



## **2017-2018 Annual Report**

**Strengthening People,  
Nurturing Relationships,  
Building Communities**





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## **Who we are**

### **Our Mission:**

Family Service Saskatoon serves individuals, families and the community to nurture safe, healthy and respectful relationships.

### **We Value:**

- Accessibility of our services to all people on an equitable basis without regard to race, religious belief, sexual orientation, age or financial status
- Individuals, families, communities, and our focus is to promote their health and growth through innovative, diverse and high-quality services
- Client entitlement and empowerment using a holistic, collaborative and gender-sensitive approach in the provision of services
- Our professionalism, the high ethical standards it demands, and the related commitment to professional development of staff and students
- Cooperative partnerships with other non-profit organizations, public sector agencies, and businesses for the purpose of fulfilling our mission
- The role of volunteers in our organization and are committed to their training, supervision, and support
- A working environment that is collegial and family friendly

### **The Ends Policies Adopted in the Strategic Plan for 2015-2019**

1. Families have the ability to solve problems without violence.
2. Families experiencing separation and divorce have the tools to transition effectively.
3. People that are in parenting roles have the skills to foster healthy relationships.
4. Youth-at-risk make healthy life choices.
5. The community has access to culturally sensitive FSS services.





## President's Report 2018

For anyone who has read my Chair's Annual Report in the past, you may recall that I have often found a theme or metaphor to frame my message. However, this year as I sat in front of my computer it was not a theme or a metaphor that came to mind, it was a song. The song is an old Nina Simone song "I'm Feeling Good". The melody of this song and the lyrics, "it's a new dawn, it's a new day, it's a new life.....and I'm feeling good" are recognized by most as it has been covered time and time again, from generation to generation. If you are not familiar and/or need a touch of joy in your life, visit <https://www.youtube.com/watch?v=oHs98TEYecM>. I suspect that its popularity arises from the energy created by the music and the hopeful and celebratory message of the lyrics. It is this sense of hopefulness, celebration and energy that I feel present both at the Agency and the Foundation and that I believe will carry Family Service Saskatoon solidly forward. While the Agency suffered another significant funding loss, it was not this loss that is pre-occupying the minds and hearts at Family Service Saskatoon, rather it is a pre-occupation with new initiatives, new funding sources and new relationships that is carrying the day.



On behalf of the Board, I welcome our new Executive Director, Janine Baumann who began her position on January 1, 2018. Janine brings to the agency a wealth of experience from her work and leadership in Saskatoon's non-profit sector for many years. Thank you, Janine for the way in which you have so quickly and energetically immersed yourself to learn and appreciate the people, programs and business of the agency, for the way you have managed hurdles that were thrown your way so quickly, and for the enthusiasm, professionalism and skillfulness that you continuously deliver whether in day to day work in the agency, at the board table or out in the community.

On behalf of the Board, I take this opportunity to thank the Staff of Family Service Saskatoon for their professionalism, skill and adaptability that makes the agency a valued part of the Saskatoon Community, whether demonstrated through the responsive and generous way in which they made themselves available to provide support for individuals impacted by the Humboldt tragedy to the way in which they, every day, with compassion and empathy, strive to make a difference one individual at a time. Thank you.

At this time, I express heartfelt gratitude to every member of the Board of Directors. The significant time that you volunteer towards board matters and the commitment and passion you have shown are truly appreciated. It is with pleasure that I attend every board meeting knowing that each of you are eager to share your perspective and offer up your unique skills. I would like to specifically acknowledge the commitment of Ashraf Mir, who mandatorily leaves us this year after having fulfilled three complete board terms. Thank you for six years of dedication to Family Service Saskatoon.

Lastly, on behalf of the Board of Directors and everyone at the Agency, I would like to thank all those who support the efforts of Family Service Saskatoon as we support families and individuals and build a better community for all.

*Connie den Hollander*





## Executive Director's Report 2018

Exciting and energizing are the words I would use to describe my first few months with Family Service Saskatoon. I am thrilled to be part of such a wonderful organization that has a rich history of serving the Saskatoon community in a variety of ways. I have learned so much about the programs being provided to some of the most vulnerable citizens in our community and I look forward to learning more about their needs and providing programs that can meet those needs.



While I have already faced several challenges in my short time with the agency I have tried to use each as an opportunity to learn more about the organization, the staff who provide services with such dedication, and the clients who are being served. The need for services seems to be constantly growing while the financial resources are being tightened. The ongoing challenge is to balance need with adequate resources. However, the resiliency of the agency, the staff, and the clients is one of the first things I observed. This resiliency will help to ensure challenges are viewed as opportunities and the focus will remain on finding and implementing solutions.

A welcoming and respectful environment was another thing I quickly noticed. Thank you to the staff members, contract workers, students, and volunteers for ensuring every person who walks through our door is greeted with empathy, kindness, and respect. Your tireless efforts, passion and dedication to those you serve remind all of us of the importance of the work done by those in this field. Your work has a profound impact on others; thank you for your professionalism and for showing such care and compassion in all you do.

Thank you as well to the Board of Directors for your continued service, support, and oversight. We are grateful for your commitment and readiness to assist in many different capacities. Your willingness to volunteer your time to ensure the Saskatoon community has access to exemplary services is recognized and deeply appreciated.

Finally, I wish to thank our many partners, donors, funders, and supporters in the community for their continued acknowledgement of the excellent programs Family Service Saskatoon provides. I look forward to continuing to enhance these services and to implementing the mission, vision, and end statements of Family Service Saskatoon. The journey ahead is one of promise, adventure, change, and continued challenge. I embrace all the possibilities such a journey will entail and know that innovation, excellence and enhanced programming will be the final result.

*Janine Baumann*





## Foundation Chair's Report 2018

Even though 2017/18 brought more cutbacks to traditional funding sources for Family Service Saskatoon, this past year we were able to successfully complete two children's events that accomplished three goals:



- 1) Media and public awareness of FSS and its mission;
- 2) Income generation for programming;
- 3) Providing the public with family oriented and affordable entertainment.

We successfully planned and executed Trucktastic! on September 9<sup>th</sup>, 2017 and now have created an annual event unlike any other in Saskatoon. The Foundation brought together over 20 companies and services for a day of adventure, where children and adults alike could get up close and personal with large trucks, tractors, and other vehicles. This fundraiser set the stage for upcoming years to grow and develop into something bigger and better. Trucktastic! 2018 is set to run at Prairieland Park on August 25<sup>th</sup> from 10am to 4pm; we look forward to seeing you there!

March 10<sup>th</sup> marked another children's event: FSS Troll's Dance! This was a one-day children's event that involved a DJ, some fun snacks, pizza, balloons, and a giant surprise egg. It was great fun for all involved. The dance generated a profit for the Foundation and showed us the value of a family focused event over the winter months. Look for bigger and better things again next year!

The funding cutbacks from traditional sources for the agency shows the need for the Foundation now more than ever. After considering the urgency and monetary requirements for 2018/2019, I have decided to step down from the position of Foundation Chair. The Foundation will need once again to evolve and grow in the direction required to contribute to Family Service Saskatoon. I wish all the best to the incoming chair, and look forward to continuing on the board as the organizer for events such as Trucktastic! and family dances.

*Kristl Tipton, P.Geo*







## Board of Directors

**Chair** - Connie den Hollander

**Vice Chair** – Lana Wickstrom

**Treasurer** – Kyle Christopherson

**Secretary** – Michelle Robstad

**Directors** – Amanda Anderson

Roberta Desnomie

Dan Folk

Deb Jurgens

Ashraf Mir

Arlene Schmalz

## Foundation Board

**Chair** – Kristl Tipton

Jana-Lyn Fairbairn

Jess Tetu

Jessica White

Ray Penner

Paula Ghiglione

## Staff Members

### Management

**Janine Baumann** - Executive Director

**Nadia Stadnyk** – Program Manager

### Administrative Staff

**Loretta Morin** – Receptionist

### Program Staff

**Helene Davis** – Counsellor

**Chandra Decae** – Youth Exposed to  
Violence Coordinator

**Janette Gamble** – Intake Counsellor

**Sarah Gara** – Youth Exposed to  
Violence Coordinator (term position)

**Alana Gardiner** – Coordinator  
/Domestic Violence Court Case Worker

**Sherrie Gurel** – Interpersonal Violence  
Outreach Worker

**Loretta Johnson** – Domestic Violence  
Court Worker

**Myrna Kanigan** – Teen Young Parent  
Coordinator

**Deb McHenry** - Receptionist

**Meghan Lechner** – Domestic Violence  
Court Case Worker

**Tanya Myrfield-Wolfe** – Parent  
Education Coordinator

**Myron Peters** – Counsellor

**Alana Rabby Dowling** – Interpersonal  
Violence Outreach Worker

**Debbi Ross** - Coordinator/  
Interpersonal Violence Outreach  
Program

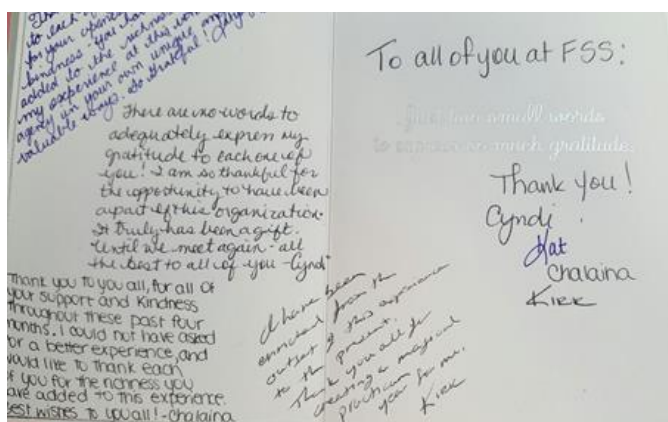
**Faith Rowland** – Childcare Coordinator

**Teddy Ward** – Coordinator Child and  
Youth Support Program





## Our Students



## Programs 2017-2018

### STRENGTHENING INDIVIDUALS, COUPLES, FAMILIES

#### CHILDREN AND YOUTH

**Childcare program:** Our team is committed to providing high quality childcare for children and families accessing programming at Family Service Saskatoon and through our partner agencies.

**Child and Youth Support Program:** The program is funded by the Ministry of Social Services and is driven by the commitment of workers to provide positive and stable relationships with children and youth. The staff members work with children/youth to build the young people's social skills, increase recreational opportunities, and improve the quality of their peer interactions.







**Youth Exposed to Violence:** This program supports youth through individual and group counselling. Numerous partnerships are formed with Saskatoon schools to engage youth in the classroom on issues of addiction, mental health, types of violence, healthy relationships, and self-esteem.

**Calm Your Mind, Calm Your Body:** A group designed for youth to examine stress, fear, and anxiety. Participants learn to alleviate symptoms of anxiety through mindfulness practice, guided imagery, and relaxation.

**Calming the Volcano Within:** A program offered in partnership with the Saskatoon Tribal Council designed to help youth identify and address anger issues and learn anger management techniques.

## PARENTING

### Parenting Education Saskatchewan:

Parenting Education Saskatchewan links parenting services across the province and provides support and information to people working in the field of parenting education through opportunities such as networking meetings and workshops.



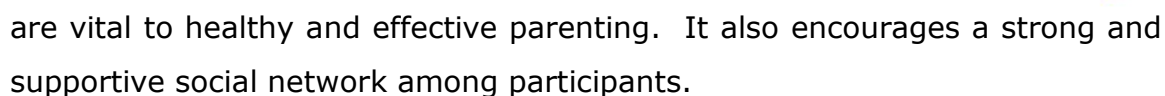
**Teen and Young Parent Program:** The program provides services to parents under the age of 30 and includes family support and counselling. The program also liaises with schools, other community-based organizations, and government ministries to promote awareness and education for parenting.

## GROUPS:

**Merging Families:** This group is designed for parents who are already in a blended family or contemplating entering into a blended family. The group discusses putting your marriage first, discipline, step-parent's roles, and communication.

**Nobody's Perfect Parenting:** This six-week group provides a safe place for parents to strengthen their knowledge, skills and self-confidence – items that





**Parenting After Separation and Divorce:** Groups and workshops to support couples and families transitioning through separation and divorce.

**When Anger Get in the Way of Parenting:** An eight-week program offering guidance to parents and caregivers wishing to understand the impact anger has on their children. Parents/caregivers will learn how to more effectively parent children in a respectful manner.

**Abuse and Beyond Program:** The Abuse and Beyond program brings understanding to the role that violence plays in intimate partner relationships. Groups and individual counselling help women find the strength to change the pattern.

**Domestic Violence Court Caseworkers:** Caseworkers work within the Domestic Violence Court to ensure that victims of domestic violence are supported from the point of first contact to the complete resolution of their case.

**Intimate Partner Violence Drop-in Group:** An open and ongoing group for women who have experienced or are experiencing violence in their intimate partner relationships. Each week a new topic is discussed focusing on the general experience of intimate partner violence.

**Intimate Partner Violence Outreach Program:** The program provides individuals affected by interpersonal violence a place to come for confidential individual support in a safe and secure environment.

**Men's Working Group for Respectful Relationships:** A narrative therapy program designed to help support men who want to end their violence and build healthier intimate relationships.





**Invisible Scars: Exploring Emotional, Verbal and Psychological Abuse:** A group designed for women to gain personal awareness and understanding of how prolonged exposure to emotional abuse erodes self-esteem and confidence. The focus of the group is about healing and moving on from the effects of emotional abuse. Emotional abuse cuts to “the core of a person” (Engel, 2002) and leaves invisible scars.

## **COUNSELLING**

**Community Counselling:** This program operates on a sliding fee scale to ensure that nobody is turned away. This program offers counselling based on clients’ needs. Skilled counsellors work with clients on issues as diverse as grief, self-esteem, healthy relationships, parenting, and coping.

**Family Services Employee Assistance Program:** The FSEAP program provides contracted counselling services through a variety of employers. Employees within the program access individual and family counselling and a variety of wellness workshops.

**Wellness:** Family Service Saskatoon provides groups and workshops designed to enhance the lives of individuals and families. Groups offered vary throughout the year depending on the needs of our clients and the community. Past sessions include: **Dealing with Depression and Anxiety; What’s Anger Got to Do with It? Nobody’s Perfect Parenting;** and **Merging Families.**





## Financial Statements

### Revenue

Saskatchewan Government	85%
EAP	3%
Fees for services	3%
United Way	6%
City of Saskatoon	2%
Grants and Donations	1%
TOTAL	100%

### Expenses

Salaries	81%
Occupancy	8%
Non-salary Program Expenses	7%
Administration	4%
TOTAL	100%

- ❖ **Complete copies of the audited financial statements as prepared by Virtus Group are available upon request from Family Service Saskatoon.**

## Government Contracts

- ❖ Government of Saskatchewan Ministry of Social Services
- ❖ Government of Saskatchewan Ministry of Justice
- ❖ Government of Saskatchewan Ministry of Justice – Family Justice Services Branch

## Grants

- ❖ United Way of Saskatoon
- ❖ Collaborative Funders Partnership Community Grant Program
- ❖ Harold Latrace Grant

***Thank you to our funders for contributing to the programs and services of Family Service Saskatoon to nurture safe, healthy, respectful relationships.***





## Client Testimonials

Family Service Saskatoon reaches thousands of people every year through counselling services, group programming, or outreach services. One client had this to say about the counselling support she received,

***"I am so grateful for all of your support. I got an opportunity to untie all my knots, in my heart."***

Another described the services in this way:

***"You feel so alone. It helps to know there are people out there who know what you've been through, who don't give advice but find ways to help you to cope."***

### Testimonial 1

I am still receiving one-to-one support and attend the Intimate Partner Violence drop-in group. I have been back to speak to the women and will gladly speak again. The wounds of the abuse I suffered run very deep. I am still healing and still trying to build up my self-esteem and focus on creating a life filled with laughter, joy, dance, and peace for my daughter and me. I am forever grateful for the resources that were available to me and feel that if it wasn't for them I wouldn't be here today and that my daughter would have no chance of knowing unconditional love and joy in her life.



Although I have many wonderful things to say about the services and support I received there is still room for improvement. There needs to be more recognition





of how damaging verbal, emotional and psychological abuse is. Only physical and sexual abuse seem to be recognized in our legal system. All of the women I have met in my journey agree that the abuse that didn't leave bruises or scars was more damaging than the physical aspects. I met

so many brave women and heard some horrific stories of abuse and murder at the hands of the men who loved them. I am a success story but only because space was available and because of the programs and support I was able to access.

Escaping and healing from an abusive relationship has to have been the hardest thing I have had to do so far in my life. It is possible to leave and stay gone.

Healing from domestic violence can be a wonderful journey of re-self discovery but only if women are supported and the resources are easily accessible. I honestly believe I wouldn't be here if it wasn't for the help I was able to receive and am still receiving. I also wouldn't have been able to access these supports if child care was not provided.

***"Thank you for saving my little life and helping me find my voice and joy again."***

## **Testimonial 2**

I have been attending the Intimate Partner Violence program and although I have come a long way in my recovery from domestic abuse I still have a long way to go in overcoming the challenges I face. The personal counselling provided to me has been more valuable than I have words to express. When I first arrived at Family Service Saskatoon I was in desperate need of help. I was devastated emotionally, mentally, and financially and I believed that it was my fault.

In the first months of leaving my husband I contemplated suicide often. I hurt so badly and the fear and panic were overwhelming. Personal counselling, going to







the IPV drop in group, and attending the Invisible Scars group literally became a life line for me and many times I felt I was only holding on from a complete breakdown by my fingernails. I had a very difficult time making even the smallest decisions (I still struggle badly) and my memory was very impaired. I cried a lot and could not see how I was valuable or had any worth. I also struggled with overwhelming guilt for leaving and a tremendous fear of seeing my husband again. Over the next several months I lost weight and my hair started to fall out due to stress, but I kept going. At the IPV drop-in group I listened, cried, and talked. I collected the handouts and read them over and over. I shared some of my darkest moments with women I had never met before but I felt more accepted and understood than I had felt in my entire life.



I registered for the Invisible Scars group and there met women that have become my friends. I had never had close friends before and this has been a blessing for me. The group itself was powerful and healing and focused on helping us to see our worth. Through my counselling I have begun to recognize patterns of thought that keep me in a state of self-condemnation. Although I am no longer with my husband, years of abusive reinforcement are very hard to overcome. The program has put names to abusive conduct and helped me to examine my personal feelings, values, and desires. Where previously I only had judgement and chaos now I have a place where I am offered compassion, understanding, and reason.

The counsellors working at Family Service Saskatoon have been compassionate, kind, honest, and loving. They have always treated me and the other women in the groups I have attended with dignity, the utmost respect and above all humanity. The program, the groups, and the personal counselling have and continue to help me overcome years of physical and even more damaging mental and emotional abuse.

***"Where previously I only had judgement and chaos now I have a place that I am offered compassion, understanding, and reason."***





## Statistics 2017-2018

**2,539 clients accessed our programs.**

Throughout the past year, over 2,500 people accessed our programs. Counselling sessions totalling 2,613 hours were provided to individuals, couples, and/or families. Over 990 individuals contacted our intake worker to access services for the first time. A variety of groups were offered on many different topics – over 350 individuals participated in a group last year.

**Over 990 individuals contacted our intake worker last year.**

The Domestic Court Case Workers worked with 1,105 clients through the Domestic Violence Court and provided support services on 2,617 occasions. There were 580

**Domestic Violence Court Case workers assisted 1,105 clients.**

new clients that Family Service Saskatoon worked with through the Domestic Court program.

The Intimate Partner Violence Outreach program provided 843 individual counselling sessions to 223 clients over the course of the year. Drop-in group sessions were provided twice every week and an average of 20 people attended each drop-in session.

**IPV Drop-In Groups provided over 1,500 hours in service.**

Our programs for children and youth were well utilized with over 77 youth accessing services from our Youth Exposed to Violence Program. An additional 90 young people accessed services from our Child and Youth Support program with 28 workers providing consistent support to the participants. Our Teen and Young Parent program provides outreach to numerous community agencies and individuals each month to facilitate parenting skills and foster healthy relationships. Our Childcare program was provided up to 8 times a week to various groups to ensure parents could access programming – up to 12 children accessed the childcare program for each group.

**FSS provided a total of 2,613 individual counselling hours.**





## Partners and Supporters

- ❖ Canadian Centre for Accreditation
- ❖ Catholic Family Services Prince Albert
- ❖ Catholic Family Services Regina
- ❖ Catholic Family Service Battlefords
- ❖ CFS Saskatoon
- ❖ Community Living Association Saskatoon Inc.
- ❖ Crocus Coop
- ❖ Elizabeth Fry Society
- ❖ Envision
- ❖ Family Resource Program Canada
- ❖ Family Service Regina
- ❖ Federated Co-Operatives Ltd.
- ❖ Fresh Start
- ❖ Friendship Inn
- ❖ Global Gathering Place
- ❖ Imagine Canada
- ❖ International Women of Saskatoon
- ❖ Interval House
- ❖ MACSI Saskatoon
- ❖ Mental Health and Addiction Services
- ❖ Moose Jaw Family Services Inc.
- ❖ Newcomer Information Centre
- ❖ North East Outreach & Support Services
- ❖ Nutana Collegiate
- ❖ PATHS (Provincial Association of Transition House Services)
- ❖ PARTNERS Family Services
- ❖ RESOLVE Saskatchewan
- ❖ Saskatchewan Association of Community Living
- ❖ SAISIA
- ❖ Saskatchewan Intercultural Association
- ❖ Saskatoon Chamber of Commerce
- ❖ Saskatoon Crisis Intervention Service Inc.
- ❖ Saskatoon Community Foundation
- ❖ Saskatoon Community Service Village
- ❖ Saskatoon Council on Aging
- ❖ Saskatoon Domestic Violence Court
- ❖ Saskatoon Health Authority
- ❖ Saskatoon Indian and Metis Friendship Centre
- ❖ Saskatoon Open Door Society
- ❖ Saskatoon Police Service
- ❖ Saskatoon Refugee Coalition
- ❖ Saskatoon Tribal Council
- ❖ Saskatoon Women's Community Coalition
- ❖ Society for the Involvement of Good Neighbours
- ❖ STOPS to Violence
- ❖ Subway Restaurant (Midtown Mall)
- ❖ University of Regina
- ❖ University of Saskatchewan
- ❖ United Way Saskatoon
- ❖ Vanier Institute of the Family
- ❖ Violence Against Women Interagency Council
- ❖ Westside Community Clinic
- ❖ Westwinds Health Centre
- ❖ YMCA
- ❖ YWCA





## Donors and Sponsors

- ❖ 100 Women Who Care
- ❖ Ace of Carts
- ❖ Affinity Credit Union
- ❖ Airline Hotels
- ❖ ASL
- ❖ BACA (Bikers Against Child Abuse)
- ❖ BN Metals
- ❖ Business Furnishings (SASK) Ltd.
- ❖ Canada Helps.Org
- ❖ Egadz Youth Center
- ❖ Federated Co-operatives Limited
- ❖ Finning
- ❖ ForEverly Yours
- ❖ Golden Mobility
- ❖ Hamm Construction
- ❖ Infinity Management
- ❖ Kings Court Events
- ❖ Knott den Hollander
- ❖ LaFarge
- ❖ Lana Wickstrom Separation Specialist
- ❖ Loraas
- ❖ Max Motors
- ❖ McGills
- ❖ Moody's
- ❖ Nutrien
- ❖ Popkin Strategic Charitable Giving Fund
- ❖ RBC
- ❖ Robertson Stromberg
- ❖ RUSH
- ❖ Saskatchewan Federation of Labour
- ❖ Saskatoon & District Labour Council
- ❖ Saskatoon City Transit
- ❖ Saskatoon Fire
- ❖ Saskatoon Open Door Society
- ❖ Saskatoon Police Services
- ❖ Speed Tech
- ❖ Sunbelt
- ❖ SWAT
- ❖ Wyant Group
- ❖ Thank you to our anonymous and private donors. Individual names are not published for privacy reasons.





**Strengthening People, Nurturing Relationships,  
Building Communities**

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