

# ANNUAL REPORT

## 2023-2024



**FAMILY SERVICES**  
OF GREATER VICTORIA

### VISION STATEMENT

Family Services of Greater Victoria (FSGV) is the province's premier agency for all family members facing change and challenges in their relationships. FSGV's professional staff combines current knowledge with training to provide a wide range of caring, timely, and effective services.

### MISSION STATEMENT

Family Services of Greater Victoria (FSGV) helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure. Our highly qualified staff, working with other community agencies, provides information and practical and emotional support so people facing these challenges can make the decisions that are best for everyone. FSGV believes all individuals can find ways to move forward in their lives when family relationships have changed or are changing.

**250-386-4331**

1004 North Park Street, Victoria, BC V8T 1C6  
1-877-386-4333(Toll Free)

[www.fsgv.org](http://www.fsgv.org)

Fax: 250-386-4301



"Family Services of  
Greater Victoria"

**EXECUTIVE DIRECTOR**

*Jane Taylor Lee,  
MA, CCC*

**SEPARATION RESOURCE SERVICES**

*Pam Rudy,  
BEd, Cert. Family Mediation*

**FIRST RESPONSE SERVICES**

*Raji Goel  
Dip. Office Admin*

*Sandra Teiffel  
BA, Dip Ed*

**COUNSELLING & THERAPY SERVICES (APRIL 2023 – MARCH 2024)**

*Ava Razavi,  
MA, RCC*

*John Ricker,  
MA, RCC*

*Daisy Song,  
MA, RCH, RCC*

*Leah Russell\*  
MA (n progress)*

*Edna Ng\*  
MA (in progress)*

*Lexie Harrison\*  
MA (in progress)*

*Hannah Peterson, BA, PGCEi,  
Gr Dip in Youth Work(in progress)*

*Matt Treble\*  
MA (in progress)*

*Ian Mackintosh,  
MA, CCC, RCC*

*Shelley Fischbach,  
BEd, SPED, MA CYC(in progress)*

*Jane Taylor Lee,  
MA, CCC*

*Yuko Kawasumi,  
MA, RCC*

**“BEHIND THE SCENES”**

**Computer Technician**

*Melvin Klassen\*,  
BSc*

**Bookkeeping**

*Tiemer & Co  
Sheena Bellingham,  
PCP, Bookkeeper*

**\*Volunteer during the year**

## STATEMENT OF VALUES

**Safety and Well-being** – We are committed to the ideals of safety, well-being, and justice for all family members, with the welfare of children our top priority.

**Responsibility** – We are committed to the highest standards of excellence in service-delivery and organizational management. This includes responsible, compassionate, and ethical care for everyone who uses our services as well as a commitment to ongoing training and support for our staff and volunteers.

**Autonomy** – We believe people are responsible for making decisions that are right for them in their own lives. Our role is to support this process.

**Diversity** – We embrace diversity, including that of culture, race, ethnicity, gender, age, religion, ability, income, and sexual orientation.

**Inclusion** – We are committed to creating an inclusive workplace that welcomes input from all staff, contractors, volunteers, members, and clients. As a team, we draw on the resources, skills, and abilities of our team members in order to best serve our clients.

**Respect** – We are committed to respectful behaviour and communication, both within our workplace and in our community.

\* Victoria Social Innovation Centre Society (VSICS) was established in 2018 to continue and enhance collaboration and co-operation with local governments, community groups and like-minded agencies. Family Services of Greater Victoria and Victoria Immigrant and Refugee Centre Society (VIRCS) are the current partners in the Society and share responsibility for ownership of their building at 1004 North Park Street and the operation of Victoria's first trauma informed daycare, Little Phoenix Daycare, located in the North Park building. The Society is ever seeking to better respond to the needs of immigrants, refugees and families in the Greater Victoria area, and would consider inviting other appropriate, non-profit agencies to join our efforts.

## OVERVIEW OF SERVICES

### **Separation Resource Services**

- orientation to family law;
- overview of dispute resolution options and legal resources available in the community;
- coaching for effective participation in mediation and in self-representation at court;
- ...and more

Legal Advice NOT provided

### **Mediation**

- For Couples (with or without children)

### **Facilitated Parent-Child Connections**

Providing a Supervisor for parenting time with the child(ren)

### **Caught in the Middle**

- Parent Program
- Children's program (ages 7-12)

### **Counselling/Therapy Services:**

- Individual Counselling for Adults
- Individual Counselling for Children/Youth (ages 8 & up)
- Expressive Arts and/or Play Therapy Techniques for Children/Youth (ages 4 & up)

### **Support for Grand Parents**

- raising grandchildren on a temporary or permanent basis
- trouble with access to the grandchildren

## CO-CHAIR'S REPORT

We are happy to report that the co-chair model has continued to work very well over the last year.

Crystal liaised with Jane and Pam about day-to-day matters at the agency, fundraising efforts, and drafting board agendas, etc. She also assisted with the review of some of the agency's agreements and in responding to client enquires.



Jim has continued to play a huge role in determining appropriate rental sums for each tenant space in the Victoria Social Innovation Centre\*, and in negotiating and obtaining a new mortgage in the Spring of 2023 [and again in 2024]. Although not received in this fiscal year, we were fortunate to receive this Spring \$43,240 from Dialogue and Resolution Services Society when they wound up the society and \$500 from Bema Productions from the sale of theatre tickets, which has created a welcome financial cushion.

Jim and Crystal attended VSICS board meetings, with Jane and Pam, and advocated for an equitable sharing of leadership duties as the VIRCS Executive Director, Luis Gutierrez, has established himself in his agency and is ready to take more on.

Jane continued to have a lot on her plate, especially with working 3.5 days a week. She was tireless in seeking out new forms of funding, including public funds, creating government briefing notes, liaising with the private sector and applying for grants, and carrying out the ongoing leadership duties for VSICS, including daycare liaison for Little Phoenix Daycare.

As many of you know, Jane lost her husband of almost 30 years, Doug Taylor Lee, to a stroke in February 2024. She made the very difficult decision that it was time to retire from her position as Executive Director and officially retired on 1 May 2024. We are very grateful to Jane for everything that she has done for us, and hope, when she is feeling up to it, she will volunteer with our agency. Meantime, we wish her all the best in her retirement, and thank her and Doug for their tireless support of the agency and of VSICS.

Our board has worked hard this year, and we thank them for their efforts. We were very lucky to have two new board members, Kendra Marks and Jessica Narsing, who brought a wonderful new energy and their distinct knowledge and expertise. We continue to seek out new board members, as in certain months it is difficult to achieve a quorum. Consequently, we ask all of our members to consider volunteering for the board, or promoting to someone you know to volunteer for the board.

We are also very grateful to Pam Rudy, who has stepped up as interim Executive Director, as she is done several times before. We are lucky to have her calm and steady hand at the helm as we seek out a new Executive Director for our agency. And to all of our staff and volunteers, thank you for your efforts each and every day, and for the difference you make in our community.

*Crystal Buchan and Jim Wallace*  
Co-chairs

### **ACTING EXECUTIVE DIRECTOR'S REPORT**

While the year began with my usual roles providing Separation Resource Services, I unexpectedly became Acting ED following Jane's leave following her husband's hospitalization, his untimely passing in February, and after her decision to resign. When asked to be Acting ED during this difficult time, I didn't hesitate to step in to help this agency where I have spent most of my career.

The period leading up to Jane's resignation was a blur of juggling roles, but it was very reassuring to have our amazing staff and contractors who kept their steady pace providing excellent client services. Our two newest staff, Leah and Lexie, who were our interns this past year, jumped right in after finishing their practicums, and have been excellent additions to our team.

On the subject of staffing, I would like to acknowledge two in particular who have provided longstanding and outstanding service to our clients— Sandra Teiffel, who for the past 18 years has been working in reception and is our Intake Coordinator for counselling appointments; and John Ricker, who has been counselling here for the past 17 years.

Some changes since Jane's resignation:

- Ava Razavi has taken over Jane's former role as Clinical Supervisor for counsellors and interns. She is currently in training to become properly qualified as a clinical supervisor.
- The Board approved use of a portion of donations made in memory of Doug Lee for counsellors to use for a professional development course of their choosing. Counsellors were also able to attend a day's workshop in September on "Suicide Prevention" that our former counsellor, Matt Treble, developed as a pilot program for Canadian Mental Health Association where he is currently employed.
- The art room used for children's counselling had a nearly free makeover to replace the old carpet that was beyond cleaning. Our building custodian used his handy skills to use leftover large tiles from Little Phoenix Daycare plus a colourful border of small tiles he acquired elsewhere to complete the transformation into a delightful children's space.
- FA remains suspended and 32 families have requested this service since the suspension. It was very disappointing to abruptly stop service for the children who were only able to see their parent for a few hours per week in my presence. However, as I reflect on the past six months, my time normally used for supervising and writing detailed observation notes would have been harder to stay on top of with the addition of Acting ED tasks. Working with high conflict families who have court-ordered parenting time has always been challenging; but this year there were three families who were particularly time-consuming; not only for me, but for Jane and the Board who needed to be involved as well.

Having a new website for FSGV has been a goal for several years. Finally this past year, our counsellor, Hannah worked to develop and complete a new look for our site. It is not launched yet, but that is something we hope to officially reveal in these next months pending Board approval. Thank you to Hannah for her dedication and expertise in developing the website.

I especially want to thank Raji, whose administrative abilities have been invaluable to me. As many know, my tech side is weak, and Raji was available to address the incompatibility between me and my computer; but most importantly was able to locate all kinds of information related to FSGV and Social Innovation Centre, including Little Phoenix Daycare, that was suddenly needed when Jane had to leave.

For 46 years, FSGV has provided multiple support services for individuals and families. We are grateful for all the funding sources which have kept us going. Many thanks to Jane for her diligence in seeking renewal funding and new sources, including successful fundraisers. We look forward to keeping us going with a new Executive Director in the near future.

*Respectfully submitted by  
Pam Rudy, Acting ED*

### **PROGRAM COORDINATOR’S REPORT**

In November 2023, Jane (our Executive Director) turned 60! She did this by having her celebration at the Royal Victoria Yacht Club and she turned her celebration into a fundraising event for the agency.

Sandra (our Intake Coordinator) proved that 80 is the new 60 when she turned 80! in April of 2024. In celebration, we had a surprise birthday party for her – she was certainly surprised.

In February 2024 the unthinkable happened when Jane’s husband(Doug) suffered a stroke and later passed away. Doug’s memorial was held and he asked that in lieu of flowers etc, that donations be made to Family Services of Greater Victoria. To all those that knew Doug, he was a wonderful father, husband, architect and a Good Friend– RIP Doug you will be missed.

We also said goodbye to Edna Ng, and Matt Treble, who finished their practicums. We welcomed Leah Russell, and Lexie Harrison as practicum students in September of 2023 and spoiler alert – we won’t have to say goodbye when they finish their practicums as we brought them both on staff.

*Raji Goel  
Program Coordinator*



**FAMILY SERVICES**  
**OF GREATER VICTORIA**



## INTAKE COORDINATOR'S/COUNSELLING REPORT

I would like to acknowledge that every counsellor who works for this agency did an internship here. This is their way of giving back. Their support and expertise is invaluable to providing the best experience for our clients

All clients are referred to our Intake Coordinator (Sandra Teiffel, a retired school counsellor) who discusses their needs and speaks to the most appropriate counsellor before scheduling an appointment.

Our children's service covers clients aged 4-18. The youngest clients have play therapy given by counsellors with play therapy training. Gradually this changes into narrative sessions.

In the last fiscal year ending in March 2024, 900 child sessions were booked and 751 sessions occurred. Additionally, there were 412 *All About Me* sessions booked for children referred by the Ministry and 322 sessions occurred. FSGV provides 15 FTE spaces for Ministry referrals on an ongoing basis. There were 605 adult sessions booked and 485 sessions occurred.

Last year FSGV had two Registered Clinical Counsellors (RCCs) who worked exclusively with adults; one RCC who worked with adults and children; and two RCCs who worked exclusively with children.

By the fall of 2024 our two interns were employed by FSGV; and both will also become RCCs soon which means we will be able to serve more clients who have employment benefit plans who will be able to pay the full \$130 fee.

Additionally, there is one experienced counsellor completing an internship for her Master's degree and two interns also completing their Master's.

In June we adjusted the fee schedule and clients with an income under \$40,000 now pay \$30 per session. This provides quality service to many lower income households. Fees for clients earning above \$40,000 are 0.1% of their income.

Counsellors still work with adults and children who are experiencing family issues and the adjustments and life changes that accompany separation. Coping with trauma, depression and anxiety occurs at all age levels. Therapists work with children coping with neurodiversity (ADHD and children on the autism spectrum), grief and loss, bullying, discrimination, and issues related to sexual orientation and gender identity. Other children deal with parents who have addictions and mental health issues. Additionally many Ministry referrals (under the *All About Me* Program) are living in foster and kinship care or independent living arrangements under a youth agreement.

This fall has seen a decrease in counselling requests for clients who do not have benefits; and for online counselling.

Sandra Teiffel,  
Intake Coordinator

## CAUGHT IN THE MIDDLE

For the Fiscal Year Ending March 2024 We had:

- 88 people who were interested in participating
- 56 people (26 were children (between the ages of 7 – 12 as per the program guideline who participated.  
12 of the participants did the program via Zoom

### Successes

- Positive feedback from program participants
- Positive learning and growth for practicum students
- Coordinator created a 70-page manual for the children's group
- Coordinator currently updating parent manual

### Challenges

- Less interest in online group, no longer offering online group for children
- Last minute drop-outs, which prevent other families from taking the program
- Participants place responsibility for payment with MCFD increasing the administrative workload for the program coordinator

*Hannah Peterson,  
Program Coordinator for Caught in the Middle*

## SEPARATION RESOURCE SERVICES

These services involved my ongoing roles--providing legal information/resource options; facilitated parenting time; mediation; and teaching New Ways for Families Decision Skills Class® for everyday communications with ex-partners and/or for preparing them for mediation.

Legal Information:

- 122 individual appointments (108 previous year)
- 335 calls/emails (557 previous)

Facilitated Parent-Child Connections:

- 115 supervised sessions with 11 families involving a total of 41 individuals (previously 116 sessions with 16 families involving 60 individuals)
- 926 calls/emails (775 previous)

Mediation:

- 15 sessions (17 previous)
- 284 calls/emails (227 previous)

New Ways for Families@:

- 22 individual sessions (14 previous)

Unique events of this fiscal year:

The highlight of the year was receiving an invitation by Bill Eddy, co-founder and CEO of New Ways for Families (NWFF), to attend dinner on May 11<sup>th</sup> with him and Michael Lomax, (family law lawyer/mediator) who, with Bill, co-authored the book 'Mediating High Conflict Disputes'. After delivering a presentation on the mainland, Bill made an overnight trip to Victoria for this dinner before flying home to San Diego. As a long-time admirer of the NWFF method of helping separated/divorced family members, I was honoured to accept Bill's invitation.

In June 2023 I created a presentation on "Myths or Realities in Family Law?" for the Caught in the Middle parents' group and presented it about midway through the program. The facilitator's feedback was that the parents loved having that session as part of their 8-week program. Also this month, I had my first experience of being interviewed for a Section 211 report regarding a family that I provided supervised parenting time for. I was grateful to have the opportunity to review the interviewer's notes of my interview before they were incorporated into his final report.

In August I created and delivered a power point presentation to Victoria and Immigrant Refugee Centre Society (VIRCS) clients and staff on "Family Strategies to Help". This presentation took a long time to talk through because the Arabic and Chinese staff interpreters who attended with clients needed time to translate to those clients. However, post presentation feedback was all positive. Additionally, I provided information interviews for 17 VIRCS clients and did two mediation sessions for an immigrant family from Africa.

For professional development, I attended the webinars below:

- Parent Child Contact Problems—Family Violence and Parental Alienation Either/or, Neither/nor, Both/and, One in the Same
- Coercive control—Understanding the Impact on Survivors as Parents and their Children
- Equal Parenting Time in Practice & Policy: A Friendly Debate and Discussion
- Understanding and Managing High Conflict Situations

-Taming the Anxiety Beast Within: Structuring our Work with Families to Diminish Conflict and Optimize Success after Separation

-Parenting Plan Guide—the inaugural meeting of Association of Family & Conciliation Courts BC Chapter

-Children’s Voices—Aboriginal Community’s Perception of Family and How their Laws may differ in Relation to children’s Rights/Voices

-Creating Space for Children’s Voice: Overview of Family Mediation’s Training for Child Protection Mediation.

-AD(H)D & Lawyers: Impacts on Wellbeing

-Confirmation Bias: Getting it Backwards in High Conflict Cases (and How to Correct it)

My professional memberships continued to include AFCC (Association of Family & Conciliation Courts), MediateBC, and Family Mediation Canada (FMC). Hosted by FMC, I continued attending virtual best practices meetings on a bi-weekly basis with a core of five other mediators from AB, SK, ON, and QC. I also continued attending monthly Q&A sessions hosted by Bill Eddy, co-founder of *New Ways for Families*®.

Unfortunately, the year ended on an unexpected disappointing note for families when I needed to suspend providing Facilitated Parent-Child Connections on March 6<sup>th</sup> due to not having liability insurance coverage for that program under our office insurance policy. It was anticipated to be a short suspension; however, by March 31<sup>st</sup> our insurance representative was still unable to obtain quotes because insurance companies had tightened up eligibility, especially for services involving children. It is hoped that the insurance issue can be resolved in the next fiscal year.

*Respectfully submitted by,  
Pam Rudy  
Separation Resource Services Coordinator*

<b>FINANCIAL STATEMENTS</b>
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### Income Statements

	Reviewed 2023-2024	Reviewed 2022-2023	Reviewed 2021-2022
<b>Revenue</b>			
BC Gaming	\$104,000	\$99,000	\$99,000
United Way			
Southern Vancouver Island	75,120	38,180	10,076
Fees & Miscellaneous	77,496	77,447	78,617
Ministry of Children and			
Family Development	77,301	67,581	67,519
Foundations (Donations)	83,692	50,038	69,411
Fundraising	37,493	3,055	3,070
Covid Relief Income			54,784
	<b>\$455,102</b>	<b>\$335,301</b>	<b>\$382,477</b>
<b>Expenses</b>			
Program Delivery Personnel	\$262,118	\$289,045	\$293,850
Rent & Utilities	60,073	61,500	61,500
Contractor Fees	20,981	23,131	11,775
Administration*	16,249	15,759	16,736
Accounting/Audit	6,555	6,150	7,300
Telephone, Fax, Internet	5,001	6,442	6,819
Amortization	9,485	8,857	7,948
Advertising	4,156	3,067	3,905
Training & Travel	1,379	1,401	1,103
Memberships	5,353	2,428	2,447
Insurance	2,695	1,266	1,749
Program Development	0	877	543
	<b>\$394,045</b>	<b>\$419,923</b>	<b>\$415,675</b>
<b>Surplus (Loss)</b>	<b>\$61,057</b>	<b>(\$84,622)</b>	<b>(\$33,198)</b>

\*includes bank charges, supplies, etc

## Balance Sheet as at March 31<sup>st</sup>

<b>Assets</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Bank Acct, Cash, GST Receivable	\$131,574	\$120,953	\$231,537
Prepaid Expenses	7,278	8,881	1,289
Funding Receivable	19,454	8,534	-
	<b>\$158,306</b>	<b>\$138,368</b>	<b>\$232,826</b>
<b>Capital Assets</b>	41,240	50,725	52,962
<b>TOTAL ASSETS</b>	<b>\$199,546</b>	<b>\$189,093</b>	<b>\$285,788</b>
<b>Liabilities</b>			
Fixed Operating Costs Payable	\$ 3,169	\$ 8,889	\$ 16,272
Variable Operating Costs Payable	8,640	10,521	-
Deferred Income	9,500	12,500	12,200
Loan Payable		40,000	40,000
<b>Total Liabilities</b>	<b>\$21,309</b>	<b>\$ 71,910</b>	<b>\$ 83,972</b>
<b>Unrestricted Net Assets</b>	<b>\$178,237</b>	<b>\$117,183</b>	<b>\$201,816</b>

<b>TREASURER'S REPORT</b>
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**Revenue:**

Once again Thank you to our current long-term funders that continue to support us year after year – BC Gaming, the United Way Southern Vancouver Island, and the Ministry of Children and Family Development.

Financially this was a banner year for us, but before we celebrate, financially the last 2 years were not – this is just the nature of non-profits.

Fees – Internally we are always discussing the fees – raising rates, etc. and at the end of the year we always seem to hit about the same amount

United Way this year was an anomaly, we got \$25,000 for our core program, which is less than in previous but we received \$50,000 for a collaboration grant with the Victoria Immigrant and Refugee Centre, which has now ended. This upcoming year we will get \$30,000 for our core programs which is more than this past year, but less than in prior years

Foundations and Fundraising: There are quite a few Foundations out there that typically offer 1 time funding. This year we were able to secure over \$100,000 this is thanks to Jane. Also this past year we had 2 events which raised funds/donations for the agency Jane's birthday in November, and then Doug's memorial in February.

**Expenses:**

On the expenses side – the only thing to note is this year staff salaries are down – this is in part to us not having an Executive Director at the moment. Everything else on the expense side has stayed pretty much the same.

*Raji Goel*  
*Programs Coordinator.*

## BOARD OF DIRECTORS 2023 - 2024

**Crystal Buchan** – Co-Chair  
Lawyer

**Jim Wallace** – Co-Chair  
Property Management

**Jake Holm** - Director  
Lawyer

**Jessica Narsing** – Director  
Teacher

**Kendra Marks** – Director  
Lawyer

**Alyson Rhynas** – Director  
Lawyer

## AGENCY FUNDERS



-Community Gaming Grant  
-Ministry of Children and Family Development



Provincial Employees Community Services Fund

### Individual Donations

*Our thanks to those who financially supported our organization*