



Parent Support Services Society of BC

Annual Report

2013-2014



Parent Support Services Society of BC

40th Annual General Meeting

Saturday, October 25, 2014

5:30 PM to 6:15 PM at

Centre for Peace, Great Hall
1825 West 16th Avenue, Vancouver

Agenda

Supper will be provided at 5:00 PM

5:30

AGM Call to Order

- Adoption of Minutes of the Annual General Meeting held October 17, 2013
- 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

6:15

Adjourn AGM

6:15 Bill McFarland Award Presentation

6:45 – 8:00 Preview of Our Upcoming Film: "Grandparents Raising Grandchildren: Telling Our Stories".

Nominations Committee Report 2014

The following members are continuing the **second** year of their 2 year term (2013-2015):

- Kamy Zargarpour
- Rob Kaufman
- Louise Costello
- Catharine Schiller

The following Directors are nominated to **begin a new 2-year term** (2014-2016):

- Cyrus Sy
- Gloria Mashaollah
- Marg Dorazio-Migliore
- Warren Camp
- Jade Chan

PARENT SUPPORT SERVICES SOCIETY OF BC

Minutes of Annual General Meeting October 17th, 2013

Held at PSS office, 204 -5623 Imperial Street, Burnaby, BC

Board Members in Attendance: Kamy Zargarpour, Rob Kaufman, Cyrus Sy, Catharine Schiller, Louise Costello, Kostya Polyakov and Jayne Blemings.

Other Members in Attendance: Carol Ross, Bella Cenezero, Sandi Halvorson, Viktor Panfilenok, Tory Scholz, Christina Campbell, Annie Lavack, Jane Bouey.

1. **Call to Order:** The meeting was called to order at 5:45 pm by Cyrus Sy President of the Board.
2. **Adoption of Minutes** from 2012 Annual General Meeting held on Oct 26th, 2012: **MOTION:** Cyrus Sy moved to adopt the minutes of last year's AGM; seconded by Rob Kaufman and passed unanimously.
3. **President's Report:** The key points of the report were reviewed including:
 - Good to have all the people from out of town join us – even if it was by phone.
 - Grand Parents Raising Grandchildren GRG continues to be one of our most prominent programs and has become the go to resource in the province.
 - External communication and engagement with the community will be key to our programs maximum reach in the province.
 - Our social media presence show good results.
 - Our thanks and appreciation goes to all the Staff, volunteers and partners who are the foundation of PSS.
 - We continue with our 3-5 year strategic plan whose key goals remain:
 - Develop a predictable, diversified funding stream.
 - Become a leading resource for GRG/ kinship care providers in BC.
 - Formalize a peer based parenting model.
 - Create a dedicated advocacy program
 - The excellent work of the Executive Director over the last year in both day to day operations and in cultivating relationships in the community.
 - There were a number of changes to the Board over the year notably the loss of board members Cheryl Dawson and Pam Warner. We were fortunate to add Louise Costello and Catharine Schiller who bring their experience and enthusiasm to the board.
 - We will be focused on increasing unrestricted funding, improving our financial reporting systems, completing our marketing campaign focused on promoting the peer based support model, pursuing greater collaboration with other non profits and finally focusing on long term planning for the organization including succession planning.
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 \$640,124 as compared to \$525,693 in 2012 leaving us with an excess of \$616 versus \$4,467 of 2012. The primary funding sources for the PSS remain the MCFD, United Way and gaming grants.

The key question that should be asked is whether the money was well spent? If we look the majority of the expenses are covered by salaries and rent.

The society received a clean audit report from our auditor at Wolrige Mahon – Chartered Accountants for the PSS's Financial Statements for the 2012-2013 fiscal year.

Kamy Zargarpour moved to approve the Financial Statements for the 2012-2013 fiscal year. This was seconded by Cyrus Sy 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. Rob Kaufman moved to appoint Wolrige Mahon as auditors for the 2013/2014 fiscal year. This was seconded by by Cyrus Sy and passed unanimously.

6. **Executive Director's Report:**

- Executive Director Carol Ross reported that we increased our media visibility on the internet, radio, newspapers and articles.
- Improved our data collection tools, website and blogs.
- Expanded and renovated our Burnaby office.
- Updated our GRG legal guide.
- Hosted 5 GRG picnics across the province, 3 provincial newsletters with 22 grandparent newsletters.
- Held 7 volunteer facilitator training sessions, training a total of 53 participants.
- Initiated a new communications/ executive assistant position.
- Much appreciated the increase in Gaming funds.
- Law Foundation of BC funds for GRG legal seminars.
- Project funding from Vancouver Foundation to initiate GRG coordinator position.
- MCFD funding to assist with GRG legal guide updates.
- 2014 will be our 40th anniversary.
- Much recognition goes to our many volunteers and the thousands of hours they contribute.
- We are fortunate to attract highly skilled, experienced workers who are dedicated to the goals and values of PSS.

7. **Nomination Committee Report and Election of Directors:**

The following members are continuing the second year of their 2-year term (2012-2014): Cyrus Sy, Poh Tan.

It was moved that the following current members are nominated to begin a new 2-year term (2013-2015): Kamy Zargarpour, Rob Kaufman, Catharine Schiller, Louise Costello, Kostya Polyakov and Jayne Blemings.

Cyrus Sy moved to accept the nominations, seconded by Viktor Panfilenok and passed unanimously.

Cyrus Sy, moved to adjourn the meeting at 6:10 PM. This was seconded by Kamy Zargarpour and passed unanimously.

2013 – 2014 Board of Directors and Staff

Board of Directors

Cyrus Sy
Kamy Zargarpour
Kostya Polyakov
Rob Kaufman

Poh Tan
Louise Costello
Jayne Blemings
Catharine Schiller

Pam Warner
Cheryl Dawson
Margaret Dorazio-Migliore

Staff

Carol Ross	Executive Director
Grace Chen	Financial Administrator
Vivean Ready	Accountant
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
Christina Campbell	GRG Support Line Advocate
Dennis Nkojo	GRG Support Line Advocate
Sara Allan	GRG Program Coordinator
Tory Scholz	GRG Program Coordinator
Nicole Moulinari	Summer Student, Burnaby
Jessie Sutherland	Legal Seminars Coordinator
Maral Lotfian	Communications / Executive Assistant
Nil Alt	Communications / Executive Assistant
Jane Bouey	Executive Assistant
Jennifer Brown	40 th Anniversary Coordinator
Lily Lok	GRG Program Coordinator

Parent Support Services Society of BC

President's Report by Cyrus Sy

2014 has proven to be a memorable year as we marked the 40th Anniversary of the Parent Support Services Society of BC (PSS). Anniversaries inspire reflection and reminiscing. Many of our members and staff have been with PSS for a very long time and we appreciate that dedication and commitment. As we look back, all would be amazed at how many memories have been made and at the depth of the contribution and impact the Society has had on parents, grandparents and children, in fact all families, across the province.

Given that it was our Anniversary Year, we made a concerted effort to mark the occasion and raise the profile of PSS through our traditional events as well as some new events such as the May Breakfast Fundraiser. While it was a modest event, it was a great learning experience and we made some good community connections. We also added a day to our annual Grandparents Raising Grandchildren (GRG) trip to Galiano Nature Conservancy; increased our social media presence and broadened our outreach across the province.

The GRG Circle Program, Support Line, and related projects (e.g. GRG film) and resources, continue to be key programming for PSS. The situations that many of the grandparents face are very challenging and complicated. Our staff have played a central role in assisting Kinship families across the province.

We will continue to strengthen programs like the GRG Support line, and look for new ways to raise awareness of the issues facing children, parents and grandparents and the benefits of PSS programs and resources. External communication and engagement with the community will be key to ensuring our programs have maximum reach throughout the communities across BC.

People: It goes without saying that the staff, volunteers led by Carol our ED and the support of our funders, donors and many community partners continue to be the foundation of work of PSS. I remain deeply grateful for the time, energy and commitment everyone has put into PSS over the past 40 years and to making this 40th year, special and unique.

The Board: Our board welcomes new faces this month: Warren Camp, Gloria Mashaollah, and Jade Chan. While they are still very new, they bring with them a wealth of experiences and skills and will provide new energy and diversity to our board team.

Board members Jayne Blemings, Poh Tan and Kostya Polyakov stepped down from their long-time board positions. I thank all three immensely for their contributions and wish them all the best in their future endeavors. It's not necessarily a goodbye, since Poh will continue to volunteer her time on some specific projects, and Kostya will be available in an advisory role as an accountant.

In order to maintain a high-level of board engagement we continue to do much work through sub-committees such as Marketing and Promotions, Finance, Fundraising and our PSS Peer Support Model development. Each committee is led by a board member, and some committees, such as fundraising, include staff and other volunteers. Kamy Zargarpour represented the Board on the PSS GRG film committee.

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. This year, the Fundraising and Marketing Committees merged temporarily to become the Anniversary Committee focused on 40th Anniversary planning. Thanks to Marg Dorazio-Migliore for her excellent work on the peer support paper and to Louise Costello for her wise consults. The paper provides us with a solid educational tool and can form the basis of future marketing campaigns and promotional materials for our parenting circle programs.

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 past year we made progress with the paper on peer-based parenting model, improving fiscal reporting mechanisms, and succession planning. However, there is still much work to do to increase unrestricted funding, and to expand collaboration opportunities with other NPOs. We will continue efforts in all these areas in the coming year.

In Closing: The entire PSS membership, past and present, staff, board and volunteers have much to feel proud about. Our 40th anniversary has been a reminder of how far we have progressed as an organization and what has been accomplished. Let us celebrate and reflect today, and come back tomorrow re-energized to do another 40 years (and more) of great work in advancing our mission!

Program Reports for the Fiscal Year 2013 – 2014

Executive Director's Report, Submitted by Carol Ross

This fiscal year was exceptionally busy and that trend continues to this day. The nature of our organization and the complex needs of families across BC, easily leads us to grand efforts (and expectations) of our staff, volunteers, and indeed, of those in positions of power and influence. We work very hard because we are aware that inequities and struggles face children, parents, grandparents and other caregivers every day of the year.

Changes: There were staff and structure changes and experiments this year. We revised our Employee Manual; tested a new Communications position; lost and hired GRG Coordination staff; renovated and expanded our Burnaby office; reduced staffing hours in Victoria and closed that community based office to open our third home based office. We enjoyed MSW, BSW practicum students, annual summer student, and short term project workers. By year end we had evaluated all job descriptions and made concrete changes in our efforts to extend capacity within existing funding and time limits, including contracting out our accounting services, simplifying our payroll system, and establishing an Executive Assistant position that absorbed communications responsibilities. We added a temporary position to help us coordinate 40th anniversary celebrations for 2014. All changes have increased efficiencies. Still, the work load remains extremely high and will require continued attention in the coming year.

In December 2013 we learned of the death of Marion Gracey, my predecessor as Executive Director of PSS. Marion was the finest of champions for grandparents raising grandchildren and an inspiration to us all.

Program and Activity Highlights: Highlights include our GRG Legal Seminar project funded by The Law Foundation; updating the Grandparents Raising Grandchildren Legal Guide; working on our exciting GRG documentary film with funding from New Horizons for Seniors, work on the Child Protection Advocacy Best Practice Model and our paper on the benefits of our Peer Support Model. We continued to add to our self advocacy resources and workshops and to develop a hand book and workshop material for future use. You will find many other highlights in the regional program reports.

GRG picnics were held in several communities in the province and two trips to Galiano were organized for GRG families. These two activities provide precious respite and hard to find relaxation for the families and feedback is always excellent. I also sat on the planning committee and did a presentation at the international Early Years Conference aimed at building awareness of the realities facing kinship families.

Of course, our core Support Circle Programs continue as a primary highlight year after year. They continue because they make a concrete difference in parents' and grandparents' lives and because we have skilled staff to train our many willing and faithful volunteer facilitators.

Training our volunteer facilitators has been an essential base for our programming for 40 years. The content has evolved over time as we respond to the diversity of families and the changes in parenting pressures and needs. Our volunteers are essential for the success of the Circle Programs and in this year we had 66 active facilitators donating countless hours week after week to support parents and grandparents in 5 different languages and in 33 different Circles spread through all our regions.

Recognition and Appreciation: Collaboration is one of our fundamental values and we rely heavily on partner organizations that provide meeting space, child minding and often snacks for our participants. We also rely on the many professionals who provide consultation on our research, publications, legal questions, promotion and planning. Many groups and institutions help us promote our programs and events and other networks and coalitions join us in increasing community awareness of the needs of children, parents and kinship care providers and the hardships and inequities they face.

Of course little of our work would be possible without the contributions of our funders and donors. Yes funding is essential and I remain convinced that our organization, (along with many other not for profit community service agencies), is the best bargain money can buy. We make sure to make every dollar stretch and count. Thank you to all of our supporters.

I also want to recognize the unique collaboration we have with provincial MCFD staff especially in the areas of case consultation, policy development and social work practice relating to kinship care.

My final appreciation goes to the PSS Board of Directors and my fellow workers, my colleagues in our four offices in the province. My respect and gratitude is deep and heart felt. I cannot imagine a finer, stronger, more skillful and dedicated team. It is an honour to work with so many who care so deeply about children, families and social justice and who are committed to making programs, services, policies and practices across BC create safety, equity and belonging for all children and all families.

Conclusion: It is impossible to sum up the accomplishments of a year in a few paragraphs. What this small organization accomplishes within the limits of time and funding continues to amaze, impress and humble me...and yes, sometimes exhaust me. In early 2015 I will be leaving the position of Executive Director and will remain committed to the work of PSS long into the future. Change is afoot and that means opportunity. There is much work still to be done to protect children and to ensure equality, opportunity, fairness, and inclusion for all families, no matter their makeup or their stories. We are counting on you to be an active ally in the pursuit of solutions and happy endings.

Central Vancouver Island

Submitted by: Sandi Halvorson, Program Coordinator

Highlights: In April 2013 our Central Island volunteers met in Parksville for the second annual day of learning, sharing and appreciation.

During the summer of 2013 the 2nd annual GRG Picnic was held at Transfer Beach in Ladysmith and the 1st annual GRG picnic, at Rath Trevor beach in Parksville. The weather was perfect and the turnout of families, very encouraging.

I had the pleasure of working with the PSS staff in Victoria to coordinate and attend the two Galiano GRG Family Nature camps in August. Both were overnight camps and were well attended and appreciated by GRG families. We are so grateful for the continuing partnership with Galiano Conservancy Association and Madrona Lodge.

In September of 2013, long time grandparent co-facilitators for the GRG Circle in Port Alberni stepped down and just recently we have plans in place to reopen the group this September. I participated in a Volunteer Health and Wellness Fair, and made excellent contacts with prospective guest speakers, and recruited a much needed volunteer child minder for the Parksville Parent Support Circle.

In the fall of 2013 I was a guest speaker for the Central & Northern Vancouver Island United Way. It was a very positive experience and resulted in new direct referrals to our GRG circles.

The Parksville Parent Support Circle saw an increase in attendance due, in large part, to the support of the Society of Organized Services, who also provides meeting space to the program.

As the 2013-2014 year drew to a close I was working with researchers from Toronto to host a Financial Literacy Workshop for GRG for April 2014 and coordinating a GRG Legal seminar in Nanaimo.

Plans for the coming 2014-2015 year include: volunteer retention, program promotion, increasing educational opportunities for parents and grandparents and coordinating summer events for GRG families.

Prince George Region

Submitted by: Jessica Turner, Program Coordinator

Funding: Secured another United Way Grant for \$2500 and a kind donation of \$2500 from the Bank of Montreal.

Training and Workshops: Small Initial Facilitator Training completed by Jessica - 3 facilitators trained.

Parenting Classes and workshops delivered at the circles: Financial literacy, Active Parenting Now, Aboriginal Business Development, Prevention of Violence Against Women by John Howard Society, Canadian Diabetes Association, Gitksan Cultural Group, PG Nechako Aboriginal Employment & Training Association (work/life skills), Pain Management, Metis culture, Baldy Hughes Addiction Services Recovery From Addiction, and the Grandparents Rights Association did a presentation on grandparents rights.

Promotion 2013/2014: GRG presentation and promotion at Seniors' days (connected with approx.100 seniors)

Aboriginal Health Fair (200+ attendees)

Volunteer Health and Home Expo

Back to School Promotional event at the Pine Centre Mall

Parent Support / Grandparent Raising Grandchildren Circles: (2013/2014 and continuing into 2015).

- Average of 8 circles running this year
- Hadih House community house (under the umbrella of Carney Hill Centre) provided space for 5 parent support circles and 1 grandparents raising grandchildren circle.
- Summer BBQ at Hadih House for parents and grandparents
- Halloween party at Hadih House for parents and grandparents
- Kikino Metis Child and Family Services provided space for 1 parent support circle and 1 grandparents raising grandchildren circle
- Christmas dinners at Hadih House and Kikino for parents and grandparents. Generous donation from REAPS (recycle, reuse company donated 62 Xmas toys/stockings for the children of the parents/GRG who attend the circles)

Partnerships 2013/14 and ongoing: Northern Health, Kikino Metis Child and Family Services, Prince George Public Library, School district 57, and Carney Hill Neighborhood Centre, Perinatal Liaison Committee.

Upcoming Training and Events (2014/2015):

- Plans for Initial Facilitator Training in the Fall
- Active Parenting Classes and STEP classes
- 40th anniversary celebration and GRG film launch
- Prince George Pride Parade 2015

Victoria Region

Submitted by: Annie Lavack, Program Coordinator

Circles: There were no circles running at the beginning of this fiscal year, however, there was a regular GRG drop in and 1 GRG support circle established by year end.

Volunteers: Two volunteers provided regular administration support.

Grandparents Raising Grandchildren:

- Annual Picnic July 16, 2013 Beacon Hill Park. It was attended by thirteen grandparents and grandchildren; 2 representatives from MCFD. Generous community support from: Thrifty Foods, Safeway, Cobs Bakery and Starbucks.
- Two trips (each 2-days, 1-night) to Galiano Island for GRG's in August 2013 and included grandparents from the Lower Mainland. The trips were organized through the Victoria office and staffed by Victoria, Central Island and Lower Mainland. This continues to be a strong and positive partnership between PSS and the Galiano Conservancy.
- Created 'Grand Connections', a monthly newsletter covering the island. This is a combined effort between Victoria and Central Island to communicate circle dates, locations, PSS events, community events and workshops of interest to grandparents on the island. First edition was October 2013.

Public Relations/Community Partners:

- A strong partnership continues with Sands Funeral Home re: space for GRG Circle, special events and workshops.
- Met with Cindy Knott at Triple P Parenting to discuss areas of collaboration.
- New community relationship developed with Family Resource Centre, Mustard Seed Food Bank. Services are complimentary and referrals go both ways. Plans for PSS presentations to parents in their life skills class are in the works.

Administrative:

- Trisha Chestnutt left PSS October, 2013
- Victoria office on Burnside Rd closed and moved to home office November 30, 2013.
- Increased communication, planning and partnership between the Victoria and Central Island programs to connect the island as one region when appropriate.
- Continued work on the PSS history committee by: Sandi Halvorson, Bella Cenezero and Annie Lavack.

Funding:

- \$2000 from Lex Reynold's Adoption and Permanency Trust for Galiano trips.
- Gift cards from Thrifty's, Safeway, Cobbs, Starbucks and Costco for our GRG picnic.
- There will be a joint summer student application next year.

Province wide GRG Support Line
Christina Campbell and Dennis Nkojo
with assistance from Wendy Santizo and
BSW practicum students Christine Hussey and Amanda Duke

The Grandparents Raising Grandchildren Support (GRG) Line opened in February 2012. Our model of service delivery has been social work and legal advocacy best practice. We continue to develop and evaluate our practice approach; to strive for a formal system of data collection that captures a depth of knowledge of the families we serve; and to build our capacity to advocate for policy, practice and legislative changes to address GRG family needs and protect children's best interests.

The Support Line is open Monday, Tuesday, Thursday and Friday from 11 am to 3 pm and is covered by one job shared staff position. Cases tend to involve complex family matters. Between April 1st 2013 and March 31st 2014, the GRG Support Line recorded a total of 210 calls, the majority from kinship caregivers living within the Coast Fraser region (58%).

During this past fiscal year, the GRG Support Line staff contributed to the GRG Legal Guide update; GRG Legal Seminars funded by the Law Foundation; the GRG film project; PSS policy development; and systemic advocacy initiatives geared towards improved rights and services for kinship care families. In addition, the staff trained and supported two students on the line as part of their social work practicum experience, one Line contract worker, and two GRG Program Coordinators.

Dennis and Christina attended the November 2013 Provincial Training Conference of Legal Advocates. Christina also worked on necessary refinements of our data collection tools.

Vancouver Coastal, Fraser and Interior Regions

Submitted by: Bella Cenezero, Program Director

Highlights of 2013-2014

- 16 existing partnerships were sustained: Kiwassa Neighbourhood House, Thunderbird Community Centre, South Vancouver Neighbourhood House, Little Mountain Neighbourhood House, Killarney MB Church, Family Services of Greater Vancouver, Mt Pleasant Family Centre, Burnaby Association for Community Inclusion, SHARE Family and Community Services, Abbotsford Community Services, Deltassist Family and Community Services, Mountain View Elementary School, Evergreen Community Health Centre, Multicultural Family Support Services, Vancouver Community College-Counselling Program, and Arts Club Theatre for Support Circles and Parenting Education.
- 9 new partnerships were developed: Pacific Institution, Burnaby Neighbourhood House, First United Church-Kelowna, Kelowna Community Resources, Kelowna Family Centre, and PAC-Sir Douglas Elementary School for Support Circles, parenting education and advocacy.
- 4 Facilitator Trainings were provided to 67 potential volunteers to deliver the Support Circle program for parents, grandparents raising grandchildren (GRGs) and caregivers.
- 36 volunteer facilitators donated 3838 recorded hours.
- 18 on-going community-based Support Circles were offered to parents, GRGs and caregivers in Vancouver, Burnaby, Coquitlam, Delta, Abbotsford, Surrey, and Langley that included 8 language specific Support Circles for Filipino, Mandarin, Cantonese and Spanish. A total of 1073 attended the Circles with 191 parents, GRGs and caregivers and 207 children.

- 2 new Support Circles for fathers and GRGs in Kelowna and Abbotsford were developed.
- 16 workshops were delivered on Raising Our Children: The Role of Discipline; Parenting After Separation; Supporting Families Nurture Healthy Relationships; Blissful Parenting; Living in Canada: Challenges of Change; Ethical Practice; Financial Literacy; The Essence of Adolescence: Parenting Teens and Teening Parents; and Self-Care as Ethical Practice that were attended by 312 parents, grandparents, caregivers and volunteers.
- 9 community presentations and event exhibits were held: Ministry of Child and Family Development, Children: The Heart of the Matter Conference; Healthy Kid's Fair; Douglas College – ECE Program; Surrey Community College – ECE Program; Vancouver Native Education Centre – ECE Program; Vancouver School Board – SWIS Orientation to Newcomers; and Vancouver Aboriginal Child and Family Support Services that were attended by 219 students, social workers, parents, new Canadians and ECE service providers.
- 7 professional development trainings were attended: The Whole Brain Child; Multicultural Parenting Dialogue; Field Instructor's Supervision and Ethical Decision-Making; Middle Childhood Conference; Community Development with John McKnight; Welcoming and Celebrating Sexual Orientation and Gender Diversity in Families: From Preconception to Pre-school; and Centering Ethics in Group Supervision: Fostering Cultures of Critique and Structuring Safety.
- Simplified data collection tools on our reporting matrix and ICarol database. Circle participants completed circle evaluation. Support Circle evaluation forms are now available on-line.
- The next year's directions will focus on improving our program monitoring and evaluation tools to ensure the effectiveness of service delivery, program implementation and impact assessment. We also will strive to increase the number of specialized Circles such as Circles for mothers in the prison system, teen parents, stepfamilies, grandparents babysitting grandchildren, and families with children with behavioural challenges.

Feedback from 2013 Circle evaluation

The Circle has helped me with parenting by having a good outlet as it provides a break from my grandchild; it gives me energy; I have gained practices and understanding. ~ GRG Abbotsford ~

I am feeling ok and thinking I am not the only person with this problem. ~ Parent, Spanish Circle ~

Helps me handle my frustration and stress well; how to take care of my family and be a good parent. ~ Parent, Mandarin Circle ~

Grandparents Raising Grandchildren Program Lower Mainland / Fraser Valley Program

Submitted by: Samrah Mian, GRG Program Coordinator

During 2013 - 2014, the Coordinator position was held by two different staff and faced some challenges as a result. The biggest hurdles were loss of continuity and time for employee training.

Nevertheless, the program was still going strong with five circles running and one on break. The September Initial Volunteer Training saw five new GRG facilitators trained.

The Program Coordinator staff assisted with the planning of the Annual Regional Volunteer Workshop; attended one GRG trip to Galiano; contributed to materials and delivery of our GRG Legal Seminars in the Lower Mainland and Vancouver Island. These seminars continued into the next fiscal year.

VOLUNTEERS

Volunteers in active circles: 14 Volunteers in inactive circles: 4
Volunteers on leave: 1 Total: 19

CURRENT CIRCLES

	Membership	Facilitators	Child-Minders	Partner
Abbotsford	High	One existing, One retiring, Two trained	Paying them due to location policy	Free location, helpful and accommodating partner
Langley	Low (rising)	Two existing, One trained	None but exploring	Paying rental costs for location, offering child-minding would be an added expense
Delta	High (received many referrals over the summer)	One existing, One sporadic, One trained, One on leave	Offered and being used by circle members	Free location, helpful and accommodating partner
Burnaby	Low	Two existing	Sporadic use of child-minding	Free location, helpful and accommodating partner
Kelowna				In planning process
Vancouver	Inactive	One existing, One trained	N/A	N/A

EVENTS

The Galiano Island trips and GRG Picnic were well attended with grandparents expressing gratitude for both events and willingness to participate in more PSS GRG programs.

NEW PROJECTS

- Developed a monthly update mail-out for GRG facilitators.
- Standardized and reformatted various forms and packages including the interview questionnaire, reference check forms, orientation checklist and the application package.
- Major recruitment drive for new facilitators for the September Initial Training.
- Worked on the Grandparent's Day social media communication.
- Development of the Burnaby GRG Circle.
- Gave PSS and GRG presentations to various community organizations.
- Legal seminars given to groups on Vancouver Island and in the Lower Mainland.

UPCOMING PROJECTS

- Piloting a steering committee with the Burnaby GRG Circle (two members have already been recruited).
- Creating circles in Coquitlam and Oliver.
- Designing an infographic for advocacy purposes.
- Partnering with colleagues to create a social media strategy directed at kinship care issues and awareness.
- Holding workshops in North Vancouver (in affiliation with North Shore Neighbourhood House) and Langley.
- Conducting circle evaluations and facilitator evaluations for the entire GRG program.

Parent Support Services Society of BC extend our gratitude to volunteers in British Columbia who contributed to our programs in 2013 - 2014

Board Members

Catharine	Schiller	Kamy	Zargarpour	Pam	Warner
Cheryl	Dawson	Kostya	Polyakov	Poh	Tan
Cyrus	Sy	Louise	Costello	Rob	Kaufman
Jayne	Blemings	Margaret	Dorazio-Migliore		

Office Administration and Special Events

Alma "Gaby"	Blanco	Hazel	Edurese	Mia	Parhizgar
Brittany	Reid	Jon	Mallach	Sonia	Blanco
Cheryl	Arnold	Kelly	Douglas	Valerie	Ross
Filomena	Pereira	Linda	Disterhoeft		

Office Renovations

Carol	Ross	Deborah	Thomas
Daniel	Breau	Valerie	Ross

Facilitators for Parent and Grandparents Raising Grandchildren Support Circles

Ada	Wang	Gloria	Tam	Maria	Dapat
Aleya	Ladha	Hazel	Edurese	Maria	Fernanda
Allan	McLeod	Hernanny	Trujillo	Maria	Morales Silva
Alma	Saplala	Jeff	Dircks	Marianne	Abaya
Alma "Gaby"	Blanco	Jenna	Girard	Maribel	Veloso
Amanda	Prince	Jenny	Lee	Marie	Naylor
Ann	Richards	Joe	Roberts	May	Cheng
Annie	Lavack	Jolene	Giroux	Mia	Parhizgar
Bev	Gruhn	Joy	Jhocson	Molly	Mo
Blessing	Ude	Juanita	Currie	Nicole	Guo
Carol	Kersbergen	Judith	Verchez	Reynaldo	Blasco
Catherine	Qiao	Julie	Folland	Rhea	Villavicencio
Cheryl	Arnold	Kalbir	Chahal	Rio	Bates
Chris	Branigan	Kareen	McKeown	Robyn	Hastings
Connie	Huang	Karen	Came	Sandi	Halvorson
Cynthia	Mejia	Karen	de Jesus	Sarah	Stirling
Dawn	Murphy	Kelly	Douglas	Shirley	Walker
Dawn	Agno	Kipp	Schell	Silvia	Salazar
Donna	Eckert	Linda	Disterhoeft	Sonia	Blanco
Filomena	Pereira	Lori Ann	Riser	Tina	Yazdanfar
Gabriella	McGreal	Lynn	Leach	Trisha	Chestnutt
Gail	Moilliet	Mandy	Lai		

Child-minders for Parent and Grandparents Raising Grandchildren Support Circles

Amy	Rahimpour	Janelle	Frechette	Nancy	Wong
Cathy	Morris	Katheen	Thomlinson	Natalie	Choi
Cerena	Parrent	Larilyn	Saquian	Ofelia	Ramirez
Chuu	Hong	Louisa	Cheng	Rachel	
Claudia		Mandy	Fok	Shamshath	Begum
Cristina	Bravo	Maria	Auxiliadora	Sima	Sajjadi
Elizabeth	Rolls	Maria	Crystal	Susan	Freemantle
Jackelyn	Contreras	Megan	Kostano	Teresa	Sze

Steering Committees Members

Amy	Lui	Gina	Hortelano	Max	Innes
Ana Marie	Caday	Grace	Quiddaoen	Maya	Remigio
Avis	Lam	Jose	Rafer	Melinda	Urmaza
Bella	Cenezero	Judith	Ferry	Pat	Formento
Beth	Rivera	Kalbir	Chahal	Resochita	Arma
Blair	Chang	Kim	Lu	Rommel	Manikan
Diane	Chan	Kristen	Hilmoe	Susan	Fox
Esaine	Mo	Lilian	Bocol		

GRG Film Project

Ana	Mateescu	Conrad	Turner	Kamy	Zargarpour
Carol	Ross	Jane	Bouey	Max	Innes
Christina	Campbell	Jessica	Turner		

Professional Consultants. Promotion and Project Assistance

Jane	Arnott	Michael	Weeks	Paul D	Heisler
John Paul	Boyd	Nicole	Moulinari	Thighereda	Alemayo
Louise	Costello	Olga	Hrabovik	Viktor	Panfilenok
Maral	Lotfian	Pam	Warner		

Practicum Students

Amanda	Duke	June	Eleazar
Christine	Hussey	Olga	Hrabovik

Summer Picnic for Grandparents Raising Grandchildren, August 2013

Ana	Mateescu	Deb	Thomas	Nicole	Moulinari
Anton	Panfilenok	Gloria	Tam	Patti	Pal
Carol	Ross	Jazmin	Tsumura	Phyllis	States
Catherine	McNeil	Jenny	Lee	Spencer	Gidda
Christine	Baseden	Kara	Kudo	Valerie	Ross
Clara	Lomeda	Madeline	Chow	Viktor	Panfilenok
Dan	Breaux	Manilyn	Corpuz	Will	Wells

Support Group Locations in 2013 - 2014

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

Vancouver / Coastal Region

Vancouver (9) Gibsons

Fraser Region

Burnaby (4) Coquitlam Langley Delta Abbotsford

Victoria Region

Victoria (2)

Vancouver Island

Parksville (2) Nanaimo Port Alberni Duncan

North Region

Prince George (8)

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