 1234, Active Parenting Now, Systemic Training for Effective Parenting and guest presenters from the HIV Society and Aboriginal Elders.
- Kikino Aboriginal parent support circle facilitated Nobody's Perfect classes twice throughout the year. Kikino Aboriginal parent support circle facilitated Active Parenting 1234 and Active Parenting Now with an average of 6 parents attending.
- PSS coordinator facilitated Active Parenting NOW classes at the Prince George Public Library with 7 parents attending.
- Completed 1 mini training for the parent support circle facilitators of Mothers of Many Strengths Parent Support Circle

Promotion 2012/2013

- Aboriginal Health Fair (200+ attendees)
- Health Fair at the College of New Caledonia (200+ attendees)
- Welcome Wagon Baby event (100+ attendees)
- Grandparents Raising Grandchildren awareness at Seniors Days.
- Attended International Fetal Alcohol Awareness Day at FRC (Family Resource Centre)
- Father's Day event at the YMCA

Parent Support Circles/Grandparent Raising Grandchildren Circles (2012/2013 and continuing into 2014).

- Average of 8 circles running this year: Northern Family Health Society PSC; Kikino GRGC and Kikino Aboriginal PSC; Quesnel Mother's For Recovery PSC; Mothers of Many Strengths PSC.
- New partnership with Hadih House community house (under the umbrella of Carney Hill Centre) created 5 new parent support circles and 1 new grandparents raising grandchildren circle.

Partnerships 2012/13 and ongoing

- Northern Health, Kikino Metis Child and Family Services, University Northern British Columbia, Prince George Public Library, Success by 6, School District 57, and Carney Hill Neighborhood Centre.
- Perinatal liaison committee, Parenting subcommittee, Success by 6 council of partners committee, School District 57 screening committee for high risk families

Upcoming Training and Events (2013/2014)

- Plans for Initial Facilitator Training in March 2014 with Jessica and Dahne

- STEP (Systematic Training for Effective Parenting) classes will commence this Fall 2013
- Active Parenting Classes
- Legal Seminar

Victoria

Trisha Chestnutt & Annie Lavack Program Coordinators

Circles

- GRGSC and PSC running in the Gordon Head and James Bay locations ceased effective May, 2012.
- The Mandarin PSC and GRGSC agreement was finalized with VIRCS in May 2012 and began on June 1. The pilot Circle completed at the end of July 2012 and was very successful with an average of 15 participants attending weekly. 35 parents and children attended the final celebration. Discussion for continuing this Circle is in progress as well as one for Japanese parents.

New Circles/Programs

- Space confirmed for PSC and GRGSC with VIRCS (mid-June) and Sand's Funeral Home (Board room).
- PSC and GRGSC running effective October 2012 Wednesdays at the main office. Drop-in service Monday's effective June 2012.

Volunteers

- Volunteer Recognition luncheon was held on May 9, 2012.
- Facilitator Training completed (August 17-19, 2012) Staff at Victoria PSS attended and completed the training. One volunteer from Victoria and 2 from North Island completed training.
- PSS Victoria retains 2 volunteers who are committed to admin. assistance and promotion; two provide consults and occasional office cover off and one provides consultation and supports our ED when she works with the Victoria office.
- Facilitator available in Sooke for PSC and/or GRGSC, pending second facilitator.
- Avenues used for the recruitment of volunteers included: partner agencies, churches, MLA offices, colleges and universities, media releases, Federation members, daycares, Ministry offices, libraries and Teachers Union.

Grandparents Raising Grandchildren

- A luncheon to celebrate the GRG Support Line was held on June 26, 2012. The event was well-attended by grandparents, staff from MCFD and the BC Representative for Children and Youth and PSS Executive Director.
- A 2-day, 1-night field trip to Galiano Island for GRG families, took place July 18-19, 2012. One Staff member from mid-Island and one staff member from Victoria planned

and attended the event. A second 1-day trip to Galiano for Victoria families took place mid-August.

- The Annual GRG Picnic took place August 25 at Playfair Park. There were 3 new GRG's in attendance who have been added to our distribution list. There were 22 GRG family members who attended.
- PSSBC Victoria put together a Christmas hamper for a large GRG family thanks to donations received.

Public Relations/Community Partners

- VIRCS partnership: Meeting at the beginning of the New Year re: Mandarin circle as well as possibilities for a Japanese circle.
- The Executive Director of BC Families in Transition eager to renew ties with PSS.
- New partnership created with Sands Funeral Home re: space for workshops and volunteering).
- Volunteer Day display at Camosun College September 2012.

Training/Workshops

- Coordinator, Trisha Chestnutt, completed the Volunteer Management course with Volunteer Victoria.
- Mid-island and Victoria PSS worked together for the financial workshop for GRG families.
- Staff attended multiple workshops including Legal Services Society of BC; Seeds of Resilience via Boys and Girls Club; Social Media training

GRG Support Line Christina Campbell and Dennis Nkojo

The Grandparents Raising Grandchildren Support Line completed its first full year of operation in February 2013. The support line office shifted to a new and much improved space across the hall from the head office in July 2012. Advocate, Roxanna Aune-Jacobsen left her position in October of 2012 and PSS welcomed Dennis Nkojo to the advocacy team.

Between April 1st 2012 and March 31st 2013, the GRG Support Line received a total of 167 calls; 153 from kinship caregiver, the majority living within the Coast Fraser region.

In addition to handling new and complex ongoing case work, key focus areas included improving our data collection tool to accurately capture and record the critical statistical information gathered through our calls with kinship families; planning and preparing for the upcoming GRG Legal Seminars as well as contributing to the revision work of the new GRG Legal Guide.

Our work benefitted greatly from our collaboration with staff from the Office of the Representative for Children and Youth and from our regular consultations with policy analysts, directors and other staff within MCFD. Our weekly consults with our MCFD liaison staff were particularly productive and beneficial, not only to us, but directly for the families involved.

Systemic advocacy focused on drafting a PSS position statement on the return of kinship care benefits and meeting with our Member of Parliament on the impact of the Canada Pension Plan disability and children's benefit on grandparent-lead families. The excellent working relationship developed with key MCFD staff allowed for creative problem solving and the capacity to influence general policy and practice in a practical and progressive manner

Dennis and Christina attended the November 2012 Provincial Training Conference of Legal Advocates.

Vancouver, Fraser and Interior Regions

Bella S. Cenezero, Program Director

PARENT/GRANDPARENT SUPPORT CIRCLES

New Circles: Chilliwack GRG; Guildford Multicultural; Little Mountain Spanish; Richmond Grandparents; Sexsmith Circle; and Vancouver East Filipino.

Number of Circles: Twenty four Circles were offered in these regions in five languages: Filipino, Cantonese, Mandarin, Spanish and English.

- **Vancouver/Coastal Region (13):** Gibsons-English; Kiwassa Spanish; Killarney; Little Mountain-Spanish; Mt Pleasant-English; Richmond Day-English; Richmond Grandparents; Thunderbird Mandarin; Sexsmith; Vancouver Cantonese; Vancouver Collingwood-Filipino Vancouver East-Filipino; and Vancouver GRG.
- **Fraser Region (11):** Abbotsford GRG; Burnaby Cantonese; Burnaby Evening-English; Burnaby Mandarin; Chilliwack GRG; Coquitlam-English; Delta GRG; Guildford Multicultural; Ladner with behavioural challenges; Langley GRG; and Surrey Filipino.

Steering Committees: The Chinese and Filipino Steering Committees provide ongoing support to Filipino, Mandarin and Cantonese Circles in Burnaby, Surrey and Vancouver.

COMMUNITY COLLABORATION AND PARTNERSHIPS

Community Partnerships: Arts Club Theatre; Baobab Empowerment Inclusive Society; Burnaby Public Library; Burnaby Association for Community Inclusion; Cameray Child and Family Services; Collingwood Neighbourhood House; El Shaddai-Vancouver; Family Services of Greater Vancouver; Evergreen Community Health Centre; FIRST Society; Gordon Neighbourhood House; Killarney PARK MB Church; Kiwassa Neighbourhood House; Little Mountain Neighbourhood House; Maple Ridge Family Education and Support Centre; Minoru

Seniors Centre Society; Mountain View Elementary School; Mt Pleasant Family Centre; Mt. Pleasant Neighbourhood House; Pacific Community Resources Society; Reach Child and Youth Development Society; Sexsmith Elementary School; SHARE Family and Community Services; Simon Fraser University; South Arm Community Centre; South Vancouver Neighbourhood House; SUCCESS; Sunshine Coast Community Services; Surrey School District – SWIS Program; Thunderbird Community Centre; Vancouver Coastal Health-Changeways Program; Vancouver Community College; and Vancouver School Board – SWIS Program.

VOLUNTEER TRAINING in VANCOUVER

- Initial Facilitator Training; Bella Cenezero and Maya Remigio, May 11-12 & 25-26, 2012; 11 participants.
- Initial Facilitator Training; Bella Cenezero and Chuck Anderson, October 5-6 & 19-20, 2012; 9 participants.
- Initial Facilitator Training; Bella Cenezero and Sarah Allan, February 22 – 23 & March 8-9, 2013; 14 participants.
- Regional Facilitators Workshop and Volunteer Recognition November 3, 2012 - 29 participants. Thirty six volunteer facilitators were given recognition the longest having donated her time for 15 years to Parent Support Circle program.

COMMUNITY WORKSHOPS/EVENTS

- *Changeways Program* for Filipino parents held on April 22 – August 12, 2012 in partnership with Vancouver Coastal Health and El Shaddai. 9 participants
- *Whole Brain Child Workshop* - 8 workshop series on October 2 – November 27, 2012 facilitated by Max Innes (Family Therapist & Parenting Educator); 8 participants.
- Saturdays Filipino Parenting Workshop Series October 13 - November 17, 2012 with the following topics: *Raising Our Children: The Role of Discipline; Understanding Stages of Child Development; Listening and Talking to Your Children; Managing Stress and Anger; & Self Advocacy and Accessing Resources*; 60 participants.
- *Blissful Parenting Workshop* February 20, 2013 Coquitlam in partnership with SHARE Family & Community Services, Chuck Anderson and Mountain View Elementary School; 41 parents and 15 children.
- Three workshops on *Raising Our Children: The Role of Discipline* at SUCCESS-Parent Ambassador Program (10 volunteers); Immigrant Services Society- Volunteer Facilitator Training (21 volunteers); and at FIRST Society (15 participants).
- Delivered workshop on *Stereotypes & Parenting: Filipino Values and Parenting Practices at the Conference “Increasing the Visibility of Filipino Families: An In-depth Look at Values, Culture and Roles in Canadian Society.”* Approximately 50 service

providers attended the workshop from various government and non-profit organizations from Victoria, Lower Mainland & Fraser Valley.

- *Frog or Prince? The Smart Girl's Guide to Boyfriends* Workshop with Kaycee Jane, April 26th (60 participants).
- *Family Law Workshop* in June 2013 in partnership with Cameray Child and Family Services (10 participants).
- *How To Manage Your Stress and Your Children's Stress Workshop* June 2013 in partnership with Family Services of Greater Vancouver (23 participants and 10 children).

PRESENTATIONS/PROMOTIONS

- Two presentations at Little Mountain Neighbourhood House ELSA classes & Vancouver School Board-SWIS Program Parent Leadership Training (total 46 participants)
- Little Mountain Spanish Circle Open House (9 service providers and parents).
- Community exhibition at the *Annual Conference on Children the Heart of the Matter* February 2013, Surrey (510 participants from BC & Yukon).
- Chinese Radio & Television helped promote the Chinese Circles & our volunteer recruitment. The 4-minute Circle facilitator TV interview was shown February 16th.
- Philippine Canadian Inquirer published an article about PSS May 2012.
- Chinese Radio 96.1FM promoted the Chinese Circles and volunteer recruitment. The one hour live interview of our Chinese Steering Committee and Circle facilitator was aired March 13th and received 4 phone calls and four referrals to the Circles.

STAFF DEVELOPMENT

- Completed On-line Program Evaluation Workshop.

INTER-AGENCY COMMITTEES

- Member of Frog Hollow Community Connections Advisory; Tri-Cities Middle Childhood Matters; Metrotown Inter-Agency Committee.

PROGRAM EVALUATION OF PARENT & GRG SUPPORT CIRCLES

"The circle provided insight into parenting skill that has helped me to become a better parent."

"Coming to this circle help to relax a little bit which is very important to me in order to recharge myself."

"It has helped me to feel connected to the Latin community and has given me new skills to help with my parenting."

"The support circle is a place where you can share your problems with Filipinos and feel completely safe."

“Help me understand why, when or how a Social Worker could get involved; Help me learn about my rights and responsibilities as a GRG; Inform me about MCFD services that could help me with parenting; Help me navigate and understand the legal/court process; Other - Help navigate with RCMP/police.”

VOLUNTEER’S SUCCESS STORIES

Several of our volunteers have been hired for various positions such as: Settlement Worker, Counselor, Facilitator, Early Childhood Educator, Therapist and Office Administrator. While others got married, had new babies and went back to school to take up master’s program.

I want to express my deepest appreciation to Myrna Siegenberg, our committed and amazing volunteer facilitator of 15 years who decided it was time to retire and have more time to enjoy the company of her loving husband and her daughter’s family. We will miss you, Myrna!

Lower Mainland/Fraser Valley GRG Program Tory Scholz, GRG Program Coordinator

The GRG Coordination Program in the Lower Mainland was established in July 2012 with funding from the Vancouver Foundation and additional funding support through our Gaming contract. Sarah Allan, our first Coordinator of the program, worked out of the Burnaby office to begin the community development task identifying and responding to the needs of kinship care families across the region. The goal was to increase access to GRG families to support, information, education, resources and recreation. This program worked directly with the GRG Support Line staff in designing and updating resource material, developing data collection tools and developing opportunities for family and community learning. It also involved developing new community partnerships and recruiting/training volunteer facilitators for the Support Circles.

New Circles

- Abbotsford GRG Circle in partnership with Abbotsford Community Services

Current Ongoing Circles

- Abbotsford, Langley, Delta, and Vancouver
“Thank-you for the wonderful care of our grandson while we attend the meetings. We have learned a lot and our facilitator has been professional and informative.”

Partnerships

Abbotsford Community Services; North Shore Neighbourhood House; Mount Pleasant Neighbourhood House; Little Mountain Neighbourhood House; Chilliwack Community Services; Deltassist Family and Community Services; Burnaby Public Library; Canadian Centre for Elder Law – Older Women’s Dialogue

Volunteers

- Currently 7 GRG Volunteer Facilitators

Events

- Successful 2012 GRG 4th Annual Picnic at Queen's Park in New Westminster approximately 50 grandparents and grandchildren plus many volunteers
- Presentation series on Financial Survival for GRG families
- Several GRG Support Circles hosted small events and speakers
- Celebration of Grandparents Day in September through social and other media

Systemic Advocacy

- Submission on domestic violence in BC
- Participating in the Older Women's Dialogue Project Advisory Committee
- Successful GRG consultation as part of the Older Women's Dialogue project

New Projects

- Created a New Family Law Handout and Kinship Care factsheet
- Developed social media guidelines for PSS
- Provided back up for the GRG Support Line
- Drafted "Self Advocacy Booklet"
- Learning co-facilitation of PSS Volunteer Facilitator Training

Priorities for 2013-2014

- Expanding the number of Circles in the Region
- Establishing a GRG Steering Committee and coordinating regular meetings to support Circles
- Developing new partnerships and recruiting volunteers for North Shore, Burnaby, New Westminster, and Tri-Cities GRG Support Circles
- Building on our educational and recreational activities for GRG families

We extend our gratitude to all our volunteers in British Columbia who contributed to our programs in 2012 - 2013

Office Administration

Dan	Breou	Olga	Hrabovik
Michelle	Hourie	Tsighereda	Alemayo

Parent and Grandparent Support Group Facilitators

Adelia	Alec	Gloria	Tam	Maria	Dapat
Aleya	Ladha	Haixia	Liu	Maria	Chiappara
Alison	Brotherton	Hazel	Edurese	Maria	Morales
Allan	McLeod	Hernanny	Trujilo	Helena	Naylor
Alma	Saplala	Irene	Ling	Marie	Vargas
Amana	Fe	Jane	Stark	Marisol	Nacho
Ann	Richards	Jeff	Dircks	May	Cheng
Annie	Lavack	Jenna	Girard	Melanie	Vigeant
Aurora	Bach-Napoles	Joanne	Tazelaar	Mia	Parizgar
Barbara	Steeves	Joy	Jhocson	Molly	Mo
Bev	Gruhn	Juanita	Currie	Myrna	Siegenberg
Blessing	Ude	Julie	Folland	Nina	Pichler
Carol	Kersbergen	Kalbir	Chahal	Rajeeta	Samala
Carrie	Wright-Donaldson	Karen	Came	Rio	Bates
Catherine	Qiao	Karen	McKeown	Robyn	Hastings
Ceoral		Karen	de Jesus	Ruth	Martens
Charlene	Vankoughnett	Kathleen	Thomlinson	Sandi	Halvorson
Cynthia	Schrunder	Kelly	Bumby	Sarah	Sterling
Dawn	Murphy	Kim	Lu	Sharon	Dinur
Dawn	Murphy	Leanna	Leon	Suma	Kinkar
Diane	Chan	Liana	Axente	Tina	Yazdanfar
Dianne	Thompson	Lisa de	Lusignan	Trisha	Chestnitt
Dina	Cherevko	Mandy	Lai	Ysabel	Lierena
Gail	Moillet	Mandy	Fok		

Childminders and Circle Volunteers

Andrea	Seto	Larilyn	Saquian	Nancy	Wong
Anna	Wu	Lorna	Hau	Norma	
Araceli		Louisa		Shamshath	Begum
Chou		Mandy	Fok	Susan	Freemantle
Diane		Maria	Auxiliadora		
Emily	Strecker	Melanie	Vigeant		

Office and Special Events

Ana Liza	Racho	Kamy	Zargarpour
Ana Marie	Caday	Karen	De Jesus
Au	Lucas	Olga	Hrabovik
Bella	Cenezero	Sharon	Denur
Blessing	Ude	Ysabel	Llerena
Jennifer	Miller	Max	Innes
Joy	Jhoscon		

Steering Committee Members

Amy	Lui	Rommel	Manikan
Esaine	Mo	Mayvelyn	Remigio
Dean	Billings	Beth	Rivera
Mary Antonette	Tecson	Ana Marie	Caday
Resochita	Arma	Judith	Ferry
Pat	Formento	Lilian	Bocol
Gina	Hortelano	Grace	Quiddaoen

Port Alberni GRG Steering Committee Members

Susan	Fox	Craig	Summers
Marilyn	Hickey	Diane	Bodnar
Kristen	Hilmoe	Rhonda	Johnson

GRG Picnic, New Westminster, August 2012

Anna (Hye Jeong)	Kwon	Gabriela	Islas	Sunny (Hyo Sun)	Choi
Anton	Panfilenok	Gloria	Tam	Taeko	Hirota
Bella	Cenezero	Jennifer	Miller	Tina (Jungwoo)	Kim
Carol	Ross	Justina	Chi	Van	Nguyen
Chloe (Mikyung)	Park	Kana	Kudo	Vicky	Pasco
Christina	Campbell	Margaret		Viktor	Panfilenok
Dahye	Kim	Miguel	Kuni	Yoshiko	Araki
Deb	Thomas	Olga	Hrabovik	Young Mi (Amy)	Lee
Emmy	Verar	Sarah	Allan		
		Sohee	Jung		

Volunteer Facilitator Trainers

Chuck Anderson Mayvelyn Remigio

GRG Legal Guide

Carol McEown Deborah Thomas
Ana Mateescu Jane Arnott
Chris Hoyer Regan Ross
Dan Breaux Valerie Ross

Support Group Locations in 2012 - 2013

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

Vancouver / Coastal Region

Richmond (1) Vancouver (11) Gibsons

Fraser Region

Burnaby (3) Coquitlam Langley Surrey (2)
Delta Ladner Abbotsford Chilliwack

Victoria Region

Gordon Head Victoria (2)

Central Vancouver Island Region

Duncan Parksville (2) Port Alberni Nanaimo

North Region

Prince George (8)

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



Galiano Conservancy Association



PROVINCIAL GOVERNMENT OF BRITISH COLUMBIA



NEW HORIZONS FOR SENIORS PROGRAM



UNITED WAY OF THE LOWER MAINLAND
UNITED WAY CENTRAL AND NORTHERN VANCOUVER ISLAND
UNITED WAY OF NORTHERN BRITISH COLUMBIA

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foundation

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INVESTMENTS
LIMITED**



Vancity

And the many other local businesses in each of our locations
who regularly donate prizes and much more