Parent Support Services Society of BC

Annual Report 2025-26

Land Acknowledgement

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

PSS also acknowledges and honours the Métis and Inuit peoples across BC, including those we have the privilege of serving through our programs. We recognize that Indigenous identity, culture, and community — whether First Nations, Métis, or Inuit — are sources of profound strength, and we are committed to providing services that reflect and respect that diversity.

Executive Director Message:
From Services to Prevention Infrastructure

Think of a 7-year-old boy somewhere in BC. His family is under stress: isolation, mental health pressures, circumstances that have become too much to carry alone. His mother wants help, but she is afraid to ask for it. Afraid that reaching out might mean losing him. So, she carries it alone, longer than she should have to.

This is one of the most important things PSS offers: a place to reach out before that fear wins. Our support is **free**, **confidential**, and **non-judgmental**, designed for families who need connection but have every reason to be wary of systems. When his mother finds her way to a parenting support group, she finds other parents navigating the same terrain. She feels less alone. Her son is more stable. The family holds together.

And when his grandmother steps forward to care for him, whether because family circumstances shift and she is simply the one who shows up, or because government intervention makes her his caregiver, she too finds herself without a roadmap. Navigating legal systems, financial uncertainty, and a child who has experienced more than any child should. **She needs someone in her corner.**

This is the family PSS exists to serve. This report tells their story and ours, across three connected areas of work: **parenting support as upstream prevention, kinship care as family preservation and system navigation**, **and Indigenous engagement as a deepening commitment to relationship-based, culturally grounded practice.**

These are not silos. In the life of one child, they are a single, continuous thread.

As demand grows and needs become more complex, the importance of PSS's community development model becomes increasingly clear. The numbers in this report reflect real families: more connected, more supported, and better able to care for their children. Behind each one is a child with a better chance at stability and belonging.

We are grateful to the families, volunteers, staff, Elders, partners, funders, and supporters who make this work possible.

Jane Bouey

Jane Bouey
Executive Director

Board President Message:
Thank You

It has been a privilege to serve as President of Parent Support Services Society of BC this past year and to work alongside such a dedicated group of staff, volunteers, board members, donors, and partners. The Board's role is to provide oversight and support, and I appreciate the collaborative relationship we have with our Executive Director and staff as we work together to keep the organization strong and moving forward.

I want to thank everyone who contributes to the success of our organization. Whether you provide direct **support to families**, **volunteer at events**, **serve on committees**, or **make donations**, your efforts make a real difference in the lives of the people we serve.

This year brought its share of **changes** and **challenges**, including staffing transitions and an office relocation. Through it all, our team remained focused on supporting families and caregivers, and I am proud of how well the organization continued to deliver its programs and services.

Community engagement also remained a major strength. From Grandparents' Day and fundraising events to workshops and outreach activities, we continued to connect with families and supporters in meaningful ways. These opportunities not only raise awareness of our work but also help build the strong sense of community that makes PSS special.

Another area I am particularly proud of is the **collaboration we have built with partner organizations**. Whether through workshops, support groups, or our partnerships with Indigenous communities, these partnerships help us extend our reach and better support the families who rely on our services.

As we look forward, my hope is that we continue to grow thoughtfully, strengthen our partnerships, and find new ways to support families and caregivers in our communities. The need for our services remains strong, and I am confident that PSS is well-equipped to meet that need.

Thank you for the opportunity to serve as President. I look forward to continuing to support the important work of PSS and the people who make it possible.

David Wright

David Wright
Board President

What Drives Us:
Our Purpose and Principles

Parent Support Services Society of BC (PSS) is a non-profit organization that has been walking alongside families since 1974. Rooted in the belief that every child deserves to grow up safe, loved, and supported, PSS supports parents, grandparents, and other caregivers through connection, education, advocacy, and peer support.

Through free, confidential Parenting Support Groups, workshops, one-to-one support, and a help line for Kinship Caregivers, PSS helps families build confidence, strengthen relationships, navigate challenges, and connect with others who understand their experiences.

At its heart, PSS is about supporting the well-being of children by empowering those who care for them. We do this **one** phone call, **one** conversation, **one** workshop, **one** support group, and **one** shared story at a time.

Vision

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

Mission

Our mission is to support the well-being of children by empowering those who care for them through connection, education, and advocacy.

Values

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

Who We Are:
One Child, One Family, One Connected Response

Imagine a child, seven years old, somewhere in BC. His family might speak Spanish, or Cantonese, Korean, English or another language. He might live in Nanaimo, Prince George, Vancouver, or elsewhe. He might be Indigenous, or a new Canadian, or neither.

What they have in common with thousands of other children across the province is simple: the people who love them need support.

His mother is carrying more than she should have to carry alone. Financial pressure. Isolation. The weight of parenting without a network around her.

She wants help, but asking for help feels dangerous. If she reaches out to the wrong place, will someone decide she is not managing? Will someone come for her son?

She finds PSS. It is **free**. It is **confidential**. No one is there to judge her or report on her. She joins a **parenting support group** in her own language, with other parents navigating similar challenges. She feels less alone. Her confidence grows. Her child notices the difference.

For a while, things stabilize. Then circumstances shift. His grandmother steps in to care for him. Sometimes this happens within the family. Sometimes it happens through a formal child welfare arrangement. Either way, a grandmother finds herself raising a seven-year-old with love and without a roadmap.

She calls the **Kinship Care Help Line** and reaches a real person: an advocate who helps her understand legal options, access financial supports, communicate with social workers, and build stability for her grandson.

Throughout this family's journey runs another thread: **culture, community, and belonging**.

Whether through language-specific parenting groups, Indigenous-led gatherings, or advocates who understand the broader context of a family's experience, PSS works to meet families where they are.

This is not three programs. It is **one response,** following **one family,** across **one continuous journey**.

Who We Are

A Family's Journey with PSS

1 Family Under Stress

- Parenting support Group
- 1:1 Support
- Workshops

2 Stability Building

- Peer connection
- Confidence
- Reduced Isolation

3 Family Structure Shifts

- Kinship Care Help Line
- Advocacy
- System Navigation

4 Grandmother supported

- Legal Navigation
- Financial supports
- Relationship with social worker

5 Child Stable and Connected

- Culture
- Community
- Belonging

Throughout all stages | Indigenous engagement | Culturally grounded practice | Relationship based support

Again, These are not separate programs operating in isolation.

They are different ways families can access the same continuum of support. As needs change, families may move between services, finding connection, information, and support at each step.

Rather than simply placing people into programs, we walk alongside them throughout their parenting journey.

Who We Serve:
Meeting Families Where They Are

Language Groups

Arabic

Cantonese

English

Filipino

Korean

Mandarin

Spanish

Portuguese

Serving families across B.C

North

Interior

Vancouver Coastal

Vancouver Island

Specialized Parenting Support Groups

Fathering Support Group

Single Parenting

Parenting Children with ADHD

Parenting Teens

Kinship Care Support

Parenting Children with Anxiety & Depression

Language Specific Neurodivergent Support

Indigenous groups

Indigenous-specific groups and culturally grounded programming

All of our services are free, confidential, and non-judgemental. We support any parent or person in a caregiving role for a child, regardless of family structure, caregiving arrangement, or legal status.

- **Free**
- **Confidential**
- **Non-judgemental**

PSS at a Glance:
Our Impact in Numbers

This past year has been one of both deep continuity and meaningful change at Parent Support Services Society of BC.

At our core, we remain steadfast in our commitment to the promotion of well-being for all children through the support and empowerment of those who care for them. That mission guided every step we took in 2025–26.

4000+
Estimated children positively impacted

4,408
Parenting Support Group Participants

676
Support Group Sessions

678
Parenting Workshop participants

350
Calls to the Kinship Care Help Line

Newsletter Subscribers
7,983

PSS Volunteers
100+

Organizational Partners
51

Collaboration Projects
39

Supporting Communities with Purpose

Prevention in Practice:
Parenting Support As Upstream Prevention

Before a family reaches crisis, or as they work their way back from one, parenting support is often the first place they find connection.

For the mother carrying her stress alone, afraid to ask for help, a **parenting support group** is where that changes.

It is where she discovers she is not the only one. Where she learns something new, finds her confidence, and **begins to feel less alone** in one of the hardest things a person can do.

***Prevention is not a program category**. It is what happens when families are reached early, supported relationally, and connected to community before they reach a point of crisis.*

***This is prevention:** not as a concept, but as a weekly meeting, a conversation, a moment of recognition across a table.*

Participant Voices

"I'm calmer and less stressed now that I can talk things through with people who get it."

— Kinship group member

"I feel less isolated. I was very lost and reflecting with others I feel lighter."

— Single Parents group member

"I feel less crazy and like there are other dads out there in similar situations."

— Single Parents group member

"As an immigrant, it is difficult to express your feelings without being judged. Here I could."

— Language-specific group participant

Prevention in Practice:
What Families Experience

Participants come to PSS's parenting support groups for connection, not simply information.

In March 2026, PSS surveyed 16 group members across kinship support, single parent, general parenting, and fathering groups. The average helpfulness rating was 4.4 out of 5. The most consistently reported change was feeling less alone and more supported, marked by nearly every respondent.

Across all evaluation data, participants report that since attending their group they feel less alone, have built stronger support networks, are more confident advocating for themselves and their children, handle stress better, and have a deeper understanding of themselves and their children.

People are not primarily seeking parenting tips. They are seeking **human connection**, and finding it. Attendance patterns reinforce this: most respondents attend almost every week or twice a month, across groups they have been part of for six months to more than two years.

These are sustained relationships that become a genuine part of how families navigate their lives. One response captures something beyond the expected outcomes.

A kinship caregiver wrote: *"I became aware that my granddaughter might be autistic. Had her tested and she is on the spectrum."*

The group did not diagnose her granddaughter. It created the conditions: the information sharing, the peer learning, the sense that it was safe to look more closely, for a grandmother to see something she had not seen before and to act on it.

That is prevention in practice.

Kinship Care:
Family Preservation & System Navigation

When a family can no longer care for a child, it is often a grandmother who steps forward.

Or an aunt. Or a sibling. Someone who loves the child and says yes, almost always without fully understanding what that yes will require of them. This year, PSS's **Kinship Care Help Line supported 254 families across British Columbia.** They called from every region of the province, from the Lower Mainland to Northern BC, from Vancouver Island to the Kootenays.

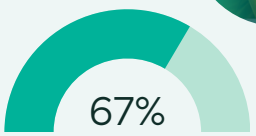
They are raising children whose lives have been shaped by substance misuse, family violence, parental mental health struggles, and loss. **Fifty-four percent** of the children they are raising have **severe and prolonged impairments. Forty-nine percent are First Nations, Inuit, or Métis**.

And 56% of the caregivers raising them have no legal status. They are doing this work without formal recognition or protection. They needed someone in their corner. They found PSS.

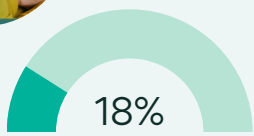
Who Calls and Why

In 2025–26 the Line received 350 calls from 254 unique callers.

The Help Line is free, confidential, and available to kinship caregivers regardless of how they came to be in that role, whether through family circumstance or government intervention.



Grandmothers make up 67% of callers.



Aunts make up for 18% of callers.

Reasons for Calling

Child Welfare Matters

lead reasons for calling at 48%, up significantly from 22% last year, reflecting the increasing complexity of the situations families navigate.

Legal Status

56% percent of callers have no legal status. **78%** percent are not on the Extended Family Program. For many, PSS is the only consistent support they have.

Indigenous identity of children

Calls involving Indigenous children continue to reinforce the importance of culturally grounded approaches to caregiver support and advocacy.

"My kinship care arrangement is through the court, not MCFD, so most services tied to MCFD aren't available to me. This is the only support I have for navigating the unique challenges of kinship care."

Kinship Care:
Beyond Information: Complex, Ongoing Support

The Help Line was designed as an **information** and **referral service**. What it has become is something more. PSS's Kinship Care Advocate–Social Workers provide sustained support to families over months and sometimes years, helping caregivers understand their legal rights, navigate financial systems, access resources, and build constructive working relationships with social workers and service providers.

"I've never been treated with such incredible care, helpful professionalism and generous expertise by people who didn't even know me but who somehow knew me and my situation before I had to say much of anything." – Anonymous Help Line Caller

Role in Family Preservation

PSS's kinship work is about keeping children connected to family, to culture, to community. When a caregiver is supported to stay, a child stays home. When a caregiver understands the system well enough to navigate it, a family has a chance at reunification. These are not outcomes that appear in output tables. **They are what prevention infrastructure actually produces.**

Feedback From Callers

"I just wanted to thank you for taking the time to listen and for sharing information that could really help me as I work toward having my children back in my care. Our conversation helped me see the bigger picture and gave me more clarity on what I need to continue focusing on moving forward."

"We are so grateful for your support and leadership in this area. Your wisdom and depth of practice are truly invaluable." I wanted to thank you for meeting with my client, her husband, and me. They found your suggestions very helpful."

"He said it's nice to not have throw up sitting in the top of his chest all the time and worry about court. We have really, honestly gotten our lives back the past 10 months."

"You are an amazing person. You have gone above and beyond and I know that you are working so hard to support families."

"Call takers are professional, polite, understanding and kind."

Kinship Care:
Indigenous Engagement & Systems Change

49% of the children being raised by kinship caregivers who called PSS's Help Line this year are First Nations, Inuit, or Métis.

That number is not background context. It is the reason this section exists, and why the work described here is not separate from PSS's kinship care or parenting support work, but woven through all of it. Indigenous children continue to be significantly overrepresented in child welfare systems, and PSS is committed to supporting Indigenous-led efforts to strengthen outcomes for Indigenous children, families and communities.

Our Approach

PSS's work with Indigenous communities and partners is grounded in the principles of UNDRIP and the TRC Calls to Action. In practice, this means approaching Indigenous engagement not as outreach but as relationship-building, moving at the pace of trust, following the lead of Indigenous partners, and remaining genuinely open to learning.

Decolonizing practice means recognizing that the systems families navigate were not designed with Indigenous families in mind. PSS's role is not to slot families into those systems more efficiently, but to work alongside Indigenous partners to imagine and build something better. Our work is led by Indigenous staff and guided by Elders and Indigenous community members.

Key Activities This Year

We began a relationship with the Kwasun Cultural Education Society this year. Together we organized Cultural Connection events in Nanaimo, gatherings that brought together Indigenous community members, Elders, and service providers in a spirit of shared learning.

Elders from Kwasun brought their knowledge and teaching to the March 2026 Provincial Training Workshop for PSS volunteer facilitators: ***the Carriers of Care,*** *Indigenous Perspectives on Discipline, Compassion, and Strength*. Participants rated it excellent or good. Every participant said it contributed to their skill development.

In partnership with **Peer Net BC**, PSS offered the four-session **Tsitsawatul/Working Together facilitation** series for Indigenous service providers and community leaders, delivered in November, December, and January.

The title, drawn from Hulq'umi'num, reflects the orientation: building capacity together, not training delivered to a community. PSS has now held space for the **Cross Nations Knowledge Sharing on Child Welfare** for four consecutive years, a culturally safe online space for First Nations, Inuit, and Métis service providers and community leaders. The list serve reached over **314 contacts**, with 63 new registrants in 2025–26. This year's sessions focused on Indigenizing court processes and First Nations engagement with MCFD, *Hulqelh/Hulq'umi'num,* the Correct Way.

Contribution to Systems Change

In January 2026, PSS facilitated two dialogue sessions as part of the BC government's review of kinship care policy, bringing together MCFD policy staff and kinship caregivers with lived experience to have direct input into policy that affects them. PSS also continued work with the BC First Nations Justice Council, Designated Band Representatives, Sasamans Society, the Indigenous Sport Physical Activity and Recreation Council, and Metis Nation BC. PSS is not the lead on Indigenous systems change. That leadership belongs to Indigenous communities and organizations.

What PSS can offer is a sustained, respectful presence: showing up consistently, following Indigenous leadership, and using its position as a provincial organization to create space for conversations that matter. Numbers don't measure what it means for a grandmother raising a grandchild who is First Nations, navigating a system that has a long history with her family, to find an advocate who understands both the law and the relationship.

Orgnaizational Milestones:
Moments That Shaped the Year

Expanding One-to-One Support

Individual Support for Families
PSS continued to expand one-to-one support services, providing individualized assistance to parents and caregivers seeking guidance, connection, and help navigating complex circumstances.

Redirecting Resources to Families

New Vancouver Office
Relocated from our long time Burnaby office to a smaller Vancouver space, reducing occupancy costs and directing more resources towards programs and services.

Deepening Indigenous Relationships

Relationship-Based Learning and Engagement
PSS continued to deepen relationships with Indigenous communities, Elders, service providers, and partners across BC through cultural learning, knowledge sharing, community gatherings, and systems change initiatives.

Reaching Families Where They Are

Heartwood Centre Partnership
Launched a new parenting support group at Heartwood Centre, supporting mothers navigating mental health and substance use challenges while strengthening connection with their children.

Building Community Capacity

Volunteer Learning and Leadership
Continued to train, support, and mentor volunteer facilitators who provide peer support to families across British Columbia.

Supporting Kinship Care Reform

Lived Experience in Policy Discussions
Brought kinship caregivers together with provincial policy staff to help inform BC's ongoing review of kinship care supports.

Expanding Culturally Relevant Support

New Spanish-Language Autism Support Group
Launched a new Spanish-language support group for parents and caregivers of autistic children, increasing access to peer support and culturally responsive services for Spanish-speaking families.

Strengthening Community Investment

Growing Foundation Partnerships
Expanded foundation support and community investment, helping diversify revenue sources and strengthen long-term sustainability.

Financial Snapshot:
Investing in Families and Communities

Reporting Period:

April 1, 2025 to March 31, 2026

Financial Performance Overview

In 2025–26, PSS maintained a strong financial position while continuing to respond to growing demand for services across British Columbia. Through the support of government, foundations, donors, volunteers, and community partners, we strengthened programs, deepened relationships, and expanded support for families and caregivers.

Foundation Funding Growth

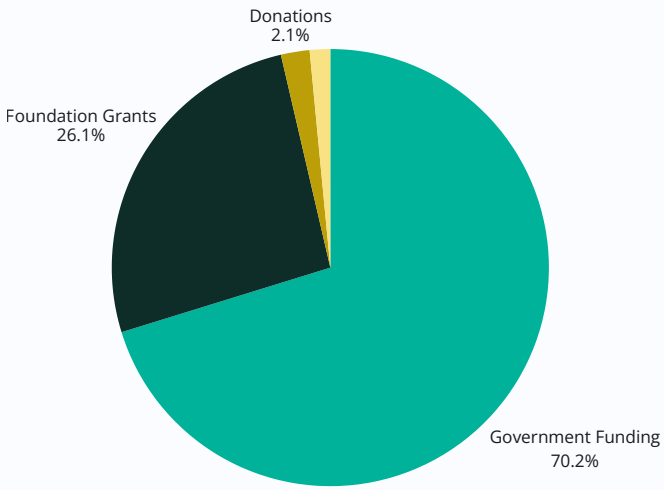
$134,241 → $249,720

Foundation Funding Strengthening Volunteer Capacity

100+ volunteers

Revenue Sources

Government Funding	$670,999	70%
Foundation Grands	$249,720	26%
Donations	$20,253	2%
Other Revenue	$14,496	2%



The resources entrusted to PSS support parenting groups, kinship care advocacy, one-to-one support, volunteer development, Indigenous engagement, education, and community partnerships across British Columbia.

Our Engagement:
Community Capacity & Partnerships

In 2025–26 PSS engaged in **39 documented collaboration projects** with **51 organizations** across the province, including workshop partnerships with Island Health, Cameray Child and Family Services, SFU's Learning Language and Development Lab, Substance: Learn About It — Talk About It, and Calm the Conflict. These figures reflect formal, tracked collaborations and do not capture the full breadth of PSS's relational work.

The Indigenous nations, organizations, and communities that PSS's kinship advocates engage with regularly — Designated Band Representatives, First Nations Justice Council lawyers, Indigenous service providers across the province — represent an additional layer of relationship-based partnership that runs throughout PSS's work but is not fully reflected in these numbers.

PSS's newsletter reaches **7,983 subscribers** each month. Its social media presence continues to grow. These channels extend PSS's reach into communities it cannot always serve directly, connecting families and service providers with programs, resources, and each other.

PSS has become a trusted part of BC's network of family support organizations. Organizations refer to PSS because they trust what families will find there. That trust is one of PSS's most significant organizational assets.

In January 2026, PSS facilitated two dialogue sessions bringing together MCFD policy staff and kinship caregivers with lived experience, creating space for the people most affected by kinship care policy to have direct input into its direction, as part of the government's own review of kinship care in BC.

"I find the newsletter information very informative and help, plus if I have questions, I can call & speak to someone or ask for a call back."

- Parent Newsletter Subscriber, Merrit, BC

At the Heart of Our Work:
The Volunteer Facilitators Who Make It Possible

Over 100+ volunteers

support PSS across facilitation, steering committees, childminding, and events.

In 2025–2026,

41 facilitators were active.
119 applications were received.
30 new facilitators were trained.

Volunteers continue to be at the heart of our work.

These are not people performing a service. They are community members showing up, week after week, for families who need them.

Jiaen, who came to Canada as a new immigrant and received support from a community organization, has now volunteered for six years...

"I have come to understand the meaning and value of giving back. I feel a deep sense of fulfilment."

- Jiaen,Volunteer Facilitator

Provincial Training Workshop

As part of our Provincial Training Workshop in honor of International Women's Day, volunteer facilitators were joined by Elder Belvie of the Kwasun Cultural Education Society who shared her experiences as a young girl at the Nanaimo Indian Hospital, in residential school and her return home.

Titled *Carriers of Care: Indigenous Perspectives on Discipline, Compassion, and Strength,* the workshop had participants reflect on themes of resilience, healing, and care, gaining valuable insights to support their work with families and communities.

Thank You To
Our Staff & Board of Directors

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Community Partners

Charlene Croukamp
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Laura Dias
Olivia Yung

Renee Austin
Steve Keller

Burnaby Neighbourhood House

Cameray Child & Family Services

CALMTHECONFLICT with Charlene Croukamp

Caring Families Society

Charity Village

Department of Pediatrics UBC BC Children's Hospital

Drug Free Kids Canada.org

Fairness for children raised by relatives

arc programs Family Connection Centre

firstcall Child and Youth Advocacy Society

Family Place new west

Heartwood Centre for Women

information children

island health

ISSofBC

Kwasun Cultural Education Society

MOSAIC

Pacific Immigrant Resources Society

SFU let's talk Child Research Group

The Federation of Community Social Services of BC
Altogether better.

United Way British Columbia

UNA University Neighbourhoods Association

Vancouver Community College

Volunteer Kamloops

West Coast LEAF

Westcoast Family Centres

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