



AGM

September 23, 2024



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ORGANIZATIONAL CHART

VOLUNTEERS BOARD

EXECUTIVE DIRECTOR

OFFICE
MANAGER
& FINANCE

ASSISTANT TO THE
EXECUTIVE DIRECTOR &
EVENTS COORDINATOR

ASSOCIATE
DIRECTOR

ADMINISTRATIVE
ASSISTANT

ADMIN

- Family Development Program (FDP)
- Intensive Family Preservation Program (IFP)
- Community Counselling Program (CCP)
- Child and Youth Mental Health Outreach (CYMHO)
- Sexual Abuse Intervention Program (SAIP)
- Food Security
 - Community Garden
 - Gleaning
 - Community Kitchen
 - Youth Community Kitchen
- Adoption Support Program
- Grandparents Raising Grandchildren (GRG)
- Pregnancy Outreach Program (POP)
 - Moms For Recovery
- Level Up
- Advocate (BC Law Foundation)
- Private Supervised Visits – Fee For Service
- Launch!

PROGRAMS



Mission Statement:

The Shuswap Family Resource and Referral Society supports children and youth, individuals and families and provides referrals and connections for services in our community and area.

Philosophy Statement:

We work with individual and family strengths to encourage personal growth and change towards wellbeing and a healthy community.

Values:

We are inclusive and respectful of individuals and their choices.

We honour our employees and their contributions.

We are responsive to the changing needs of the community.

WE provide an honest, friendly and non-judgemental service based on 'best-practice'. We use our resources efficiently and effectively.



Board of Directors 2024

- Secretary/Director – Kyle Schumacher
- Secretary/Director – Kory Unruh
- Secretary/Director – Tammy Young
- Secretary/Director – Launa Payne
- Secretary/Director – Sherrelle Anderson
- Staff Representative – Vlad Polyakh

The Shuswap Family Centre

Annual General Meeting

September 25, 2023

Minutes

9:30 am

681 Marine Park Drive NE

Salmon Arm, BC V1E 2W7

Present:

Staff:

Patti Thurston	Vlad Polyakh	Angela Dickson	Alma Hamilton
Devon Shumacher	Kathi Fischer	Amber Woods	Gudrun Malmqvist
Kenna Mayes	Sherry Kirchner	Colleen Bunbury	Angel St. Denis
Vasyly Davydenko	Georgia Kehl	Brittany Ybarra	

Voting members:

Tammy Young Kory Unruh Stefanie Yadernuk Kyle Schumacher Joanna Johnson

Non-Voting members:

June Stewart

Meeting called to order – 9:30 am

1. **Opening Remarks** – Stefanie Yadernuk, Board President, welcomes everyone and reads acknowledgement.
 - a. We acknowledge and give honour to the Secwepemc – the ancestral peoples who have lived here for thousands of years upon who's traditional and unceded land the Shuswap Family Centre is located.

2. **Approval of the November 21, 2022, Annual General Meeting Minutes** – motion to approve minutes – Joanna first- Kyle second – motion passed.

3. Accountants Report

Balance Sheet

- Cash position has improved over the prior year, as has overall cash flow - See the Statement of Cash Flow on page 6.
- Other current assets are very consistent with the prior year.
- Approx. \$12,000 in capital purchases this year including fencing, 2 new laptop computers, a picnic table and new sofa.
- On the liability side, the biggest change is the classification of the mortgage owed to SASCU. As it came up for renewal after year end, it had to be presented as callable debt (I'm assuming it was renewed without issue? Assuming this is the case, the financial statement presentation of this debt will go back to normal next year). Note that approx. \$31,000 in principal was repaid on the mortgage this year.
- Deferred capital contributions relate to the capital gaming grant that was fully utilized in the prior year, decrease going forward will relate to annual amortization which is at the same rate as the building is depreciated.

Statement of Receipts and Disbursements

- Approx. \$27,000 increase in revenues compared to the prior year, mainly related to increased contract receipts.
- SFRRS was able to decrease disbursements this year mainly by reducing wages and sub-contract costs, but also through lower legal costs which were unusually high last year.
- Overall, the Society realized a net surplus for the year of about \$14,500. If you add back amortization, the surplus would have been approximately \$54,600 compared to the prior year when you basically broke even (see "Operating Activities" on the Statement of Cash Flow).

Cash Flow Statement

- Significant improvement over the prior year, due mainly to more effective use of operating funds.

Overall, 2023 was a much better year for SFRRS than 2022. Depending on what happened with the mortgage agreement renewal with the credit union, as well as other operating costs, cash flow will continue to be a key focus for management and the Board to ensure the ongoing success of the Society.

Chelsea Kraft, CPA, CA

Senior Manager

Trent Sismey Inc.

250.832.6015 ice

4. Board Update 2023: Delivered by Stefanie Yadernuk, Board President

The Board has been busy in 2023:

I want to start by apologizing to Centre staff for not being able to align summer schedules with the lawyer involved to highlight some of the changes by the Board and re-iterate that the staff are valued and the work they do is incredibly important.

This past year, we have:

- (i) worked to enhance open governance by drawing on legal expertise to craft a General Membership Application as well as a Board Application Package and a Board Member election process that reflects more of an open governance policy,
- (ii) become more educated regarding the role of directors of non-profit societies according to the BC Societies Act,
- (iii) taken steps to delineate the role of the Board (according to the Societies Act) more clearly. As such, we have taken on a more active leadership role within the SFC (as evidenced by having in-camera sessions, seeking legal consultation regarding open governance, attending the year-end accountant meeting, requesting regular access to financial documents, making recommendations regarding staff vacation pay as well as outlining roles and responsibilities for SFC staff)
- (iv) been working on enhancing the operation of the Board by seeking feedback through Board member exit interviews.

5. Recommendations for Future Board

I think it is also important to include on the agenda, items that the Board will continue to work on in the coming year. For example, working on upholding our fiduciary responsibility by:

- (i) promoting access to Board governance information for new Board members as well as SFC staff,
- (ii) conducting an ED review and
- (iii) taking on a more active role in making recommendations toward the SFC's Five Year Strategic Plan.

6. Motion to change membership fees –

The current fee structure (which was approved at the 2020 AGM) is currently set at \$25 for one year or \$50 for five years for both Class A and Class B membership. Research completed by the Board suggests that a fee of \$40 or 10 volunteer hours for Class A Membership and \$20 or 5 volunteer hours for Class B Membership is reasonable and sensitive to industry standards. (review of non-profit family centres in other areas of BC and in review with the Board's legal representation). The volunteer option is in the interests of attracting and maintaining those who want to make a positive difference in their community- and this is in addition to keeping fees reasonable but not so low that it reflects in inactiveness of members.

a. Motion to change membership fees.

The current fee structure is set at \$25 for one year or \$50 for five years for both Class A and Class B membership.

The change would be to a fee of \$40 or 10 volunteer hours for Class A Membership and \$20 or 5 volunteer hours for Class B Membership per year.

First Kyle, Second Joanna – motion carried.

- b. Question from the membership:** Will hours donated to work at the Shuswap Community Teaching Garden or for the Shuswap Food Action Society be considered eligible for the membership qualifications for the Shuswap Family Centre. No – while the centre is honored to partner and support the Shuswap Food Action Society and the Teaching Garden, we are unable to monitor the necessary requirements for memberships. Hours directly beneficial to the Shuswap Family Centre will be honored for the membership class desired.

7. Society Transition – Election of Officers – all officers positions on the board are released. Not all former officers agreed to stand for election of their positions in the new term.

- a. Stefanie Yadernuk – declines to stand for re-election.
- b. Joanna Johnson – declines to stand for re-election.
- c. Jillian Higgins – resigned earlier this year.

- d. Kyle Shumacher - elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
- e. Kory Unruh - elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
- f. Tammy Young – elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)

8. Executive Directors Report – board report attached.

9. Questions –

- a. Launchsalmonarm.ca – tenant in Unit B**
- b. No questions**

Meeting adjourned – 10:02 am

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY
Financial Statements
Year Ended March 31, 2023

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY
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Year Ended March 31, 2023

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CHARTERED PROFESSIONAL ACCOUNTANTS

Trent Sismey Inc.

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Salmon Arm, BC V1E 4N6

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Email: office@trentsismeyinc.com

INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

To the Members of Shuswap Family Resource and Referral Society

We have reviewed the accompanying financial statements of Shuswap Family Resource and Referral Society (the Society) that comprise the statement of financial position as at March 31, 2023, and the statements of receipts and disbursements, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements.

Basis for Qualified Conclusion

In common with similar charitable organizations, Shuswap Family Resource and Referral Society derives its income from the general public in the form of donations over which there are limited controls to the entry of the donations in the accounting records. Accordingly, our review of these accounts were limited to the amounts recorded in these accounts. We are unable to assure these accounts are recorded correctly, unless further review was completed to assure and determine if necessary adjustments are required to correct entries.

Qualified Conclusion

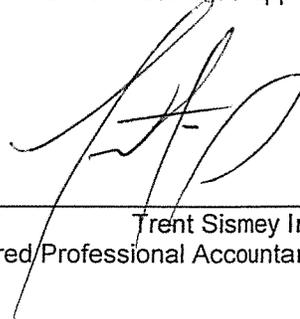
Based on our review, except for the possible effects of the matter described in the *Basis for Qualified Conclusion* paragraph, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Shuswap Family Resource and Referral Society as at March 31, 2023, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

Independent Practitioner's Review Engagement Report to the Members of Shuswap Family Resource and Referral Society *(continued)*

Report on other legal and regulatory requirements

As required by the Societies Act of British Columbia, we report nothing has come to our attention which causes us to believe these financial statements were not prepared on a basis consistent with the Canadian generally accepted accounting standards for not-for-profit organizations which was applied when preparing the financial statements of the preceding year.

Salmon Arm, British Columbia
July 27, 2023



Trent Sismey Inc.
Chartered Professional Accountants

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Statement of Financial Position

March 31, 2023

	2023	2022
ASSETS		
CURRENT		
Cash	\$ 99,192	\$ 66,534
Accounts receivable	14,120	12,086
GST recoverable	944	1,007
Prepaid expenses	2,266	2,308
	<u>116,522</u>	81,935
TANGIBLE CAPITAL ASSETS (Note 3)	1,557,097	1,593,780
LONG TERM INVESTMENTS	10	10
	<u>\$ 1,673,629</u>	<u>\$ 1,675,725</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 70,276	\$ 72,814
Due to government agencies	28,909	25,556
Deferred income (Note 4)	65,259	42,728
Current portion of long term debt (Note 5)	-	31,349
Current liabilities before callable debt	<u>164,444</u>	172,447
Callable debt	<u>1,035,611</u>	-
	1,200,055	172,447
LONG TERM DEBT (Note 5)	-	1,035,601
DEFERRED CAPITAL CONTRIBUTIONS (Note 6)	<u>207,254</u>	215,889
	<u>1,407,309</u>	1,423,937
NET ASSETS		
General fund	(47,910)	(59,152)
Invested in tangible capital assets	<u>314,230</u>	310,940
	<u>266,320</u>	251,788
	<u>\$ 1,673,629</u>	<u>\$ 1,675,725</u>

APPROVED BY


 _____ President


 _____ Executive Director

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY
Statement of Receipts and Disbursements
Year Ended March 31, 2023

	2023	2022
RECEIPTS		
Contracts	\$ 754,200	\$ 735,517
Other income (Note 9)	76,737	71,593
BC gaming grants	57,900	53,900
Lease revenue	31,693	29,328
Amortization of deferral capital contributions (Note 6)	8,636	8,995
Other grants	8,511	10,679
	<u>937,677</u>	<u>910,012</u>
DISBURSEMENTS		
Salaries and wages	715,938	722,891
Amortization	48,740	52,259
Interest on long term debt	47,393	48,591
Building and operating expense	45,611	46,592
Program expenses	39,592	34,014
Operating and administration	18,789	26,118
Travel	3,032	2,161
Society resources and supplies	2,760	4,684
Sub-contracts	1,290	15,028
Bad debts	-	403
	<u>923,145</u>	<u>952,741</u>
EXCESS (DEFICIENCY) OF RECEIPTS OVER DISBURSEMENTS	\$ 14,532	\$ (42,729)

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Statement of Changes in Net Assets

Year Ended March 31, 2023

	General Fund	Capital Asset Fund	2023	2022
NET ASSETS - BEGINNING OF YEAR	\$ (59,152)	\$ 310,940	\$ 251,788	\$ 294,517
Additions to tangible capital assets	(12,056)	12,056	-	-
Debt repayment	(31,338)	31,338	-	-
Deficiency of receipts over disbursements	54,636	(40,104)	14,532	(42,729)
NET ASSETS - END OF YEAR	\$ (47,910)	\$ 314,230	\$ 266,320	\$ 251,788

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Statement of Cash Flows

Year Ended March 31, 2023

	2023	2022
OPERATING ACTIVITIES		
Excess (deficiency) of receipts over disbursements	\$ 14,532	\$ (42,729)
Items not affecting cash:		
Amortization of tangible capital assets	48,740	52,259
Amortization of deferral capital contributions	<u>(8,636)</u>	<u>(8,995)</u>
	<u>54,636</u>	<u>535</u>
Changes in non-cash working capital:		
Accounts receivable	(2,034)	8,400
Prepaid expenses	42	722
Accounts payable	(2,538)	(17,458)
Due to government agencies	3,416	6,255
Deferred income	<u>22,531</u>	<u>(15,477)</u>
	<u>21,417</u>	<u>(17,558)</u>
Cash flow from (used by) operating activities	<u>76,053</u>	<u>(17,023)</u>
FINANCING ACTIVITIES		
Repayment of long-term/callable debt	(31,338)	(29,962)
Deferred capital contributions	<u>-</u>	<u>20,369</u>
Cash flow used by financing activities	<u>(31,338)</u>	<u>(9,593)</u>
INVESTING ACTIVITY		
Purchase of tangible capital assets	<u>(12,058)</u>	<u>(25,303)</u>
INCREASE (DECREASE) IN CASH FLOW	32,657	(51,919)
Cash - beginning of year	<u>66,534</u>	<u>118,453</u>
CASH - END OF YEAR	<u>\$ 99,192</u>	<u>\$ 66,534</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

1. PURPOSE OF THE ASSOCIATION

Shuswap Family Resource and Referral Society (the "Society") is a not-for-profit organization incorporated provincially under the Society Act of British Columbia. As a registered charity the Association is exempt from the payment of income tax under Section 149(1) of the Income Tax Act.

The Society operates to provide a healthy community by supporting the needs of individuals and families.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

Revenue recognition

The Shuswap Family Resource and Referral Society follows the deferral method of accounting for contributions which consist primarily of grants, contract revenue, donations and fundraising proceeds.

Externally restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Lease revenues are recognized according to the lease terms.

Deferred revenue reflects the excess contributions received for expenses or services not delivered or funded in the current year. This amount is expected to be recognized as revenue in the following year.

Donated materials and services

Donated capital and investments are recorded in the financial statements at fair value on the date of the donation. Donated materials and services are not recorded because the fair market value is not readily determinable.

(continues)

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. For financial instruments subsequently measured at cost or amortized cost, fair value is adjusted by the amount of the related financing fees and transaction costs.

At each reporting date, the Society measures its financial assets and liabilities at cost or amortized cost (less impairment in the case of financial assets). The financial instruments measured at amortized cost are cash, accounts receivable, and accounts payable and accrued liabilities.

For financial instruments measured at cost or amortized cost, the Society regularly assesses whether there are any indications of impairment. If there is an indication of impairment, and the Society determines that there is a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it recognizes an impairment loss in the statement of operations. Any reversals of previously recognized impairment losses are recognized in operations in the year the reversal occurs.

Cash

Cash and cash equivalents consist primarily of cash, cash deposits and cheques outstanding. The Society's bank accounts are held by one financial institution. The Society has available an operating line of credit in the amount of \$1,500, bearing interest at 6.7%. As of March 31, 2023, the Society had undrawn capacity under the facility of \$1,500.

Tangible capital assets

Tangible capital assets are amortized over their estimated useful lives at the following rates and methods:

Buildings	4%	declining balance method
Furniture and equipment	20%	declining balance method
Computer equipment	30%	declining balance method
Signs	20%	declining balance method
Library	3 years	straight-line method

No amortization is accounted for in the year of disposal. Gains and losses on the disposal of individual assets are recognized as income, or a reduction in income, in the year of disposal.

Deferred capital contributions

Contributions restricted for capital purposes are recorded as deferred capital contributions when the amount is invested in tangible capital assets and are amortized to revenue on the same basis as the related tangible capital assets are amortized to expense.

(continues)

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Impairment of tangible capital assets

When a tangible capital asset no longer has any long-term service potential to the Society, the excess of its net carrying amount over any residual value is recognized as an expense in the statement of operations. Any write-downs recognized are not reversed.

The society tests for impairment whenever events or changes in circumstances indicate that the carrying amount of the assets may not be recoverable. Recoverability is assessed by comparing the carrying amount to the projected future net cash flows the long-lived assets are expected to generate through their direct use and eventual disposition. When a test for impairment indicates that the carrying amount of an asset is not recoverable, an impairment loss is recognized to the extent the carrying value exceeds its fair value or replacement cost.

Use of estimates

Management reviews the carrying amounts of items in the financial statements at each balance sheet date to assess the need for revision or any possibility of impairment. Estimates are based on a number of factors including historical experience, current events and actions that the society may undertake in the future, and other assumptions that management believes are reasonable under the circumstances. In particular, estimates are used in accounting for certain items such as revenues, allowance for doubtful accounts, useful lives of capital assets, and accrued liabilities.

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates. Items subject to significant management estimates include the allowance for doubtful accounts, asset useful lives and related amortization, and accrued liabilities.

3. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2023 Net book value	2022 Net book value
Land	\$ 476,009	\$ -	\$ 476,009	\$ 476,009
Buildings	1,246,688	198,762	1,047,926	1,089,895
Furniture and equipment	137,294	121,684	15,610	17,029
Computer equipment	90,841	81,991	8,850	8,802
Fence	7,278	212	7,066	-
Library	4,838	4,838	-	-
Signs	4,076	2,440	1,636	2,045
	<u>\$ 1,967,024</u>	<u>\$ 409,927</u>	<u>\$ 1,557,097</u>	<u>\$ 1,593,780</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

4. DEFERRED REVENUE

	<u>2023</u>	<u>2022</u>
Unearned revenue	\$ 64,239	\$ 41,708
Security deposit	1,020	1,020
	<u>\$ 65,259</u>	<u>\$ 42,728</u>

Unearned revenues relate to unspent program revenues which are expected to be recognized in the next fiscal year.

5. LONG TERM DEBT

	<u>2023</u>	<u>2022</u>
SASCU Mortgage payable, repayable in blended monthly instalments of \$6,560.00 including interest at 4.5%	\$ -	\$ 1,066,950
Callable SASCU Mortgage payable, repayable in blended monthly instalments of \$6,560.00 including interest at 4.5%	<u>1,035,611</u>	-
	1,035,611	1,066,950
Amounts payable within one year	-	(31,349)
	<u>\$ 1,035,611</u>	<u>\$ 1,035,601</u>

Management does not believe that the demand features of the callable debt will be exercised in the current period. Assuming payment of the callable debt is not demanded, regular principal payments required on all long-term debt for the next five years are due as follows:

2024	\$ 32,788
2025	34,295
2026	35,870
2027	37,518
2028	39,241
Thereafter	<u>855,899</u>
	<u>\$ 1,035,611</u>

These amounts are estimates only and calculated using 4.5% interest. The loan is up for renewal in June of 2023 and the interest rate is expected to increase.

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

6. DEFERRED CAPITAL CONTRIBUTIONS

The deferred capital contribution represents the unamortized amount of the Capital Gaming Grant received for the capital renovations to the building purchased in 2019. The amortization of deferred capital contributions are recorded as revenue in the statement of operations, which offset the related amortization in the period. The current year changes in the deferred capital contributions balance are noted below:

	2023	2022
Balance, beginning of the year	\$ 215,889	\$ 204,706
Contributions received	-	20,178
Less amounts amortized to revenue in the year	(8,636)	(8,995)
	\$ 207,253	\$ 215,889

The total of the Capital Gaming Grant received was \$250,000, of which the full amount has been applied. The deferred capital contributions will continue to be amortized at 4% for the remaining useful life.

7. FINANCIAL INSTRUMENTS

Credit Risk

The organization has credit risk in accounts receivable \$14,120 (2022 - \$12,086). Credit risk is the risk that one party to a transaction will fail to discharge an obligation and cause the other party to incur a financial loss. The accounts receivable arise primarily from contracts or agreements from government and other funding agencies. The organization reduces its credit risk by maintaining strict controls with counterparties, and deals primarily with government and other funding agencies.

Liquidity Risk

The organization has liquidity risk in the accounts payable and accrued liabilities of \$70,275 (2022 - \$72,813). Liquidity risk is the possibility the organization cannot repay its obligations when they become due to its creditors. The organization reduces its exposure to liquidity risk by ensuring they authorize documents when payments become due; manage cash on hand, and repay long-term debt principal and interest when they come due.

8. MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT PROGRAMS SURPLUS AND DEFICIT

	Revenues	Expenses	Surplus/Deficit
Intensive family preservation	\$ 145,010	\$ 140,322	\$ 4,688
Family development program	120,317	119,534	783
Mental health outreach	68,473	67,006	1,467
Supervised visitation	33,439	32,456	983
Sexual abuse intervention program	24,074	23,808	266
Adoption support services	23,169	22,898	271
Teen pop	20,886	20,613	273
Connect parenting	1,642	1,610	32
Enhancement	7,972	7,972	-
Grandparents raising grandchildren	5,719	5,811	(92)
	\$ 450,701	\$ 442,030	\$ 8,671

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

9. OTHER INCOME

	<u>2023</u>	<u>2022</u>
<u>Other income consists of:</u>		
Donations	\$ 48,438	\$ 38,999
General	14,268	10,633
Fundraising	7,937	17,991
Parking	3,163	2,523
Projects	2,645	720
Interest	287	23
Mastercard Cash Back	-	684
Membership	-	20
	<u>\$ 76,738</u>	<u>\$ 71,593</u>

10. SUBSEQUENT EVENTS

Subsequent to March 31, 2023, a funding agreement totaling \$203,441 was secured for the Building Safer Communities Initiative. The total amount will be received quarterly over the period of June 1, 2023 until March 31, 2026.

11. ECONOMIC DEPENDENCE

The Society receives most of its revenue from government sources. These amounts comprise 76% (2022 - 77%) of the total revenues of the organization for the year. The Society is, therefore, economically dependant on the continuation of this funding in order to sustain its operations.

12. BRITISH COLUMBIA SOCIETIES ACT

British Columbia Societies Act requires disclosure of the amounts of remuneration, if any, paid to the directors and to employees or contractors who receive over \$75,000 per annum. The Society has two (2022 - two) individuals that fall within this requirement. Total remuneration for these individuals in 2023 was \$169,686 (2022 - \$166,872).

Shuswap Family Centre Annual Report - April 2023 to March 2024

Executive Director's Report

BUILDING COMMUNITY CONNECTIONS AND STRENGTHENING COLLABORATIONS

Good afternoon and welcome to our 35th AGM, marking the beginning of our 36th year of dedicated service to our community and the Shuswap. I am deeply honored to continue this journey with you and appreciate your presence today.

Our commitment to providing a secure, nurturing environment for families remains unwavering. We believe that every person is part of a family, and our focus continues to be on enriching our children and youth programs. This year, we have secured a new contract with the Building Safer Communities Initiative, which supports marginalized youth in preparing for employment. This addition aligns with our ongoing mission to create safe, inclusive spaces where youth can connect, learn, and grow.

A Year of Triumphs Over Challenges

This year has been extraordinary in many ways. As we faced numerous challenges, the resilience and creativity of our community, the Shuswap Family Centre team, and our dedicated Board shone through. We worked together to support our community, adapting to changing circumstances and fostering stronger connections.

We served over 16,000 individuals both through physical visits and virtual platforms, maintaining our status as a vital community resource. Embracing a hybrid model of service delivery has been key to expanding our reach and effectiveness. I extend my heartfelt gratitude to the entire SFC team, whose passion and dedication make our work possible.

Community Unity and Expansion

Our team has grown, welcoming new members while bidding farewell to valued colleagues who have moved on to new ventures. Each team member's professional contributions, dedication, and extra efforts, from daily cleaning to snow removal, have been instrumental in our success.

The Shuswap community continues to amaze us with its generosity. Through food donations, volunteered time, skills, services, and financial contributions, our community has bolstered our capacity to address the growing needs we face. We have seen an increase in volunteer engagement, with enthusiastic youth bringing a new and positive energy to our center.

The Shuswap Family Centre (SFC) successfully secured a grant from the Building Safer Communities Initiative (BSCI), enabling us to launch "Launch!" – a youth entrepreneurial program. This initiative connects vulnerable youth with employers, providing them with the skills and support needed to become work-ready. "Launch!" aims to give youth in our community a voice, fostering meaningful connections and empowering them to pursue employment opportunities confidently.

Financial Resilience and Sustainability

Through fiscal responsibility and innovative thinking, we have successfully expanded our services and community connections. Securing philanthropic funding has become a cornerstone of our financial strategy, and I remain focused on exploring additional avenues, such as social enterprises, to sustain our future.

One highlight of our community support is the "coin box" initiative, encouraging families to collect spare change for our unfunded children and youth programs. With Salmon Arm Downtown's participation, we see "Small Change = Big Change" in action.

Our Christmas campaign, a collaborative effort with Canadian Tire and the Salmon Arm Fire Department, remains a source of joy and support for families in need. We aim to inspire more families to join in and support this heartwarming tradition.

Supporting Students and Connecting the Community

As a field placement site for students across Canada, Shuswap Family Centre continues to provide valuable practicum opportunities, contributing to mental health support in our community. We proudly collaborate with various educational institutions, and the students not only enhance our team but also offer free mental health services.

Our long-standing partnership with the Shuswap Food Action Co-op is another key aspect of our work, promoting food education and sustainable food security. The Community Teaching Garden remains a focal point, and we continue to support the Salvation Army in their centrally located food security projects. The newest food sustainability project, the John McLeod Community Garden, sits at the heart of our community, honoring John's passion for ensuring that everyone has access to nourishing food. I miss his physical presence and honor his legacy.

In recognition of our supporters, we are working on creating our Gratitude wall to honor those who have made significant contributions to our society,

so we are able to serve our community. Our signature kites are ready, and we are eagerly preparing to honor our generous donors on the Gratitude Wall. Their support has been invaluable, and this tribute is a small way to express our heartfelt thanks.

A Strong and Adaptive Society

The Shuswap Family Centre is evolving to meet our community's changing needs. Our strength lies in our ability to respond to challenges with professionalism and positivity. This

strength is a direct reflection of our united team, who are deeply committed to serving and giving back to the community.

Goals for the Coming Year

Reflecting on the achievements of this year, I have outlined our goals for the next fiscal year:

- Strengthen community connections for in-person services.
- Enhance and expand all SFC programs.
- Address administrative needs and navigate financial challenges.
- Continue supporting the community with limited resources.
- Seek innovative approaches to address growing mental health challenges in our community.
- Secure philanthropic support.
- Reinvigorate and expand our member/volunteer roster.
- Implemented our new by-laws, policies, and procedures to ensure open governance.

In Conclusion

As we move forward, I remind everyone that small changes can lead to significant transformations. The Shuswap Family Centre strives to be a bridge to food, people, community services, news, resources, and joy. I am privileged to be a part of this wonderful place and work alongside an incredible team of Board members, staff, and volunteers.

My heartfelt thanks to each of you for your continued support and dedication to our mission. Together, we look forward to another successful year of serving our community.

Respectfully submitted,

Patricia Thurston



**ANNUAL/QUARTERLY
REPORTS**

2023-2024



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ADOPTION RESOURCE & SUPPORT

Annual Report

April 1, 2023 – March 31, 2024

PROGRAM DESCRIPTION

Adoption Resource & Support (ARS) is contracted by the Ministry for Children and Family Development to deliver 10.5 hours of services per week for children and families who are at any point in the adoption journey. The program priority since 2011 has been to assist in the transition from foster care to adoption. As well, the program is the community point of contact for adoptive families to receive brief support in the long term. ARS offers them access to a wide range of adoption resources, makes referrals and provides for drop-in consultations. In addition, ARS facilitates two to three adoption community events each year and works to raise community awareness about adoption.

THE YEAR IN REVIEW

- 1. Ministry for Children and Families (MCFD) Adoption Planning Team:** This year ARS participated in the transitioning of one child and two sibling groups from foster to adoption status; and for two other children awaiting an adoptive family.
ARS assisted two sets of perspective adoptive parents complete the 'Adoption Education Program'.
- 2. Annual Events for Adoptive families and friends:**
 - All funding for the provision of 'Adoption Events' by SFC's Adoption Resource & Support Program has been suspended by MCFD, should the ARS Program wish to continue providing these events it would be through the efforts of fundraising initiatives.
 - With November being 'Adoption Awareness Month' the ARS Program, in conjunction with the local Salmar Theatre, developed an awareness campaign to promote this initiative.
 - To bring awareness to 'Adoption Awareness Month' in November, the ARS Program implemented an annual lecture series, bringing together adoptive families and mental health professionals to address the topics of interest that support the current needs of the adoptive families. The topic of this years lecture was 'Ready... Set... Launch!', supporting teens and youth as they ready themselves to move beyond graduation and onto the next stages of their journey towards independence.
- 3. Brief contact:** Drop-ins, emails, phone calls, and occasional visits. These contacts are generally post-adoption, in some cases years after placement. Along with the annual events, the brief contact results in the creation of an adoption community.
- 4. Educational Resources/Informational Podcasts/Newsletters:** Program relevant information and resources are regularly disseminated to program participants as it becomes available.

STATISTICS

Cases carried forward	3	Cases opened	3	Cases closed	2
Total hours	546	Direct Service hours	481.0	Indirect Service hours	65.0
				Adoptive families served	78
Percent of hours in Direct Service			87.6%	Total # brief contacts	181

PROGRAM CHALLENGES

1. A focus of ARS is working on the MCFD Adoption Planning Team and providing resources and support to both active and potential adoptive families. The cases referred to ARS tend to be more complicated than most transition plans. It would be helpful if additional time was allocated to the ARS contract so that more cases of transition work could be undertaken.
2. Families report the ongoing support is a very important and valuable service. Without this ARS service, it's likely the annual events, newsletters, and resources would not happen. It can be challenging at times to provide this support, including the networking aspect, as MCFD Adoption Planning Team work increases, MCFD staff changes and absences, along with the limited number of contract hours.
3. It would be highly beneficial to access increased hours for future contracts to be able to meet the needs of a growing community of adoptive families within an already expanding catchment area.
4. Another challenge for the ARS Program, as well as both prospective and adoptive parents, is the lack of local MCFD Adoption Social Workers. Due to staff shortages at the local MCFD office, the MCFD Adoption Social Workers are currently located in Kamloops.

SUMMARY

The Adoption Resource and Support Program is a much needed link to supports for children and families at all points of their adoption journey. The collaborative efforts of birth/foster/adoptive parents, Guardianship and Adoptive Social Workers, Adoption Support Worker, and the efforts of children themselves all lead to a powerful end result. We help to create and support a family for the child that has a chance to last forever.

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers for their continued and ongoing support and encouragement of the Adoption Resource & Support Program.

Submitted by:

Kathi Fischer

Adoption Resource Support Program Coordinator

Funding provided by: MCFD

2023-2024: Poverty law Advocacy

Legal
Advocates: Gudrun Malmqvist, Vasyl Davydenko

Legal Issue	Referral & Summary advice		Full Rep Opened		Full Rep Files Closed		RTB Hearings	
	Information/Referral	Summary Advice	Information/Referral	Summary Advice	Information/Referral	Summary Advice	Information/Referral	Summary Advice
Income security	7,9,15,24	55	18,12,9,3	42		44	-	
Housing	16,16,20,15	67	20,14,7,6	47		48	5,5,6,2	18
Debt	0,4,4,3	11	0,0,1,0	1		4	-	
Family	13,4,7,12	36	-	-	-		-	
Other	34,41,32,57	164	2,3,0,2	7		14	-	
Total		333		97		109		18

(*the numbers recorded in the columns Information/Referral, Summary Advice and Full Representation reflect only the first visit by a client on a particular matter)

Program Description

The Legal Advocacy Program is funded by the Law Foundation of BC. We offer free confidential assistance and representation for low-income residents of Salmon Arm and surrounding communities who are facing legal issues in the areas of income security, provincial and federal disability benefits, employment standards, consumer debt and residential tenancy.

QUARTERLY REPORT

January to March 2024

STAFF: VLAD POLYAKH

PROGRAM: CHILD & YOUTH MENTAL HEALTH OUTREACH (CYMHO)

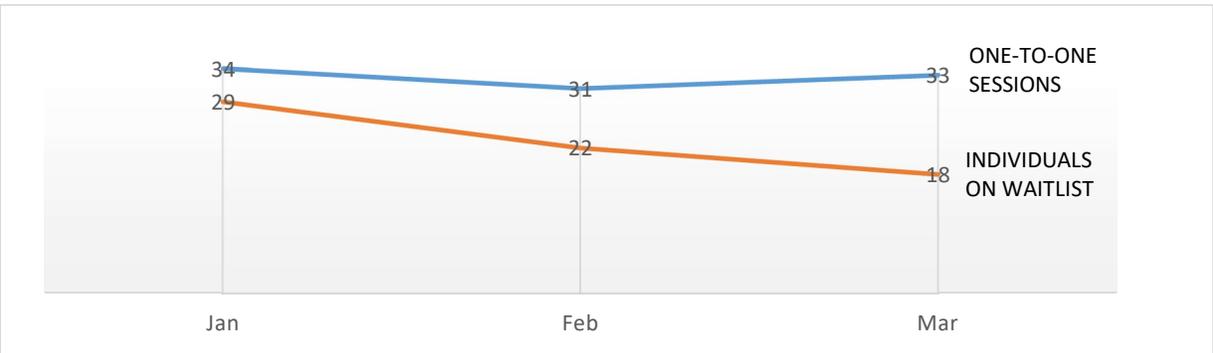
PROGRAM DESCRIPTION

The Child and Youth Mental Health Outreach Program (CYMHO) is contracted to the Shuswap Family Centre through the Ministry of Child and Family Development (MCFD). The geographic area that is encompassed by CYMHO is Salmon Arm, Malakwa, Sicamous, and Enderby. The MCFD contract is a 24 hour per week program. In a 24 hour per week contract, full capacity is considered 10 families.

The desired outcomes of service delivery of CYMHO are:

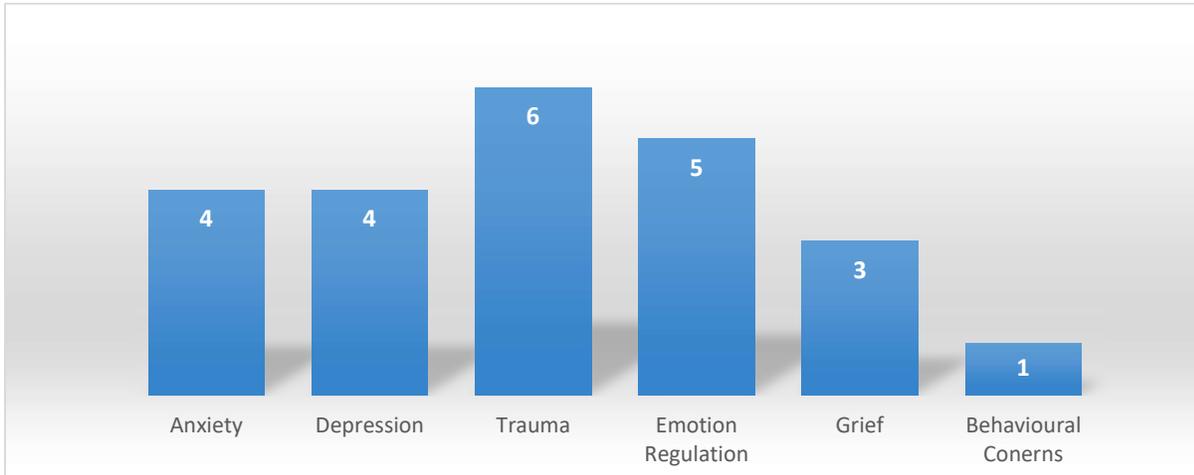
- To reduce the risk and enhance the resiliency of each child/youth to minimize the influence and manage the symptoms of their mental health issue.
- To strengthen the capacity of the family to address the child/youth’s needs.
- To see an increase in family cohesion.
- To strengthen natural community supports available to the family.

STATS



* A total of 98 counselling sessions.

TYPES OF CONCERNS



PROGRAM UPDATES

The Child and Youth Mental Health Outreach program has been persistently operating at full capacity due to demand for services. In this quarter there was a notable increase in the intricacy of cases, necessitating a multidisciplinary approach that includes collaboration with psychiatric services. In this quarter, the majority of counselling sessions took place in person and approximately 35 percent of them were virtual. The program's success in the last few months is largely attributable to the support received from within the Family Centre, as well as other community agencies, including the Ministry of Children and Family Development (MCFD) and School District 83.

Respectfully submitted,
Vlad Polyakh, MA, RCC



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Grandparents Raising Grandchildren (GRG) Support Network

Annual Report

April 1, 2023 – March 31, 2024

Grandparents Raising Grandchildren (GRG) provides support for grandparents who are raising or are contemplating raising a family member's child. The most frequent reason for contact is the need for support in their struggle with emotional and financial issues. The program also makes referrals to community resources and can offer assistance navigating complex legal and government systems.

Rationale: Grandchildren being raised by their grandparents have a chance to maintain attachments, roots and identity. A 2012 Ontario study and other recent kinship-care studies throughout North America have shown that these children experience fewer traumas, move less frequently, and are more likely to grow up with their siblings, than children in foster care. Advocates such as Parent Support Services BC point out that, in the long term, children and teens cared for by kin likely experience less youth homelessness, less addiction, less abuse-related mental illness, less incarceration, and have a higher probability of attaining a higher level of education. Therefore GRG makes sense, for these and numerous other reasons.

Program Goal: GRG aims to provide a safe place to obtain support, resources, and guidance for Salmon Arm and surrounding area grandparents, who find themselves parenting a second time around.

Program Description: GRG is contracted to the Shuswap Family Resource Centre by the Ministry for Children and Family Development (MCFD) for a total of 78 hours/year. It serves grandparents currently raising grandchildren as well as those who are contemplating taking on the role.

It offers:

- Phone and drop-in consultations for individuals and families each Tuesday; other days/times available as necessary.
- Guest Speakers on topics of interest. Occasional small group 'Meet & Greet' sessions for GRGs with similar interests/concerns.

Activities:

A main function of the program is to connect families with the Ministry for Children and Family Development Extended Family Program, Restrictive Foster Care, Adoption and Child Protection Programs. It also helps grandparents sort through custody and access issues.

A second function is to provide GRGs with support and connections to resources. This year several Grandparents took advantage of many of SFC and other community programs as a result of their contact with the program.

They made good use of:

Shuswap Family Centre Programs: Legal Advocacy Program, Parenting programs (Connect, Nobody's Perfect Parenting, and Parents In The Know), Christmas Gift Campaign, Christmas 'Adopt a Family', our Community Counselling Program, Good Food Box, Farmers Market Coupons, and various other SFC programs and services.

Community resources: Provincial GRG Support Line and Legal Guide, Family Justice Counselling program, Office of the Representative for Children and Youth, Rent Subsidy Program, Goshen Consultants, Canada Pension

Plan-Disability benefits for Dependent Child, BC Persons With Disability, Interior Health Children’s Assessment Network (IHCAN), Child Care Resource and Referral (CCRR) Child Care subsidy forms, FASD Key Worker, JumpStart, Kidsport, Pro bono Dentistry, free Children’s Sunglasses through Shuswap Optometric, Enderby Santa’s Workshop, North Okanagan Youth & Family Services-Vernon, Enderby & District Community Resources, links to current ADD or ADHD research, “Strengthening your Family” Webinar through Centre for Adoption Support and Education (C.A.S.E.).

GRGs were contacted about new or seasonal programs along with relevant program information; it is a great time to check in, catch up and maintain connection to the program.

Additional Activities

- Connecting Grandparents with each other resulted in independent playdates and mutually supportive phone contact.
- Met with MCFD Team Leader, establishing a communication link and exchanging information about programs and services.
- Program meetings with SFC Executive Director.
- Participated in the Parent Support Society of BC’s support line for Grandparents Raising Grandchildren and kinship care providers.

Statistics:

Number of Grandparent-led families served	37
Total number individuals served (children & grandparents)	92
Number of individual support contacts	72
Number of hours in group	2
Recipients of group hours	21
Direct Service hours	84.4
Indirect Service hours	19.6
Total hours*	104
Percent of hours in Direct Service	81.15%

*Hours in excess partially funded from unallocated GRG transportation and supply budgets.

Challenges:

- Typically the Grandparents coming to this program are confused about their options and the pathways open to them. Those who do have an open case with MCFD may have been given some options, but often they report they have not received the help they need to pursue those options.
- Specific to this contract, there needs to be adequate funding and additional hours, to develop and maintain a network, promote the program, and support Grandparents as they deal with financial stresses, isolation and navigating legal and other systems.
- More time is needed in the contract to facilitate and maintain both GRGs formal and informal supports. A bi-monthly coffee group would be beneficial and work well for GRG, if only a few more hours were available for staff to organize it. SFC offers a venue that could accommodate children and childminders, which would offer a much needed break and informal support for these grandparents.

Submitted by:

Kathi Fischer

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers, for their continued and ongoing support and encouragement, of the Grandparents Raising Grandchildren Program.

Funding provided by: MCFD

Intensive Family Preservation Program
Quarterly Report January – March 2024

IFP Staff:

Kenna Mayes
Brittany Ybarra

Program Description:

The purpose of the Intensive Family Preservation Program is to preserve the family unit and prevent children from entering, or remaining in, the care of the Director. This is achieved by assessing families that are in crisis, determining a course of interventions that will reduce risk to children while enhancing the capacity of parents to manage problem areas through skill acquisition & ability and willingness to access community support.

IFP staff shall be available to client families in imminent crisis for a period of six to eight weeks of intensive service delivery. This may be followed by an additional twelve weeks of family support to assist in the maintenance of fundamental family change when deemed appropriate by the Social Worker in consultation with the IFP counsellor and family.

IFP Statistics: October-December

The maximum number of total cases is: 7

	January	February	March
Active Cases	6	6	7
Paused Cases Or Pending Cases	4	4	4

Closed Cases	0	4	0
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The Intensive Family Preservation (IFP) Program continues to meet with clients in order to work towards and complete various goals. The IFP workers continue to engage in client centered home visits wherein they provide in the moment support, teaching various life skills that the clients can integrate into the family unit. The IFP workers consistently utilize community resources such as Second Harvest, SAFE society programs, the suicide prevention hotline, and different funding applications for kids to participate in extracurricular activities. The IFP workers also assist clients with completing referrals for counselling and various Canadian Mental Health Association programs.

FAMILY DEVELOPMENT PROGRAM

Quarterly Report
January - March 2024

FAMILY SUPPORT WORKERS:

- Amber Woods
- Caleb Giesbrecht

PROGRAM DESCRIPTION:

The Family Development Program offers services to support families in the Salmon Arm and surrounding areas. This program aims to enhance parenting skills and build a secure healthy parent-child attachment. Participants accessing services are referred by the Ministry for Children and Family Development.

Family Development Services:

The FDP offers services in three areas:

1. **Supervised Visitation Program;** This program offers parents with limited access to their children, an opportunity to meet them in a safe, friendly, and neutral environment. This service follows a set of guidelines.

2. **Supported Supervised Visitation Program;** This program meets with parents for a weekly parent education session. These sessions focus on the following:

- fostering secure attachment
- learning effective positive discipline strategies
- child development
- health, safety, and nutrition

Parents are provided an opportunity to demonstrate their learning.

3. **One to One Support;** Parents and caregivers are offered the opportunity to access parenting support and build their skills through one-to-one meetings with a family support worker. Connecting caregivers to community resources to foster a healthy home environment.

PROGRAM STATISTICAL OVERVIEW:

New files opened: 0

Files closed: 2

One to one Support Services: 6

Supported Supervised Visitations:

Supervised Visitation: 1

Total families served: 7

Challenges:

Communications continued through e-mail, and phone to support clients. Face to face meetings were a weekly occurrence. We have been meeting with clients at SFC in the family room, and education room. MCFD has requested in-home visits, with some clients. SFC staff confirms visits with 24 hours' notice to ensure health and safety before driving to the family home. As the housing crisis rises, we have sent referrals to the SFC Legal Advocate to assist clients with poverty reduction and B.C. Housing application forms.

Highlights:

- The family development program has provided support to families navigating them with resource services in the community. Resources services in the community such as the Good Food box, Farmers Market Coupons, Second Harvest, and Neighbor Link. Funding through KidSport for after school activities.

The Family Development Team worked together on the following projects:

- Connected families and individuals with community resources.
- Completion of the Nobody's Perfect Parenting Group in person.

Moving Forward:

The Family Development Program is currently working on the following projects:

- Sourcing online resources and parenting programs to meet client needs.
- Sourcing funding to help with cost of engagement activities.
- Sourcing community nutritional support.

Amber Woods: Family Development Worker

Caleb Giesbrecht: Family Development Worker



Nobody's Perfect Program Annual Report April 2023 – March 2024

'Nobody's Perfect Parenting' is a preventive and pro-active parenting education program which intends to improve parents' capacities to maintain and promote the health and wellbeing of their preschool children. Within the parameters of the British Columbia Council of Families, ideal candidates for the program include parents who are:

- single
- young
- low income
- lacking in formal education/parenting skills
- have difficulty finding resources
- isolated socially, geographically or culturally

During the 2 - six week set of sessions that occurred in 2023-2024 fiscal year, 8 parents from the community of Salmon Arm and surrounding areas participated in the program, which were held at the Shuswap Family Centre. Both sessions were held in-person in a classroom setting. There is no cost to attend this program.

Our greatest successes as facilitators leading this program included:

- Being able to provide a safe environment for the program participants to share honestly and openly about their experiences as parents.
- To witness the empowerment and increased confidence that developed with the participants and in their parenting strategies.

It was very evident from their comments that the participants found the program very valuable and had a positive experience. They expressed that it would have been beneficial if the program was of longer duration or of an ongoing drop-in nature.

Our most challenging aspect presented itself to be working within the time constraints allotted in the contract and creating an effective and meaningful virtual impact for the participants. We required more time for session planning, as well as lead time for participant attraction. We held two programs of 6-sessions each within the 2023-2024 fiscal year. We had a total of 9 parent/caregivers register for the programs, with 8 of them completing the program; which constitutes a 89% success rate. The implementation and completion of the Nobody's Perfect Parenting Programs had been impacted by the ongoing effects of the Covid-19 pandemic; we are finding that potential participants are 'zoomed out' and do not want online however they also do not want to do things in person. The next NPP group is scheduled for October 2024.

Number of Participants registered for program		9
Number of Participants completed program		8
Percent of Participants completed program		89%
Number of Children requiring childminding	3	Number of Male parents/caregivers attended
		2

This program is typically staffed with two trained facilitators, who both work approximately 6 hours/week for 8–10 weeks per session. The contract requirements are to hold 5 groups within a two year period; we have not had enough interest to run a 5th class but are reaching out to surrounding communities (ie Sicamous) to try to fulfill our contract terms. The program currently has two trained & certified facilitators.; two more are awaiting training.

The Shuswap Family Centre has received a contract to continue the Nobody’s Perfect Parenting program for the Shuswap catchment area for 2022-2024; plus, an additional funding grant has been applied for.

Respectfully Submitted,

Ida Hearder

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers, for their continued and ongoing support and encouragement of the ‘Nobody’s Perfect Parenting’ Program.

Funding provided by: IHA

PREGANANCY OUTREACH PROGRAM (POP)

Quarterly Report

January 2024-March 2024

POP WORKERS:

Angel St. Denis RPN, Colleen Bunbury IBCLC, Judy Breitreutz BSW, Georgia Kehl BSW.

The Pregnancy Outreach Program (POP) is designed to support moms and caregivers from prenatal and postnatal until baby is 6 months of age. Program length can be extended on an individual basis upon assessment. We provide outreach services, one on one support, referrals to other professionals/programs, drop-in groups for exercise & social engagement, education and a fun way for mothers and babies to connect with other mothers and babies. The P.O.P program also supplies prenatal vitamin supplements and \$30 food/dairy vouchers per month to our clients. Our focus is on helping moms and caregivers be the best and healthiest parents they can be so they can raise happy and healthy babies.

We have a few updates to our program:

-We have done abit of shuffling with our pregnancy outreach team due to one of our workers going off on LOA. We are grateful to have Georgia Kehl step in and help support POP clients in our region. I believe our team is managing well 😊 .

- Our **Tummies 2 Tots drop-in play group program** runs indoors on Thursdays from 11-12pm at the Family Center group room. We have had a variety of speakers during this quarter. Our local Panago Pizza business is now donating 1 lg pizza every month for the participants of T2T. During T2T parents and babies engage in peer support, have snacks, and we even weigh their baby if they would like. We also do door prizes on occasion!
- Our **Wednesday Walking Group** is now held indoors at the SHAW Center in Salmon Arm. It is a great place for moms and babies to get exercise and grow in peer support without having to worry about what the weather is doing. We will be moving this group to outdoors starting in May.
- **Walking Group on Tuesdays** along the river path in Enderby is on hold until Summer 2024.

Annual events:

- We did a Pregnancy Outreach client/community and T2T group combined **Christmas Event** on Dec. 7th from 12-130pm. It was a packed out event! We had family photo booth, Baby's first ornament Christmas craft, Christmas snacks, door prizes and our community was able to connect together in a fun way.
- Many of our POP clients took advantage of the Shuswap Family Center Christmas shopping this year. There were many who were blessed to be adopted by generous donors in the area by the adopt-a-family program.

- We continue to provide our POP clients with 1:1 support, education on pregnancy, nutrition, postnatal support and parental guidance either here at SFC or in their own home. Our POP clientele currently has an increasing number of clients in "crisis." Whether it be crisis due to mental health issues, substance use and addiction, domestic violence, poverty, isolation, lack of affordable housing, lack of resources, and/or transportation issues leading to challenges to attend groups and other appointments. This in turn, places a higher demand on POP workers case loads by increasing time spent supporting and following up with clients, ensuring they have the right referrals in place and also increases time spent collaborating with other service providers in our community. Our POP team continues to debrief and collaborate together on a regular basis to aid in positive outcomes.
- We offer our clients with nutritious food vouchers every month which include fruit and vegetables, dairy/eggs, and have now expanded this project to include meat and whole grains for purchase up to \$30 per month. We have had a very positive response to these especially now with food prices and inflation on the rise.
- Pregnancy Outreach Program continues to receive referrals/new clients in all the regions we service.

Quarter Active files: x 25

Quarter # Family members supported: x 63

Quarter Closed cases: x 16

Quarter Wait list – N/A

**YOUNG PARENT SUPPORT PROGRAM
QUARTERLY PROGRAM REPORT
January to March 2024**

SUPPORT WORKER: Georgia Kehl

PROGRAM DESCRIPTION:

The Young Parent Support Program receives all referrals from the Ministry of Children and Family Development (MCFD) office in Salmon Arm. The program is a preventative service to strengthen families by supporting young parents in obtaining knowledge and skills to prepare for the birth of and care for their children, protect them from adverse lifestyle risks and achieve long-term family success by also participating in educational or employment ventures. Through a therapeutic relationship, guidance is provided to young parents to support personal growth and development, and ongoing healthy lifestyle changes to enhance positive parenting skills.

PROGRAM STATISTICAL OVERVIEW:

New files opened:	0
Files closed:	2
TOTAL FAMILIES SERVED:	2

Two files were closed due to lack of engagement, and there have been no new files opened. The YPSP worker has continued to engage in professional development in anticipation of new referrals from MCFD.

Some of the topics we cover through the YPS program include:

- Life Balance & Self Care
- Self-Esteem & Self Awareness
- Relationships & Boundaries
- Healthy Communication Styles
- Building Structure & Routines
- Finances, Budgeting & Income Assistance
- Child Subsidy Applications
- Ages & Stages of Child Development
- Safety Parenting Plan
- Education & Career Goals

SUMMARY

The Young Parent Support Program is prepared for new referrals to continue working with young parents to increase their awareness and knowledge in raising their young children. The Young Parent Support Program works closely to improve service to these families and identify new ways to meet their needs and goals. The program will continue to adapt to the current participants needs and goals.

Sincerely,
Georgia Kehl
Young Parent Support Program



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Community Counselling Annual Summary 2023–2024

Summary

The Community Counselling program provides counselling and emotional support services to children, youth, and adults seeking our assistance with a variety of concerns. This program was established to address a gap in services identified within our community.

Nine workers provided services under this program during this fiscal year, with support from three practicum students.

Statistics

The Community Counselling program served approximately 101 individuals this fiscal year, representing a 6% increase from the previous year. This includes approximately 82 adults and 19 youths. Services were primarily provided through individual counselling sessions.

Clients sought support for a range of concerns, including anxiety, depression, grief and loss, marital conflict, childhood trauma, and anger management.

Referrals to the program came from various sources, including friends, family, MCFD, SD83, physicians, and other Shuswap Family Centre programs.

The total number of hours dedicated to this program was approximately 1,046 hours, marking a 6% increase from the previous year. These hours encompassed direct counselling services, staff meetings, clinical supervision, research, and preparation time.

Program Challenges

Despite an increase in the number of workers and practicum students, the program remains underfunded and relies heavily on the support of unpaid practicum students and volunteers. As pandemic restrictions ease, there has been a dramatic surge in the demand for services, leading to an increase in intakes and a waitlist that has almost doubled over the year.

Program Strengths and Goals

The Community Counselling program continues to provide essential services to numerous individuals within our community. The ongoing post-pandemic period has revealed a significant rise in substance use, domestic violence, sexual abuse, and child neglect. Unfortunately, the program is unable to meet the increasing demands, particularly for children and youth, resulting in extensive waitlists and delays in service provision.

The process of standardizing reporting has been successfully implemented, resulting in positive engagement among current workers and new practicum students. This has enabled a more comprehensive understanding of the community's immense need for accessible mental health support services.

Looking ahead, the program aims to secure additional funding and resources to hire more workers and better address the mental health challenges facing our community.

Conclusion

This year saw a continued increase in the number of individuals served, along with a growing waitlist for services. Despite the ongoing mental health crisis within our community and across the country, the Community Counselling program remains committed to providing high-quality services to as many individuals as possible.

The year marked the completion of service provision by three practicum students. For the next quarter, we anticipate welcoming new students to continue offering support to the community.

Respectfully Submitted,
Patricia Thurston



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**Sexual Abuse Intervention (SAIP) Program
Quarter Report
January – March 2024**

Staff: Kenna Mayes

Email: Kenna_mayes@familyresource.bc.ca

Program Description: SAIP is committed to provide a range of appropriate, timely, and accessible assessment, treatment, and support to children or youth who have been sexually abused. The most common strategies and models of intervention utilized are trauma informed and include: expressive therapy (art, play), psychological education and information on human development. Additionally, SAIP will work with families, provide consultation, and make referrals to other agencies and supports as needed.

SAIP Stats:

	January	February	March
# of clients supported	9	9	9
# on waitlist	6	6	6

The SAIP program right now has a variety of ages that are receiving support either weekly, biweekly or monthly. Currently there are a variety of strategies being used from both art and play therapy techniques based on what the child / youth prefers. There were two files closed at

the end of the quarter which will allow for a few clients to be moved off of the waitlist. SAIP worker was able to sign up for additional training related to child and youth trauma which will take place in the next quarter along with ASIST training.

SUMMARY:

The Sexual Abuse Intervention Program continues to meet with and support children and youth who have been sexually abused in the past and/or present. The program will continue to use expressive therapy as a tool to help children and youth understand their emotions. It will also provide resources to parents and/or caregivers who wish to learn about the topic and how it can impact one's life.

Sincerely,
Kenna Mayes
Sexual Abuse Intervention Program

Quarterly Report
January - March, 2024

Staff: Angela Dickson
Devon Schumacher

Program: Launch

Program Description:

Launch supports youth (aged 15-26) in Salmon Arm and surrounding area who are experiencing systemic and individual barriers to employment.

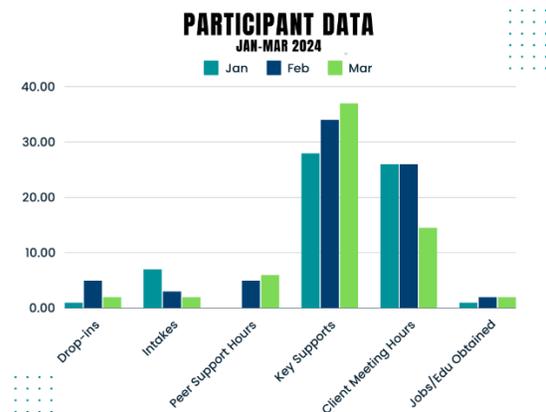
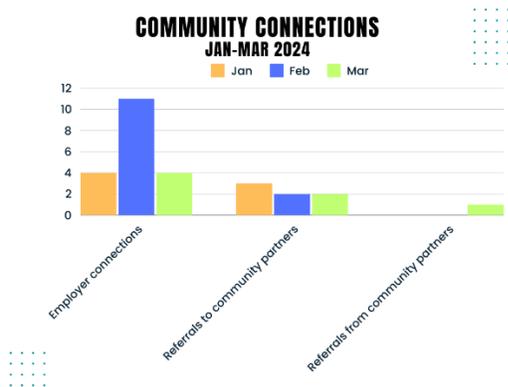
The desired outcomes of the program are:

- Address the pre-employment needs experienced by vulnerable youth in Salmon Arm
- Address inequities and discrimination in hiring / employment practices that negatively impact vulnerable youth
- Support youth in seeking and retaining employment
- Support employers to increase their inclusivity in hiring

Current Caseload: 14

Closed this month: 2

Opened this month: 2



Sincerely,
Angela Dickson

ADMIN/FRONT DESK

AGM REPORT

April 2023 - MARCH 2024

Social Media

- **Facebook:** We have a strong presence on Facebook, with approximately 1,650 followers. This platform is invaluable for informing the community about upcoming events and activities.
- **Instagram:** Our Instagram account, created in 2021 to reach younger clients, has grown significantly. We now have 510 followers, up from 90 in 2021.

Thrift Shop Vouchers

- Thrift shop vouchers remain a crucial resource for many of our clients. We distribute 24 vouchers per month, increasing the value from \$10 to \$15 each. In the past quarter, we issued a total of 72 vouchers.

Good Food Box Program

- The Good Food Box program continues to be popular, with 20 boxes sold at \$20 each per quarter. The Shuswap Family Center also purchases 20 boxes monthly to donate to those in need.

Volunteer Contributions

- Volunteers play a vital role in supporting the daily operations of the Family Centre. They assist with various tasks, including:
 - Cooking and cleaning in our youth kitchen
 - Providing front desk coverage
 - Organizing and maintaining the building and grounds
 - Cleaning the exterior lot and surrounding area
 - **And much more!**

Fundraising Initiatives

- **Coin Box Fundraiser:** We have four donation containers located throughout the community, collecting change at the end of each month.
- **Bus Tickets:** We distributed 30 bus tickets during this quarter, providing two tickets per client visit.
- **Food Assistance:** We provide food to individuals in need, including frozen meals and water.
- **Popcorn Fundraiser:** Our daily popcorn sales continue to generate funds, with a suggested donation of a loonie.
- **Gift Cards:** We gave out 19 gift cards and 42 Super Save Gift Cards. We have transitioned away from grocery gift cards for individuals experiencing homelessness, offering frozen food as a more cost-effective alternative.

Online Auction

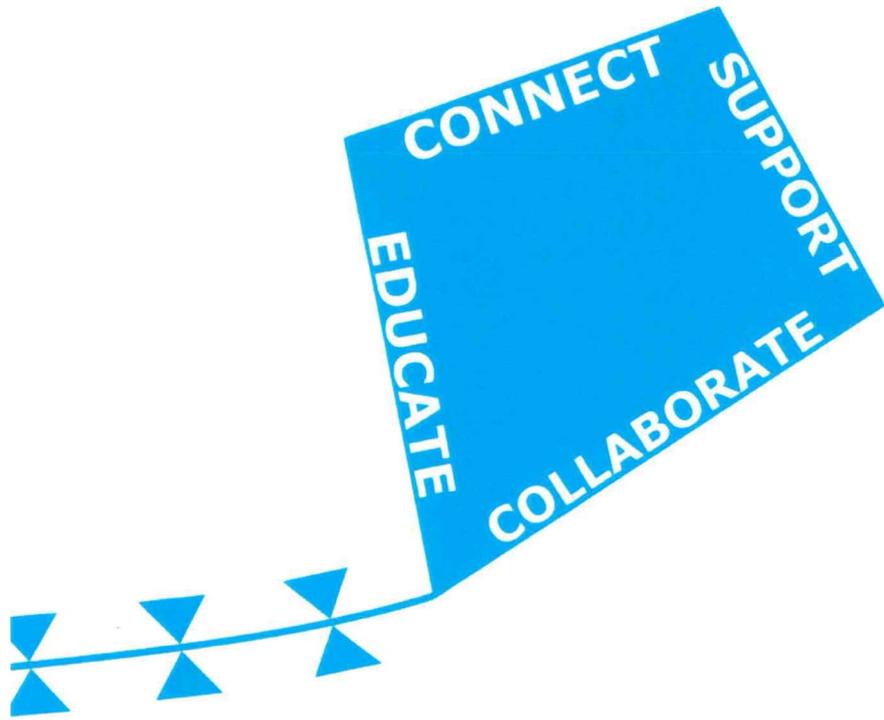
- Our online auction was a resounding success, raising approximately \$4,700 thanks to generous community support. We received 140 donated items.

Second Harvest

- We have been picking up Second Harvest boxes for six families throughout the year. Due to a change in Second Harvest's operating hours, families can now pick up boxes directly.

Stats January – March 2024

Month	Phone Calls	Walk-Ins	Appointments	Intakes
January	71	4	98	5
February	124	13	97	2
March	90	14	103	3



MISSION STATEMENT

The Shuswap Family Resource and Referral Society supports children and youth, individuals and families and provides referrals and connections for services in our community and area.

"Everyone comes from a family."

PHILOSOPHY STATEMENT

We work with individual and family strengths to encourage personal growth and change towards wellbeing and a healthy community.

VALUES

We are inclusive and respectful of individuals and their choices.

We honour our employees and their contributions.

We are responsive to the changing needs of the community.

We provide an honest, friendly and non-judgemental service based on "best-practice".

We use our resources efficiently and effectively.



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Shuswap Family Centre - Five-Year Strategic Plan (2023-2028)

Vision: To be the heart of our community, providing essential services and support to meet the evolving needs of families in the Shuswap region.

Mission: The Shuswap Family Centre is committed to fostering healthy, resilient, and connected families by offering a comprehensive range of services and rental spaces that promote well-being, education, and social engagement.

Objective 1: Enhancing Core Services

Expand and improve existing family support programs, such as parenting workshops, counselling, and early childhood education, to meet the growing demand and provide high-quality services.

Collaborate with community partners and stakeholders to identify emerging needs and develop new initiatives that address the challenges faced by families in the region.

Implement decolonization into the practises of the Shuswap Family Centre.

Objective 2: Rental Space Optimization

Capitalize on the increased demand for rental spaces post-pandemic by offering flexible packages and adapting space layouts to accommodate various event sizes and requirements.

Invest in technology and infrastructure to provide state-of-the-art facilities, audio-visual equipment, and enhanced connectivity for corporate events, conferences, and workshops.

Develop strategic partnerships with local businesses, event planners, and organizations to promote the Shuswap Family Centre as a premier venue for various functions, thus increasing rental revenue.

Objective 3: Marketing and Community Engagement

Implement a robust marketing and communication strategy to raise awareness of the Shuswap Family Centre's services and rental offerings within the community and surrounding areas.

Utilize social media platforms, email newsletters, and local media outlets to reach a broader audience and engage with potential clients.

Organize community events, open houses, and workshops to foster connections with our community and surrounding area in the Shuswap and demonstrate the value of the Family Centre's services.

Objective 4: Financial Sustainability

Regularly review and adjust the pricing structure for rental spaces to ensure competitiveness while maximizing revenue generation.

Diversify funding sources by actively seeking grants, sponsorships, and donations to support core services and special programs.

Implement cost-saving measures and efficiencies in operations to optimize resources and maintain financial stability.

Objective 5: Facility Improvement and Safety

Conduct regular assessments of the facility to identify necessary upgrades, repairs, and safety improvements to create a welcoming and secure environment for all users.

Allocate resources to enhance the aesthetics and functionality of the Family Centre, providing an inviting and modern space for community gatherings and events.

Objective 6: Staff Development and Engagement

Prioritize staff training and professional development to ensure that the team remains skilled and knowledgeable in delivering high-quality services.

Foster a positive and inclusive work culture that encourages teamwork, creativity, and a passion for supporting families in the community.

Objective 7: Data driven Decision Making

Establish a data collection and analysis system to track the impact and outcomes of the Family Centre's programs and services.

Utilize data insights to make informed decisions, identify areas for improvement, and demonstrate the effectiveness of services to funders and stakeholders.

Objective 8: Sustainability and Green Initiatives

Continue to integrate sustainability practices in the operations of the Family Centre, aiming to reduce environmental impact and promote eco-friendly initiatives.

Educate staff, clients, and the community on eco-conscious practices and encourage their participation in green initiatives.

Objective 9: Collaboration and Partnerships

Strengthen partnerships with local government agencies, schools, nonprofits, and businesses to create a unified support network for families in need.

Participate in collaborative initiatives and forums to advocate for policies that benefit families and improve the overall well-being of the community.

Objective 10: Measuring Success and Impact

Regularly evaluate the progress of the strategic plan against predefined milestones and Key Performance Indicators (KPIs).

Solicit feedback from clients, partners, and staff to continually improve services and adapt to changing community needs.

By pursuing these strategic objectives, the Shuswap Family Centre can continue to provide essential services to the community while effectively leveraging the increased revenue from rental spaces post-pandemic to support its mission and achieve long-term sustainability. The plan should be continually reviewed and adapted based on ongoing feedback, community needs, and changing circumstances to ensure its effectiveness and relevance over the five-year period.