ANNUAL REPORT
2024-2025

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.FSGVic.org
Fax: 250-386-4301

"Family Services of Greater Victoria"

EXECUTIVE DIRECTOR(AS OF APRIL 2025)

Jan Ference
MS, IPMHF, RCC

EXECUTIVE DIRECTOR(UNTIL MAY 2024)

Jane Taylor Lee
MA, CCC

SEPARATION RESOURCE SERVICES ACTING EXECUTIVE DIRECTOR (JUNE 2024 TO MARCH 2025)

Pam Rudy,
BEd, Cert. Family Mediation

FIRST RESPONSE SERVICES

Raji Goel
Dip. Office Admin

Sandra Teiffel
BA, Dip Ed

CAUGHT IN THE MIDDLE COORDINATOR

Hannah Peterson,
BA, PGCEi, Gr Dip in Youth Work, RCC

COUNSELLING & THERAPY SERVICES (APRIL 2024 – MARCH 2025)

Ava Razavi, *MA, RCC*	*John Ricker,* *MA, RCC*
Daisy Song, *MA, RCH, RCC*	*Leah Russell* *MA, RCC*
*Gillian Utzig** *MA, RCC(in progress)*	*Lexie Harrison* *MA, RCC*
Hannah Peterson, BA, PGCEi, *Gr Dip in Youth Work, RCC*	*Shelley Fischbach,* *BEd, SPED, MA CYC(in progress)*
Ian Mackintosh, *MA, CCC, RCC*	*Teresa Donovan** *MA, RCC(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 as 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;
- dispute resolution options
- coaching
- accompaniment
- New Ways for Families®

Legal Advice NOT provided

Mediation

a neutral environment where former partners and/or co-parents can engage in structured conversations.

Caught in the Middle

is an 8-week psychoeducational support program for adults and children aged 7-12 who are experiencing high-conflict family separation or co-parenting situations.

Counselling

WE CAN HELP

Our dedicated team can support you and your loved ones with a variety of emotional and mental health concerns

Children & Youth

Our team works with children and youth aged 4 years and up.

Adults

Our team uses a client-centered approach and evidence-based techniques to help individuals gain clarity, develop coping skills, and foster resilience in facing life's complexities.

CO-CHAIR'S REPORT

This has been a busy and exciting year for us as co-chairs.

There were many high points, and here are a few: Pam hung in there with us as Interim Executive Director for four months past the agreed to end of her term until our new Executive Director could start. We are so grateful for Pam's service and that she will be with our organization into 2026, providing unparalleled service to our clients and assisting with the plan to transition her role to another staff person when she retires.

Another high point was the successful hiring our new Executive Director, Jan Ference, who brought lots of experience and enthusiasm for our work in this community and in our shared Victoria Social Innovation Centre Society project, Little Phoenix Daycare. With a mid-term special election, we welcomed Jane Taylor Lee and Bruce McGuigan, both former Executive Directors, to our board. They bought their solid experience and history with Family Services of Greater Victoria and with Victoria Social Innovation Centre which has proven invaluable in securing our partnership with Victoria Social Innovation Centre Society in the special home for non-profit organizations that we share.

As always, we are grateful to each and every one of our continuing board members for their commitment to Family Services of Greater Victoria and for the unique talents each brings to the board.

With this board election, Crystal's term is up, and so she will be moving on to other volunteer positions, including ongoing volunteering with FSGV as she never really goes away.

Crystal Buchan and Jim Wallace
Co-chairs



EXECUTIVE DIRECTOR'S REPORT

It has been a year of change for Family Services of Greater Victoria. With the retirement of Jane Taylor Lee in 2024, the search was on for a new Executive Director. I have had the honor of taking this role as of April 2025. The Board and the incredible staff have all been welcoming and have made this transition very smooth. I am in awe of the level of collaboration, skills and compassion the team displays on a daily basis. The services we are able to offer our community are exemplary and affordable for everyone thanks to our generous sliding scale. With the financial challenges many families face, especially when they are going through a transition such as a separation or divorce, it is essential to be able to provide support that is not prohibitive.

Our counselling team is starting to expand their scope to include specific attachment work. This therapeutic modality includes working with both the parent and the child together. This is a very effective and relevant addition to our offerings, as many parents who are in significant life transitions need more specific support to ensure they are staying connected to their children. We will also begin to offer parenting support groups in the coming months.

Funding sources continue to be an ongoing challenge for us. Many people have limited ability to pay for our services at a rate that covers our costs, so that means we are subsidizing many clients to have the service they need. If we did not get grants to help us, we would not be able to offer this essential service. We are grateful to our community foundations and charities that generously support our work. It is as essential as ever that we find a more substantial core-funding source. This will be my goal in the coming months. We have incredible gratitude for the financial support we did receive from: United Way, Victoria Foundation, Times Colonist Christmas Fund, Greater Victoria Savings Credit Union, Vandekerkhove Foundation, Community Gaming grants.

I want to take this opportunity to express infinite thanks to our outgoing Board Co-Chair Crystal Buchan. Crystal has supported Family Services of Greater Victoria for over 30 years. Her expertise, her heart and commitment to the families we serve is nothing short of amazing. Her term on the board is ending, but the relationship we have with Crystal is not. We wish you well and hope you miss us so much that you return in some capacity in the future.

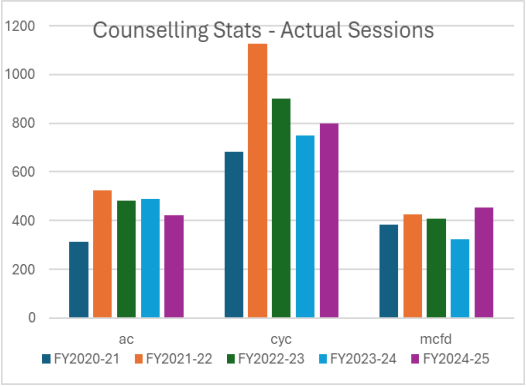
Lastly, I want to express my thanks for both the Board and the staff for welcoming me to the organization. This is a special place to work, and I feel like this is family already.

Jan Ference
Executive Director

Counselling stats over the last few Fiscal Years. AC (Adult Counselling) CYC(Child/Youth Counselling) MCFD (All About Me -referrals from the Ministry of Children and Family Development). Both Adult Counselling and Child/Youth Counselling have their ups and downs with FY2021-22 being a banner year. MCFD will be more stable as we have an agreement with MCFD to provide a certain number of sessions per year.

The Agency has 4 ways of providing service:

- In-Person where the counsellor and the client meet face to face
- On-line where the counsellor and the client meet line via a platform (like Zoom)
- Phone where the counsellor has talks to the client over the phone
- Walk and Talk (new for us started in FY2022-23) where the counsellor and the client walking outdoors combined with traditional talk therapy. This works well with teens. (Due to legal requirements only counsellors who are trained and have the proper insurance can provide this service) As a result ony less than 5% of sessions are Walk and Talk.



Post COVID – the stats for Online sessions are in decline – from a high of 25% of sessions online in FY2020-21 to just over 11% in FY2024-25.. Overwhelmingly people prefer the in-person sessions that include (talk therapy as well as art and play therapy techniques)



INTAKE COORDINATOR'S/COUNSELLING REPORT

The agency continues to employ therapists who did an internship here.

This past fiscal year three additional therapists became Registered Clinical Counsellors (RCC) bring to total to 8. This means additional revenue from clients with benefits. Regretfully 1 of those therapists moved on to another agency.

Year 2024/2025 was another busy year. There were 798 regular child counselling sessions and 455 from the All About Me program (sponsored by the Ministry for Children and Family Development. This amounted to 1,253 actual sessions. The total for the previous year was 1,073 actual visits. There was a considerable wait-list for child/youth counselling all year.

Our adult counselling sessions (in-person and online) dropped from 488 sessions in 2023/2024 to 422 this past fiscal year.

One positive development was the launching of our new website designed by one of our counsellors.

Sandra Teiffel,
Intake Coordinator

CAUGHT IN THE MIDDLE

Session	Interested	Intakes completed	Total	In-person		Online	
				Parents	Children	Parents	Children
Spring 2024 (May-June)	25	12	19	5	8	5	1
Fall 2024 (Oct-Nov)	26	11	10	5	5	X	X
Winter 2025 (Feb-Mar)	32	10	22	5	9	6	2
Spring 2025 (May-June)	15	5	20	X	X	X	X

Successes

- Positive feedback from program participants (often requesting longer sessions, more weeks, Westshore location)
- Positive learning and growth for practicum students
- Updates to parent manual
- Accommodated individual online & in-person CIM sessions for children (3 in total)

Challenges

- Spring session cancelled for the first time, not enough participants to run an in-person or online group
- Less interest in online group, not enough participants to run fall 2025 online group
- Last minute drop-outs, which prevent other families from taking the program
- Some participants sign up for program but fail to pay their fee due to financial constraints
- No funding for program evaluation/development

Hannah Peterson,
Program Coordinator for Caught in the Middle



SEPARATION RESOURCE SERVICES

This was a dual-role year, working as Acting Executive Director between May 2024 to April 2025, in addition to providing the following three service areas. Notably absent is supervised access which was suspended in March 2024. While regretting not being able to deliver that service, I did appreciate in hindsight how the extra time available enabled me to take on Acting E.D. duties.

Legal Information:

- 110 individual appointments (122 previous year)
- 324 calls/emails (335 previous)

Mediation:

- 33 sessions (15 previous)
- 29 pre-mediation intakes (19 previous)
- 344 calls/emails (284 previous)

New Ways for Families®:

- 11 individual sessions (22 previous)

The topics of the following professional development webinars that I attended reflect how collaboration has grown in knowledge-sharing between legal and

psychological professionals who work with families. Learning from webinar presenters has influenced how I approach interviewing clients and screening for mediation.

- AFCC (Association of Family & Conciliation Courts)—BC Chapter: Trauma & Attachment Informed Perspective Series—Decoding Behaviours in High Conflict Matters: Practical Tools to Empower Trauma & Attachment Informed Services
- AFCC: Toxic, Traumatized or Neurodivergent: Setting Appropriate Boundaries Without Writing Anyone Off
- AFCC-BC: Neurodivergence and Neurodiversity Affirming Understanding: What it is and Why it Matters
- AFCC-BC: Seen & Heard-Children's Voices, Choices and Experiences in Family Law and Family Services
- AFCC: Better or for Worse? Arguments for and against Codifying Coercive Control in the Family Law Context
- AFCC-BC: A Restorative Approach to Family Violence: Social Work & Legal Practices

My professional memberships continue to include AFCC (Association of Family & Conciliation Courts), Family Mediation Canada (FMC) and MediateBC. I still attend virtual best practices meetings on a bi--monthly basis hosted by FMC. Our small group (6 mediators) from BC, AB, SK, ON, and QC met to discuss topics and often did role plays to coach someone new to mediation. Several times over the year I attended Q & A sessions hosted by Bill Eddy, who developed the *New Ways for Families* method for communicating in difficult situations.

As Acting E.D. I submitted renewal funding applications, that were subsequently granted, to Gaming, Times Colonist Christmas Fund, Victoria Foundation, United Way BC's extension grant and United Way's regular grant. Thank you so much, Raji, for completing all the financial statements to accompany these applications.

In November, I gave parents in the *Caught in the Middle* group a presentation on "Family Law Myths or Realities" that I had prepared for a previous CIM group. It was heart-warming to see how the parents had bonded to support each other's situation which for me was a reflection of the excellent group facilitation skills provided by counsellor, Hannah Peterson. Another presentation which has always been rewarding for me was at the1Up-Single Parent Resource Centre's

Moms and Mentors Group, which I have been invited to do on an annual basis for about a decade.

Through a special memorial fund created after Douglas Lee's passing, it was a pleasure to offer our counsellors an opportunity to attend a professional development course on a topic of their choosing. The majority of our counsellors did accept the offer and completed individual courses beneficial to their ongoing counselling work here. In addition, we were able to offer counselling staff a Suicide Prevention Workshop which was prepared by current counsellor, Leah Russell, and former counsellor Matt Treble who also delivered the workshop.

Since this is the final year of Crystal Buchan's term on our Board, I want to extend my deepest gratitude to her for continuing to be my "legal supervisor" which began back in 2004 when the Law Foundation of BC made supervision of advocates a requirement for receiving funding. Being able to reach out to clarify legal information and get support around challenging client situations has been invaluable. From the heart, Thank-you, Crystal for your marathon commitment and loyalty to FSGV.

Respectfully submitted by,
Pam Rudy
Separation Resource Services Coordinator

FINANCIAL STATEMENTS

Income Statements

	Reviewed 2024-2025	Reviewed 2023-2024	Reviewed 2022-2023
Revenue			
BC Gaming	$102,000	$104,000	$99,000
United Way Southern Vancouver Island	30,000	75,120	38,180
Fees & Miscellaneous	80,662	77,496	77,447
Ministry of Children and Family Development	78,703	77,301	67,581
Foundations (Donations)	79,105	83,692	50,038
Fundraising	3,005	37,493	3,055
	$373,475	**$455,102**	**$335,301**
Expenses			
Program Delivery Personnel	$233,821	$262,118	$289,045
Rent & Utilities	60,073	60,073	61,500
Contractor Fees	11,316	20,981	23,131
Administration(Office)*	16,688	16,249	15,759
Accounting/Audit	12,100	6,555	6,150
Telephone, Fax, Internet	6,649	5,001	6,442
Amortization	8,925	9,485	8,857
Advertising	1,827	4,156	3,067
Training & Travel	2,722	1,379	1,401
Memberships	650	5,353	2,428
Insurance	2,376	2,695	1,266
Program Development	872	0	877
Deferred Revenue	24,000		
	$382,451	**$394,045**	**$419,923**
Surplus (Loss)	**(8,976)**	**$61,057**	**($84,622)**

*includes bank charges, supplies, etc

Balance Sheet as at March 31st

Assets	**2025**	**2024**	**2023**
Bank Acct, Cash, GST Receivable	$149,370	$131,574	$120,953
Prepaid Expenses	5,789	7,278	8,881
Funding Receivable	24,535	19,454	8,534
	$180,694	**$158,306**	**$138,368**
Capital Assets	32,316	41,240	50,725
TOTAL ASSETS	**$213,010**	**$199,546**	**$189,093**
Liabilities			
Fixed Operating Costs Payable	$9,408	$ 3,169	$ 8,889
Variable Operating Costs Payable	3,837	8,640	10,521
Deferred Revenue & Contributions	91,500	9,500	12,500
Loan Payable			40,000
Total Liabilities	**$104,745**	**$21,309**	**$ 71,910**
Net Assets	**$108,265**	**$178,237**	**$117,183**

TREASURER'S REPORT

The last few years – there was very little change – the only items of significance were:

- The United Way FY2024 represented 2 grants – 1 was a collaboration with the Victoria Immigrant & Refugee Centre
- Foundations & Donations – this generally fluctuates as the represents "1 Time" Applications & Donations Approved
- Fundraising – we had a highly profitable one in FY2024 – will we have one this coming year – Stay Tuned!
- Program Development Personnel – Although it looks like there has been a steady decline – this actually is a result of people leaving positions and then not filling them right away or depending on demand or money available

Raji Goel
Programs Coordinator.

BOARD OF DIRECTORS 2024 - 2025

Crystal Buchan *– Co-Chair*
Lawyer

Jim Wallace *– Co-Chair*
Property Management

Jake Holm *- Director*
Lawyer

Jane Taylor Lee *– Director*
Retired Psychotherapist/Non-Profit Director

Jessica Narsing *– Director*
Teacher

Bruce McGuigan *– Director*
Non-Profit Director/Policy Analyst

Kendra Marks *– Director*
Lawyer

Alison Rhynas – Director
Lawyer

AGENCY FUNDERS

United Way Southern Vancouver Island

Victoria Foundation

Times Colonist Christmas Fund

GVSCU Legacy Foundation

British Columbia – The Best Place on Earth

-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