

Parent Support Services  
Society of BC



2006 - 2007  
ANNUAL REPORT

September 15, 2007



Parent Support Services Society of BC  
33<sup>rd</sup> Annual General Meeting

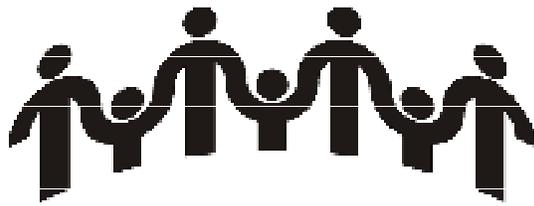
September 15, 2007

Mount Pleasant Neighbourhood House  
800 East Broadway, Vancouver, BC

## Agenda

1. Adoption of the October 21, 2006 AGM Minutes – Cheryl MacDonald
2. President's Report – Cheryl MacDonald
3. Audit Report and Approval of Financial Statements – Rob Kaufman, Treasurer
4. Appointment of Auditor – Rob Kaufman
5. Interim Executive Director's Report – Marion Gracey
6. Nominating Committee Report and Election of Directors – Cheryl MacDonald
7. New Business
8. Adjournment

Volunteer Recognition will follow



PARENT SUPPORT SERVICES  
*of BC*

## Our vision

To create a world where all children and their families are nurtured, valued and safe.

## Mission Statement

To promote healthy family relationship by supporting children, parents and others in a parenting role in BC communities



## VALUES AND GUIDING PRINCIPLES

### INTEGRITY:

We are committed to ensuring that our actions coincide with the values we embrace. We accept responsibility for our actions and are accountable to the parents, families and communities we serve.

### LEARNING:

We are committed to continual learning, which helps us to grow, be creative, and move towards new possibilities in support of our vision.

### RESPECT:

We honour, through our attitudes and behaviours, the inherent worth of individuals, families and communities and recognize that all are interconnected.

### OPEN COMMUNICATION:

We listen and say what needs to be said in constructive ways. We seek to understand and address conflict directly and respectfully in order to support and strengthen people, families and community.

### INCLUSIVENESS:

We foster a sense of safety and inclusion among those with whom we work. We enhance our ability to serve and enrich the experience by collaborating with other individuals and organizations. We appreciate and understand that together we are able to create something greater than what we can achieve alone in our effort to meet the needs of parents, families and communities.

### COMMITMENT:

We are committed to doing our best at all times. Our commitment is driven by our strong desire to prevent child abuse and support children, parents and families.

### SERVICE:

We serve from our hearts in ways that are meaningful to us in our effort to prevent child abuse and create a world where children and their families are nurtured, valued and safe.

Annual General Meeting Minutes  
Parent Support Services Society of BC  
October 21, 2006  
Mount Pleasant Neighbourhood House  
800 East Broadway Avenue, Vancouver BC

Annual General Meeting of Parent Support Services was held on October 21, 2006 at Mt. Pleasant Neighbourhood House with 36 in Attendance ( 17 Society Members).

Board Members in attendance: Heather Bordo, Rob Kaufman, Cheryl MacDonald, Rommel Manikan, Dolores Romano, Shamim Shivji, Kamy Zargarpour

Marion – Thanked all for being here  
Introduced Barry Corrin and Kamy

Kamy – Call for adoption of 2005  
Minutes – Rommel and Heather moved and seconded, motion approved.

President's Report read for Rick Downie by Vice President Kamy Zargarpour.

- Written Report included in 2005/2006 AGM Report
- Reviewed last year
- Mentioned Board members stepping down and new board members
- Mentioned what IT and HR committee have been doing
- Mentioned new programs – grandparent circles
- Motion to accept → Cheryl and Dolores → Passed
- Annual review of finances by auditors raised a number of issues → action plans were identified to address each of these:
  1. vacation and overtime → staff had been accumulating large amounts – people made aware of maximums and encouraged to use them
  2. donations – might be overstated for pearls donated → need 2 valuations going forward
  3. off-site computer backup required and other computer addressed issues (i.e. junk email )
  4. sub-contractor relationships → must meet requirements for subcontractors as per Revenue Canada Act
  5. Victoria bank statements → will be modified to address issues as identified by auditor
  6. Allocation of charges to projects
  7. Capitalization depreciation

Treasurer's Report (Rob Kaufman)

- statements audited by external accounting firm – referred to statements
- highlighted revenue and expenses
  - identified key grants, which increased revenue
  - expenditures similar to last year – slightly higher to staff increase in grants
- slightly stronger financial position than last year

- noteworthy that we know revenue streams and will aim to increase thru fundraising
- Motion to accept → Rommel and Heather → all in favour
- Motion to appoint auditors Tompkins, Wozny, Miller & Co. for 2007 → Rob and Dolores → all in favour (unanimous)
- Introduced Marion for Executive Director Report

Marion – Read vision and mission (written report included with 2005/2006 AGM Report)

- PSS is provincial organization → vision of Board to be across BC
- Inter-cultural organization
- Moving into work = grandparents raising grandchildren
- Victoria Program Director ,Tina leading an effective parent workshop
  - o Recognizing people leading other regions
- Barry wrote Executive Director Report and Marion supplemented
- Thank you to Bella for arrangements for today and for all being here
- Louis dela Torre – has been ill
  - o Phoned yesterday to say he is home from hospital and will be back in 60 days

#### Nomination Committee Report (Kamy Zargarpour)

Nominated for a two-year term: Heather Bordo, Christine Hoyer, Cheryl MacDonald, Shamim Shivji

Continuing the second year of their 2-year term: Rick Downie, Rob Kaufman, Rommel Manikan, Dolores Romano, Kamy Zargarpour

- Kamy made notion →seconded by Heather Bordo→approved
- Any new business?
- Heather motion to adjourn, Rommel seconded

# 2006 – 2007 Board of Directors and Staff

## Board Members:

Heather Bordo	Cheryl MacDonald	Michael Weeks
Rick Downie	Rommel Manikan	Kamy Zargarpour
Chris Hoyer	Dolores Romano	
Rob Kaufman	Shamim Shivji	

## Board Members resigned between April 1 2006 and March 31, 2007:

Brenda Dayton Cesareo	Brandt Watkins
Richard Lindsey	Elizabeth Wolfe (remains as IT Committee member)

## Staff:

Julie Bergen	Program Coordinator, Prince George
Jacqueline Docray	Program Assistant, Prince George
Tina Pearson	Program Director, Victoria
Ginette St. Amant	Interim Program Coordinator, Victoria
Sandi Halvorson	Program Coordinator, Mid-Island Region
Kristi Peters	Program Assistant, Mid-Island Region
Marion Gracey	Interim Executive Director
Bella Cenezero	Program Director; Lower Mainland, Interior
Kathy Sliziak	P/T PSC Coordinator, Powell River
Grace Chen	Financial Administrator, Vancouver
Lida Stepanova	Office Administrator, Vancouver
Gina Novak	Casual Office Assistant, Vancouver

## Special Projects & Contracts:

Allison Beasley	Admin. Coordinator, Victoria
Jody McCrimmon	New Beginnings Project, Victoria
Jessica Lam	Website and Program Support, Vancouver
Christine Palinko	Financial Administrator (Contract), Vancouver
Kealy Pringle	Coordinator for GRG in Victoria
Nicole Skuce	Summer Student (May-Aug 2007)

## PSS says thank You & bids "Farewell" to:

Barry Corrin	Marcia Dawcon	Annie Lavack
Toni Carlton	Andrea Lynn Harty	Marty Lane
River Chandler	Jody Issac	Timothy W. Quinlan
Beryl Cole	Nimira Jetha	Jill Stickel
Louis de la Torre	Marie Kelly	Tami Theriault
	Jessica Lam	Kat Wiebe

**PARENT SUPPORT SERVICES  
ANNUAL GENERAL MEETING  
SEPTEMBER 15, 2007**

**PRESIDENT'S ANNUAL REPORT**

**OUR PEOPLE**

We have had a year of growth and change in our organization over the past year, and have said goodbye to old friends on the board and in the office, and said hello to others. So it with a mixture of sadness and joy that I tell you about the year with "our people".

New Additions!

Our best news of the year is the birth of our interim Executive Director, Marion Gracey's first grandchild! A little girl who they named Penelope Rose. Congratulations to Marion and her family!

**Transition:**

Marion joined us in July 2006, when Beryl, our first interim ED, who helped us develop our plan, completed her agreed term and went on a scheduled vacation.

We have had resignations on the board for personal reasons and schedule conflicts.

Directors who resigned from the board in 2006/2007 are Rommel Manikan and Elizabeth Wolfe, who still serve on steering committees and remain an active support in many ways, as well as Brenda Dayton Cesareo, Richard Lindsey, and Brandt Watkins.

Sadly, Barry Corrin has been on Long Term Disability for nearly two years, and will not be returning as Executive Director of PSS. I would like to take this opportunity to acknowledge his 7 years of good work and of creating relationships that we continue to build on. Although Marion has done an extraordinary job and we would love to have her apply for the permanent position, she has a home and new and improved family on the Island that she would like to return to, as well as continue her work on that side of the water. As a result, we are in the process of interviewing for a new Executive Director and hope to have good news to report in the near future.

Louis Delatorre, our contract finance person in the office has had a year of illness and hospitalization and was unable to continue work or commit to the requirement of permanent parttime, and our thoughts and good wishes for improved health and success continue.

**New Members to our team:**

So, we would like to take this opportunity to welcome new members to the PSS office team in our various regions: Prince George - Julie Bergen, Parent Resource Coordinator and Jacqueline Dockray her Program Assistant; Powell River – Kathy Slizak is our parttime Parent Support Circle Coordinator; Victoria – Ginette St. Amant is our interim Program Coordinator; Vancouver - Grace Chen, our Financial Administrator, Although individuals joined us at various times throughout the year, they have already proven to be invaluable members of the PSS family and we appreciate their efforts.

Parent Support Services AGM – September 15, 2007  
President's Report continued

**New Board Members:**

It is with much pleasure that we tell you about our two new board members, Christine Hoyer, Michael Weeks and Rheanna Robinson!  
Christine is in Victoria, Michael in Vancouver and Rheanna our newest member hails from Prince George. All of them come with the highest credentials, and each of them a specialty that adds strength and character to the board that is proving to be beneficial in every way. Even though we have welcomed everyone, I would like to take this opportunity to make it truly official and acknowledge them at the AGM.

**2006 Strategic Plan Update:**

In 2006, as a board, we made a commitment to review our governance, administration and program delivery. As a result, several meetings were held to determine our focus and re-commit to the mission and vision of the organization. In doing so, we needed to look at the areas that impact our funding and service delivery, to ensure sustainability and that we could continue to reach the parent's already in our programs and have the capacity to reach even further into our communities in B.C. In order to do that, we needed to have a plan and a high level of commitment to work the plan. We did just that!

With the help of an awesome interim Executive Director, and amazing teams in Prince George, Vancouver, Victoria, Powell River and Nanoose Bay; and many volunteers, who are the heart of our team, we continue to grow and add programs, like Grandparent's Raising Grandchildren, just to name one.

**Critical Success Factors:**

We determined that our critical success factors were the following:

Governance:

- The review and revisions of our orientation process for board members
- The development of a Recruitment Strategy to engage board members that would be chosen around the talent and expertise needed to improve our potential for balance and more regional representation
- The establishment of a Fundraising Committee that would work consistently toward raising funds from ethical and sustainable sources (Government, Corporations, Foundations and Individuals)

Administration:

- Develop a Financial Management Plan that reflects the Provincial, Regional and local nature of our operations
- Create a Human Resource Management system that includes, updated job descriptions, salary grid, review of employee benefits, review and revision of personnel policies and procedures
- Development of a performance appraisal format
- Review and revision of volunteer policies and procedures

Parent Support Services AGM – September 15, 2007  
President's Report continued

Program Delivery:

- Review and begin to revise over a two year process, the Parent Support Circle programs, including; evaluation of present volunteer recruitment practices; revision of facilitator orientation; evaluation of facilitator training and support; review of present parent support circle locations and structure of each; and evaluate referral system.

**Conclusion:**

**Governance** – We have established a Fundraising Committee, with our past President Rick Downie as Chair, and he has had meetings at his home and made some excellent contacts and is building a strong committee that will no doubt, work some magic for 2007 – 2008! Anyone who has contacts or would like to be a part of his team are welcome to get in touch with Rick.

Our process for recruitment and orientation of new board members has been reviewed and discussed, and formal documentation is in process. Highlights of the final recommendations are that the following would be important considerations when a new board member is either recruited or applies:

- Areas of expertise and how they relate to current needs
- Whether the applicant represents a specific regional area not currently being represented

In addition, we refined the interview process and Rick, who is the Chair of our Nominations Committee, has done a great job of recruiting and presenting nominees to the board. The orientation package has been reviewed and its contents will be documented in the document mentioned previously around the complete process.

**Administration** – We have reviewed all financial process and procedure, created a position description that clearly defines our needs in that area, and we have automated the complete process. Marion has worked with Rob Kaufman to review every internal process and reporting needs, which has resulted in a more realistic set of financials, which is reported by Region, allowing individuals to track and manage their respective budgets, if applicable, and allows us to see the specific areas where funding is allocated and needed based on the needs in that geographic area. Many efficiencies have been created as a result of their hard work. I am pleased to report that we received top marks on our annual audit, which is largely due to Marion and Rob's efforts.

Job Descriptions are complete, up to and including the Executive Director and a review of employee benefits was done and everything is in place. The Employee Manual was reviewed by all board members and staff, recommendations were considered, and after several months, a new improved version has been finalized after review by our Human Resources Committee, chaired by Heather Bordo. Another excellent effort by Heather and her committee, which resulted in another milestone completed.

Parent Support Services AGM – September 15, 2007  
President's Report continued

**Program Delivery** – The request has gone out to all field staff for input into what they feel would be important in their specific areas, and as a general offering for programs, training and marketing collateral (brochures, web presence, educational materials). Once received and put into specifics, a committee will be formed to develop ideas and materials into something that can be presented to the board for further review. This particular area requires a lot of time and input from many people, particularly those who work on the ground. We continue to move forward with this project, which is our biggest and most costly undertaking, both in time and expense, and is the last objective to be reached during 2007/2008.

In closing, you can see that we have had a very busy year in all areas of the organization and are very proud of what has been accomplished.

There are too many people to thank individually, but to those in the field and our volunteers who do the really hard work, THANK YOU! We would like to honour you for your contributions, because without you, we would not exist.

And to our office staff, steering committee members and board, as President, I want to thank you for working hard, persevering and believing that we can only get stronger in our mission to address the needs of parents and meet the ultimate goal, which is the prevention of child abuse in our Province.

As a board, we are looking forward to achieving even more in the coming year and have planned another strategic planning session in the next few weeks, to review our progress and address our critical success factors for another year.

I look forward to seeing you at the AGM on September 15<sup>th</sup>!

Cheryl MacDonald  
President, Board of Directors

Report for Parent Support Services Society of BC  
Annual General Meeting –  
Saturday, September 15, 2007

During March thru June of 2006 I had the privilege of working as the Interim Executive Director for PSS. Here are the highlights of events at the agency during this time:

- The administrative staff worked tirelessly to clean out old files that were overwhelming the space at the Provincial office. Furniture and computers were updated.
- The Board and Staff organized and attended a Strategic Planning Session during which time the Mission Statement was reviewed and plans were initiated to update Personnel, Financial and Program policies and procedures.
- PSS relationships with funding bodies (in particular United Way of the Lower Mainland, Fraser Valley, Vancouver Island and Prince George) were reviewed, outcome evaluations submitted and where support was wavering, funds were reinstated and increased.
- PSS profile in Prince George was reviewed and our services brought into line with this community's needs. New partnerships were formed and a staff person was hired to continue this work.
- Initial steps were taken to approach the Provincial Government to support the Grandparents Raising Grandparents program operating on Vancouver Island with a view to expanding the program province wide.

Respectfully Submitted

Beryl M.R.Cole

ANNUAL GENERAL MEETING September 15, 2007  
Interim Executive Director's Report

What a year, April 2006 – March 31, 2007! Many things changed and many things stayed the same. What stayed the same is the amazing work of the volunteer facilitators and long time program staff of PSS. We know from the continuing positive evaluations we receive from the parents attending the Parent Support Circles (PSC's) around the province that we are making an important difference in families in BC. I will quote only from only a few parent evaluations on the Support Circles, but there are many, many more:

*"Groups like these are vital for healthy communities. For me...it was the first time since I gave birth that I got a break from my child!" (on site child care is provided for most groups)*

*"I hope this service will still continue because lots of parents like me understand/learn how to become a good parent here in Canada"*

*"I don't feel so alone. I'm not the only one who finds this job of parenting difficult and wants to talk about it. This decreases my frustration caused by isolation".*

*"The PSC's (Parent Support Circles) are my refuge...my safe place where I feel comfortable to give and receive support to other parents".*

*"I have been given SO much by the group! I hope one day to be a volunteer facilitator when my kids are grown."*

There were an additional 307 Support Circles held this year, bringing the annual total to 990 Circles held during the year. Parents spent over 9,160 hours of their time together in PSS Support Circles sharing experiences, feelings, and resources! Over 6,474 hours of volunteer facilitator time was contributed to help make that happen. That only counts the time they facilitate the Circles; they also volunteer on a one-on-one basis with some parents, attend fairs on behalf of PSS to promote the program, attend the three-day facilitator training sessions and various regional workshops during the year, attend monthly facilitator meetings and/or Steering Committee meetings, bake snacks for the luckiest groups, and often spend time assisting to find child care providers, and maybe find a new space for the meeting, or help to establish new partnerships for the program, assist with practicum student's training, or even help with fund raising for special events. Really, PSS has a volunteer network that is worthy of lots of cheering! You will note in the acknowledgement page there are a number that have been volunteering for many years and we are also fortunate to keep getting new volunteers to make this big commitment.

On site child care was provided for a total of 802 children four or more times a month for two hours. Total attendance of children being cared for on site was 3,274 and there were subsidies provided for families that had child care providers at home. That includes a whole lot of child care providers being available to meet the needs of these children for the time that their parents are in the Support Circles. What better support for a parent than to know their children are in good hands. This is the year to celebrate the valuable contribution of these volunteers! Although 'child minders' get a small honorarium they do a great big service for all of us in providing this care for the children. The Program Directors and Coordinators in the four PSS office locations have each made special efforts to build new supports, child specific programs and/or child/youth mentor training and opportunities for those that provide the "children's program" during the Parent Support Circles. There has been a clear indication that this will be the focus for the coming year...and, there are proposals submitted and being prepared to put this intention into action.

Each program area has highlights to mention. There are too many special events, new partnership projects, and culturally specific Circles to name them all here. You are invited to review the list of partnerships and projects elsewhere in the AGM report. Here I will note just a few:

“The Village”, a Parent Resource Registry started by the Prince George PSS staff through collaboration in that community, is distributed monthly to rapidly increasing numbers of organizations and parents. It has been very well received and has become a welcomed arrival in many email and post boxes, and on our PSS website.

In Victoria, the partnership with the Victoria Native Friendship Centre, Hulitan, Esquimalt Neighborhood House, and PSS has continued to grow. There is a focus on providing services to Aboriginal parents and children in this partnership. The beginnings of revisions to the PSS facilitator training materials, Parent Support Circle materials, and development of child/youth mentoring programs with an Aboriginal ‘context’ have begun through this partnership. PSS is honored to be part of this work, sharing resources and supports for the best outcomes possible.

The first and longest running GRG (Grandparents Raising Grandchildren) Circle continues into its sixth year in Saanich, on Vancouver Island with the long time facilitators, Eileen and Gudrun, and GRG group members being able to offer experienced support to the many new grandparents that keep learning about the value of this circle.

In the Mid-North Island, the newest program this year is the extension of the SUPPORTING GRANDPARENTS RAISING GRANDCHILDREN (SG RG) initiative that is a partnership between the University of Victoria School of Social Work and PSS. The SG RG Project Team has two members from North Island College, including one First Nations and one from Comox Valley Transition Society, as well as one from Boys and Girls Clubs of BC: Parent Together. The project is working to bring services and supports for GRG from Campbell River through to Nanaimo and over to Port Alberni and Ucluelet. The process of building networks of GRG families with the same concerns and focus, and connecting with other organizations to create more supports and services is happening quite quickly, building on the first phase of this project in Victoria. Of significant note is the committed partnership with the Early Childhood Mental Health Outreach Therapy in Port Alberni. They have been the “head lights on the car” moving forward with the work related to GRG in BC. They have a broad based Steering Committee that remains active and supportive, dedicated co-facilitators for the Support Circle, and an ability to create community services and supports through fund-raising, offering social events for GRG and their children, and staying involved with GRG province-wide activities. Hats off to this team!

In the Lower Mainland Coastal Region, Fraser Valley and the Interior, PSS provides the greatest number of Circles. It is very significant that these Circles are offered in five different language groups including Filipino, Latin American/Spanish, Mandarin, and Cantonese, in addition to English. There are Steering Committees that are active in supporting the Circles within specific cultural communities, promoting the program through translating material into these languages and working with cultural variances in families and parenting styles. There is also a working partnership with Vancouver Aboriginal Child and Family Services, with a Steering Committee, Parent Support Circle, and plans underway for a Grandparents Support Circle. Other valuable and long term partnerships include those with SHARE, Kootenay Kids Family Place, Powell River Child Youth and Family Services Society, and the many others listed under “Partnerships” later in the AGM report. PSS works extensively with partnerships, providing training and resources and receiving donations and assistance with space, reception services, promotion, child care providers, facilitator referrals, and volunteer recruitment. We so value our partners and know we could not do this work without you! Together we build safe and caring communities for parents, children and families.

Facilitator initial training has been offered to PSS volunteers from Prince George, Victoria, Gulf Islands, Mid-North Vancouver Island, the Lower Mainland, Powell River, the Interior and Fraser Valley areas attracting many new volunteer facilitators. PSS staff has delivered this much respected peer support group facilitator training to the staff of other organizations on a fee-for-service basis. We have excellent evaluations on this training and are frequently asked to deliver it more often. Discussions with the PSS staff have highlighted the need to be able to grow this program, as the peer support model continues to gain interest because of its inherently simple, yet extensive, value. Proposals are in the works to update all the PSS material to include more focus on special needs parenting such as for those with FASD children, parents facing mental health issues, inclusion of parenting in a cyber age, parenting after getting children back from being in the care of the Ministry, and inclusion of the full diversity of families that PSS works to serve through our programs. For all of this work, partnership-building and collaboration are the key approaches that continue to be used.

The program and administrative staff of Parent Support Services deserve to be celebrated for their commitment to the values and vision of this organization. Each one offers their unique skills and goes “beyond the call”, working with their heads and hearts, keeping parents, children and families as their constant priority in all decisions and actions. What an amazing team! We all say thank you.

Paul Abra and Island Parent Magazine deserve to be acknowledged in this report for their outstanding commitment, contribution, and guidance in planning, promoting, sustaining and delivering parent education and support services on Vancouver Island in partnership with PSS. As a former President of PSS, Paul has maintained an important presence in our work. Thank-you, Paul, and your whole team at Island Parent.

Thank-you to the Internet Auction volunteers, especially Gina! Please note the list of contributors of auction items for the PSS Internet Auction held every November on GoBid.ca. These contributions form a large part of our fund raising income and we most appreciate their donations. As well, I would like to thank our many individual donors and highlight our longest-time and most generous donor, Charles Young, from Marin Investments Ltd. who has been supporting the work of PSS every year since 1995! Thank you.

Worthy of note is the involvement of PSS staff in the transition processes of the Ministry of Children and Family Development as they move to the “Good Practice Model” recently released. It is exciting to recognize that the volunteer peer-based programs offered for parents by PSS are a very good fit with the direction the Ministry is moving to provide early opportunities for parents to get the supports and services they need at a community level. We anticipate opportunities to grow and change to meet the emerging needs of families today, and to continue working together with local MCFD regions.

It has also been a year of re-“visioning” for many United Ways that have been traditional funders for PSS programs around the province. PSS has taken the opportunity to participate in these discussions and dialogues about change, recognizing that the movement to more community informed funding and decision making with the most opportunity for community impact is what all of us want to do. We are totally delighted to be invited to use the United Way vision statement, adopted by 39 Canadian United Way organizations, in our work. It is called the “[I Believe in My Community](#)” Anthem. *“I believe in my community. I believe that its success depends on the people who live in it. That everyone has something to contribute. That everyone deserves respect. That everyone's potential can be realized. That diversity is vital. That every person has value. That everyone needs help and everyone can offer help. That a safe, supportive community is everyone's responsibility. I believe in possibility.”* It is great to be working in such a broad based community of support with the United Ways of the Lower Mainland, Fraser Valley, Victoria, Powell River, and Prince George. We hope to be involved with them even more in the coming year!

Another network that has been most valuable to the PSS community includes the supports from the Federation of Child and Family Services around negotiations regarding non-union wages in the contract agreements with MCFD, and the opportunities created to share and communicate with such a broad-based family-serving group of member organizations in BC! We appreciate being members and value the services provided. In addition, First Call BC has provided excellent leadership on matters related to children, child care, and information and advocacy on all related matters. PSS counts on the opportunities to be engaged with and informed by this network of agencies and organizations.

We have increased our capacity in a big way through donations of nine very good desktop computers and seven laptops from the Weyerhaeuser Information and Technology department. We really needed these and are feeling optimistic about the increased ability to communicate with each other and the broad networks of partners with whom we work.

In closing, I would like to add a few highlights that are unfolding in the 2007 – 08 fiscal year.:

- In partnership with University of Victoria School of Social Work, and in-kind support from BC Council for Families, PSS received a grant from the Law Foundation of BC to do legal research regarding matters related to Grandparents Raising Grandchildren (GRG) in BC. We have a provincial Legal Advisory Team that will work with a Coordinator/researcher to guide this work.
- Prince George has a grant to work to develop GRG Support Circles and networks there, with funding from the local United Way
- PSS Victoria has a grant from the United Way there to work with an Intergenerational Capacity Building project, in collaboration with five partner agencies that include James Bay Community Project, West Shore Capital Families, Intercultural Association of Victoria, and Single Parent Resource Centre! This is exciting innovative work that reflects building supports for changing communities and families.
- Success by Six in Victoria and Prince George have committed funds to assist us in building programs for children that are more than we have been able to offer in the past: “New Beginnings” in Victoria, and “Hand-in-Hand” in Prince George are working with partner agencies creating models and materials for use with children that attend a ‘group’ while their parents are in Support Circles. We are grateful to have the knowledge base and networks of support that have become available through this connection.
- The Victoria Foundation has provided a grant for us to create a web based network for GRG to have opportunities to communicate with each other around the province. This is a current work in progress.
- And that is just a sneak preview .... more to come as the year unfolds.

Parent Support Services has shown itself to be resilient, informed, active, passionate about values and principles related to parents and children in BC, and persistent in taking leadership offering supports and services to a wide diversity of families. With a dedicated and diverse Board of Directors, a skilled and committed staff team, a clear strategic plan for the future and the amazing network of supportive partner agencies, both funders and working partners, and the extensive valuable web of volunteers around the province, the future looks very good for this organization. That said, the future also looks brighter for the families we are here to serve, to learn from, and with whom we work to build healthy communities.

It has been an outstanding pleasure to work as Interim Executive Director of this organization, with such a colorful and respected history. The present is primed for what it takes to move forward in a powerful way. I can imagine PSS will be here doing its important work for another 33 years to come! Thank-you

Marion Gracey  
Interim Executive Director

# Parent Support Circles Locations

Parent Support Circles operate in communities throughout BC. They include Aboriginal Parent Support Circles, Grandparents Raising Grandchildren Support Circles, Circles for Parents of Teens, and Mandarin, Cantonese, Filipino, and Spanish/Latin American Parent Support Circles. Circles are open, free, provide child care, transportation subsidies, do not require membership, and are facilitated by 2 trained volunteers. All parents are welcome to attend. There are circles on different days, some in the day, some in the evening and more than one active circle in many communities listed here.

## Vancouver / Coastal Region

Gibsons	Richmond	Vancouver
Powell River	Sechelt	

## Fraser Region

Abbotsford	Coquitlam	Surrey
Burnaby	Langley	Tri-Cities

## Interior Region

Meadow Creek	Nelson
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## Island Region

Colwood	Salt Spring Island	Victoria
Saanich	Sooke	

## Mid/North Island Region

Duncan	Parksville	Shawnigan Lake
Nanaimo	Port Alberni	

## North Region

Prince George
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# Training Workshops 2006 - 2007

Parent Support Services regularly offers Initial Facilitator Training Workshops to Parent Support Circle volunteers and to professionals each year. We also offer Regional Workshops covering various parenting-related matters for volunteer and partner agency facilitators, steering committee members and community professionals.

## Vancouver

Initial Facilitator Training Workshop November 2006, 13 participants certified

Initial Facilitator Training Workshop May 2007, 11 participants certified

Initial Facilitator Training Workshop June 2007, 15 participants certified

from Frog Hollow Neighbourhood House

Regional Parent Support Services Workshop October 2006, 35 participants

## Victoria

Initial Facilitator Training Workshop June 1-3, 2007, 8 participants certified

Initial Facilitator Training Workshop Sep. 29 – Oct. 1, 2006, 8 participants certified

## Prince George

Initial Facilitator Training Workshop February 2007, 14 participants certified

# Community Parenting Workshops

## Vancouver / Coastal Region

Parent Support Services delivers and facilitates Community Parenting Workshops in the Lower Mainland hosted by agencies such as North Shore Multicultural Society, and Immigrant Services Society.

Three Workshop sessions delivered in 2006-2007 included the topics Discipline vs. Abuse Workshops (2 sessions); Communicating with Your Children and Teens; and Surviving Crisis with your Children and Teens.

## Island Region

Effective Parenting Workshop: An annual one-day workshop in Victoria hosted by Parent Support Services in partnership with Island Parent Magazine, First Metropolitan United church, and the Association of Family Service Agencies: 2006 17<sup>th</sup> Annual EPW Workshop theme "Yes! To Parenting" with sessions: Common Sense Parenting; Parenting On the Edge, Yes! To the Future, Parenting Outside Mainstream Culture, Art Expression, Culture and the Next Generation; and Yes to Everyday Parenting. 90 – 160 participating parents annually.

The Port Alberni Grandparents Raising Grandchildren Support Circle Steering Committee hosted an event in Port Alberni on February 9, 2007 for grandparents raising grandchildren and local service providers. Dr. Tara Tunstall, Clinical Psychologist Presented on the topic: Bridging Generations: When Grandparents Raise Grandchildren --Challenges and Celebrations. The topic of Grandparents Raising Grandchildren was explored including the benefits, costs, and unique challenges. 33 adults attended, dinner was provided, and from the 21 evaluations returned it was a very enjoyable and informative evening.

## Prince George

Welcoming Workshop: Hosted by Ron Brent PSS Facilitators, an introductory evening workshop for parents, featuring the presentation, "Wise Words for Parents".

Networking Gathering: For those who provide education and support to parents. An opportunity for information and resource sharing as well as discussion regarding the development and launch of The Village – Parent Resource Registry in December 2006.

# Special projects 2006 - 2007

## Vancouver Island Region

Aboriginal Parent Support Circle Project in collaboration with the Victoria Native Friendship Centre and funded by the United Way of Greater Victoria to develop and enhance supports for urban Aboriginal families in the Greater Victoria region. 2004 and continuing into 2007.

Supporting Grandparents Raising Grandchildren Project in collaboration with the University of Victoria, School of Social Work and the Association of Family Serving Agencies, funded by the Strategic Initiatives Investment Fund to advocate for and develop supports for grandparents raising their grandchildren on Vancouver Island. Began in Victoria and this year, 2006/07 was granted an extension to deliver the program to Grandparents Raising Grandchildren in the Mid-North Island area from Campbell River through the Comox valley and over to Port Alberni.

In Victoria, there was a collaborative project to develop Integrated Services for GRG, funded by the United Way of Victoria. With partners James Bay Community Project, Intercultural Association of Victoria, West Shore Capital Families & Single Parent Resource Centre, PSS worked with Project Coordinator Kealey Pringle, to develop presentation info and material for GRG families and organizations wanting to support them. This information is now available for GRG groups and other organizations.

## North Region

Parent Resource Coordination Project with the Active Parenting Committee and Children First Initiative and funded by the Children First Initiative to coordinate the Active Parenting Program and develop a Parent Resource Coordination initiative in Prince George. 2006 and continuing into 2007.

The Village delivered monthly to over 420 agencies and parents in Prince George and surrounding area, and posted on the PSS website. The Village provides info about parenting Resources and Services in Prince George and area.

# Parent Education Programs

## Vancouver / Coastal Region

### My Tween and Me:

Created by BC Council for Families, My Tween & Me is an entertaining, informative program for fathers, mothers and caregivers of children 7 to 12 years old. During the "tweens", your children grow more independent. Yet for a little while more you are still their hero - enjoy it! But don't miss the opportunity of this age to build lasting connections that will help them make safe, healthy choices during their teen years.

This five-week program was initiated by the Filipino Parent Support Circle Steering Committee in collaboration with Multicultural Helping House Society and with the support of BC Council for Families.

The topics include: Healthy Development; Life at School; Family Relationships; Peer relationships; Today's World; and Building Community

## Island Region

### Parent Awareness Program:

An annual 7-month parent support and education program developed by Parent Support Services through input from parents in the community and funded by the United Way of Greater Victoria. Twenty-eight weekly session topics include

Self Awareness, Beliefs and Values, Personality Styles, Child Development Stages, Identifying Feelings, Empathic Listening, Communication Skills, Discipline vs. Punishment, Self-Esteem, Self Care, Building Healthy Boundaries, Assertiveness and Anger Management, Family Meetings, Engaging Cooperation, Parenting Styles, and other topics

## North Region

### Active Parenting Program:

Developed by Active Parenting Canada, this program is coordinated in Prince George by Parent Support Services since 2006 with funding from the Children First Initiative and with the collaboration of the network of local agencies offering the Active Parenting Program. Available classes include 1234 Parents, Active Parenting Now, and Active Parenting of Teens.

### Systematic Training for Effective Parenting Program (S.T.E.P.):

Developed by the American Guidance Service, this 7-week program was initiated by PSS Prince George Steering Committee members in 2001 and is offered twice annually in Prince George by PSS in collaboration with Carney Hill Neighbourhood Centre. Session topics are

Understanding Yourself and Your Child, Understanding Beliefs and Feelings, Encouraging Your Child and Yourself, Listening and Talking to Your Child, Helping Children Cooperate, Discipline That Makes Sense, and Choosing Your Approach.

# Collaborative Partners

We would like to express our sincere appreciation to all of our Partners for working with Parent Support Services in delivering our services to parents and children in BC.

## Vancouver/Coastal Region

BC Step-parents Association  
Collingwood Neighbourhood House  
Chinese Steering Committee  
Filipino Steering Committee  
Mount Pleasant Family Centre  
Multicultural Helping House Society  
Pacific Community Resources Society  
Powell River Child, Youth Family Services Society

Richmond Family Place  
South Vancouver Neighbourhood House  
SUCCESS  
Sunshine Coast Community Services  
Tla'Amin Health Community Services  
Vancouver Aboriginal Child and Family Services Society

## Fraser Region

Abbotsford Community Services  
South Burnaby Neighbourhood House  
Langley Community Services Society

SHARE Family and Community Services  
SUCCESS

## Interior Region

Lardeau Valley Community Club  
Kootenay Kids Family Place

Nelson Community Services Centre

## Greater Victoria/South Islands Region

Blanshard Community Centre, Victoria  
Capital Families Association, Victoria  
Child Care Resource and Referral Centre, Victoria  
Citizen's Counselling, Victoria  
Esquimalt Neighbourhood House  
First Metropolitan United Church, Victoria  
Gordon Head Recreation Centre, Victoria  
Hulitan Social Services, Victoria  
Intercultural Association of Victoria

Island Parent Magazine, Victoria  
James Bay Community Project, Victoria  
Saanich Community Church, Saanich  
Salt Spring Island Com. Services, Salt Spring Island  
Separation and Divorce Resource Centre, Victoria  
Single Parent Resource Centre, Victoria  
Sooke Family Resources Centre, Sooke  
UVIC School of Social Work, Victoria  
Victoria Native Friendship Centre, Victoria

# Collaborative Partners

(continued)

## Mid-North Island Region

Comox Valley Transition House, Comox  
Cowichan Family Life, Duncan  
Early Childhood Mental Health, Port Alberni  
Georgia Avenue Community School, Nanaimo  
Kiwanis Hilton Centre, Port Alberni  
Malaspina University College, Nanaimo  
North Island College, Port Alberni

North Island College, Comox Valley  
Pt. Alberni Assoc. for Children with Dev. Disabilities  
Pt. Alberni Infant Development Programme  
Pt. Alberni Women's Resource Society  
Shawnigan Lake Com. Assoc., Shawnigan Lake  
Society of Organized Services, Parksville  
T'AATNEE' IS Preschool & Daycare, Port Alberni

## North Region

Aboriginal Infant & Family Dev. Program, Prince George  
Active Parenting Committee, Prince George  
AiMHi Infant Development Program, Prince George  
Beech Crescent Community House, Prince George  
Carney Hill Neighbourhood Centre, Prince George  
Carney Hill Elementary School, Prince George  
Child Care Resource and Referral, Prince George  
Children First Initiative, Prince George  
Child Development Centre, Prince George  
Family Y, Prince George

Crisis Info and Intervention Soc of Northern BC,  
Prince George  
Native Healing Centre, Prince George  
Northern Family Health Society, Prince George  
Northern John Howard Society, Prince George  
Northern Central Success by 6  
Porter Street Community House, Prince George  
Prince George Public Library  
Phoenix Transition House, Prince George  
Prince George United Way  
Ron Brent Community School, Prince George

# Nominations Committee Report

2007

The following members are continuing the second year of their 2 year term (2006-2008):

- Heather Bordo
- Christine Hoyer
- Cheryl MacDonald
- Shamim Shivji

The following Directors are nominated to begin a new 2-year term (2007-2009):

- Rick Downie
- Rob Kaufman
- Rheanna Robinson
- Dolores Romano
- Michael R. Weeks
- Kamy Zargarpour

## BACKGROUND OF BOARD MEMBERS BEING NOMINATED TO THE PARENT SUPPORT SERVICES SOCIETY BOARD OF DIRECTORS

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### HEATHER BORDO

Heather has an undergraduate degree in Psychology (1992), a Masters of Industrial Relations (1994) and an Advanced Coaching Certificate (2003). Heather has worked in internal and external consultant roles across numerous industries, organizations and functional areas throughout her career. She currently has her own business coaching leaders and leading strategy/business planning with organizations. Heather believes strongly in family values and in helping children and individuals realize their potential.

Heather also serves as a member of the board for Jewish Family Services Association.

### RICK DOWNIE

Born in Vancouver, Rick served in the Canadian Forces for 9 years including a term with the United Nations Force in Cyprus. After obtaining his Masters degree in Social Work, Rick evolved into a Family Therapist working for Mental Health until his early semi-retirement in 2001. Rick has always maintained an interest in Small Business and is dedicated to the values of Volunteerism.

### CHRISTINE HOYER

Chris moved to Canada twenty years ago from London, England. She has been a nurse and a counselor as well as a parent to two children, who are now teenagers. She lives in Victoria and was a volunteer circle facilitator for more than three years before returning to school to study law in 2004. Happily, joining the Board has enabled her to stay actively involved with Parent Support Services.

### ROB KAUFMAN

Rob Kaufman is a manager at Entrust Chartered Accountants, assisting owner-managed businesses achieve their financial goals. He enjoys his role as treasurer as he is happy to combine his family values with his financial acumen.

### CHERYL MACDONALD

Cheryl is V.P. of Operations for The Focus Group, a human resources consulting firm specializing in outplacement, coaching, training and development, organizational effectiveness, retention and performance management. She has more than 20 years experience in management in technical and corporate environments, as V.P. of Operations for a call center of 150 staff, Branch Manager of a recruitment firm and Director of Client Care for a software development company.

### RHEANNA ROBINSON

Raised in Smithers B.C., Rheanna is Métis and the mother of two young boys. Rheanna has attended UNBC in Prince George and received her BA with a double major in First Nations Studies and History and recently completed her MA in First Nations Studies where her research focused on Aboriginal Education in Canada. As an Instructor at UNBC, Rheanna is excited to be a part of Parent Support Services and looks forward to being able to contribute to the society.

### DOLORES ROMANO

Dolores is a graduate of Langara College. She also has a counselling diploma and tutors newcomers in English as a second language. Dolores is a member of the Population Health Advisory Committee for Children and Youth with the Vancouver/Richmond Health Board. Dolores is celebrating her twenty-second year as a facilitator for the B.C. Parents in Crisis Society.

### SHAMIM SHIVJI, LL.B.:

Shamim attended UBC and SFU for undergraduate studies. She received her Bachelor of Laws, Osgoode Hall Law School (1986).

Shamim returned to BC in 2003 and is currently practicing as a family lawyer at Ratcliff & Company in North Vancouver, BC.

### MICHAEL WEEKS:

Michael is a Human Resources Consultant with Meyers Norris Penny LLP, located in Vancouver. Throughout his career, Michael has advised senior management on areas including employee/ labour relations, compensation, organizational effectiveness, recruiting and performance management. Michael has consulted with a diverse groups of clients, including working extensively with not-for-profit social service agencies throughout BC. Michael holds a Bachelor of Administration undergraduate degree with a specialization in Organizational Development, and a Human Resources Management Diploma from BCIT. When he's not working, Michael can usually be found on the golf course tinkering with his game.

### KAMY ZARGARPOUR

Kamy has worked in IT Information Technology for most of his life. He has spent the last 11 years at Weyerhaeuser, which encouraged its employees to take part in service organizations. Kamy has been a board member for the last 2 years and has been impressed by the dedication of everyone in the society and would like to offer his services by serving for another term as a Director

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## Facilitators

## Steering Committee Members

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