



family service

SASKATOON

2016-2017 Annual Report

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





Table of Contents

Who we are.....	1
Executive Director’s Report 2017	4
Foundation Chair’s Report 2017	5
Board of Directors.....	6
Foundation Board	6
Staff.....	7
Our Students.....	8
Programs 2016-2017	10
Government Contracts.....	13
Grants	13
Communications	14
Social Media.....	14
Client Testimonies.....	16
Statistics 2016-2017	17
Partners and Supporters	18
Donors and Sponsors.....	19



Who we are

Family Service Saskatoon offers services and leadership that support individuals, families and the communities in nurturing 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 business 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's new and diverse population accesses culturally sensitive FSS services.
6. Families in need have access to affordable services.
7. Professional standards of service are maintained and offered by FSS.
8. FSS will ensure a financially stable, long term future.





President's Report 2017

There were many times in this past year that I was reminded of the metaphor that likened Family Service Saskatoon to the deployment of a ship tasked with the mission of travelling a vast ocean to bring aid and supplies to a community in need. Such an endeavor requires many people with a breadth of skill and experience performing the roles for which they are each uniquely suited while working together in a highly organized and effective way. We are fortunate at Family Service Saskatoon to have that breadth of skill and experience in our staff, our management and on our board. The winds are changing -- we are in a time of leadership transition once again and financial constraints continue to require adaptation and new strategies. We have certainly navigated some stormy seas, but our individual commitments and collective determination to support families and people to live in healthy interpersonal relationships, free from violence, and to make wise life choices, have kept Family Service Saskatoon on a steady course and with eyes on the horizon.



Thank you to the staff of Family Service Saskatoon. In your day to day efforts, as each of you demonstrates your competency, your caring, and your professionalism and as you connect with our clients, stakeholders and the community, it is you who keeps our main sail directed where needed and upon whom the success of the agency depends. Your continued commitment to the mission and vision of this agency is truly appreciated.

On behalf of the board, I would like to express gratitude to Emily Quinney-Mockford and Nadia Stadnyk for assuming the role of Acting Executive Directors. You have gallantly stepped forward to lead the agency and support the board while the search for a new Executive Director is underway. You have demonstrated with integrity that you are well able to work as a team, combining your professional experiences and perspectives, to steer Family Service Saskatoon forward in the next short while.





It is joyful for me at this time to express my sincere thanks to the incredible complement of people that make up the board of Family Service Saskatoon. You make board meetings and committee work pleasurable and interpersonal connections meaningful. You are a group of committed and caring volunteers that always come prepared to fully engage in the business of board leadership and upon whom I know that Family Service Saskatoon can rely on for strong and able oversight and guidance.

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. You have our commitment to strive to make Saskatoon a nurturing and supportive community. A community where individuals and families live respectfully and peacefully with one another.

Connie den Hollander





Executive Director's Report 2017

Another busy year at Family Service Saskatoon! We continue to change and adapt to the changing economic and political climate of the province. We have had some difficult decisions to make as far as programming, but we continue moving forward. We are fortunate to have a strong team of competent, experienced, and committed staff; and to provide a placement for students who not only have a diverse and wide learning experience, but also contribute to our services.



At the end of our 2016/2017 year, our management team underwent some changes; Karen Wood handed in her resignation at the start of 2017. Karen Wood's resignation resulted in Nadia Stadnyk and Emily Quinney- Mockford becoming Co-Acting Executive Directors, as we entered this new year of operations. We do wish Karen Wood the best for the future and thank her for her hard work.

Family Service Saskatoon is privileged to have a continuous stream of people to come to us for help and support. It truly is a blessing to have people trust us to help and support them through some difficult times in their lives. Our IPV groups continue to be overflowing and requests for counselling and youth mentoring have remained steady. Family Service Saskatoon continues to be a valuable contributor to the wellness of our community. The valuable contributions are a testament to our excellent staff and board members.

We thank our staff, our Board of Directors, and our supporters for providing much-needed donations. Thank you to our Ministry funders and the United Way for the continued partnerships in responding to the many needs of our community.

With Gratitude,

Emily Quinney-Mockford and Nadia Stadnyk

Interim Co-Acting Executive Directors





Foundation Chair's Report 2017

Continued cutbacks in funding and the loss of income from paid programming have continued to apply stress on Family Service Saskatoon and its ability to maintain and deliver important programs to the people of Saskatchewan.

Unfortunately, the loss of the income generated through the employee assistant plan meant that the Men's Narrative Program was suspended in 2017.



However, in the past year, we have taken a step forward as a Foundation in our efforts to provide much-needed funding to the agency. The steps forward were facilitated by a total overhaul of the board and the recruitment of 8 new board members including a new board chair. The board is composed of a range of experience and interests and bring with them enthusiasm and drive to work towards supporting programs that will help end the violence in our city.

In 2017, we witnessed the revamping of the agency website and addition of the donation page. Funding initiatives planned include a golf tournament, a children's event, online auction, an "adopt a family" program, and directed funding requests. Through a tight connection between the Foundation and Agency boards, we are able to ensure that funds raised are applied to the areas of greatest need. Summer 2017 will be exciting for the Foundation board as we intend to make a name for Family Service Saskatoon through our golf tournament and spark interest in its services. We are still actively pursuing additional volunteers that wish to participate in any and all capacity with the fundraising goals.

I look forward to reporting on our success in the June 2018 Chair's Report.

Kristl Tipton, P.Ge

Foundation Board Chair





Board of Directors

Chair - Connie den Hollander

Vice Chair – Deb Jurgens

Treasurer – Dan Folk

Secretary – Michelle Robstad

Directors – Ashraf Mir

Mitchell Anderson

Kyle Christopherson

Ariel Fairclough-Smith

Lana Wickstrom

Foundation Board

Chair – Kristl Tipton

Jana-Lyn Fairbairn

Kirsten Hnatuk

Bernie Jennings

Michelle Robstad

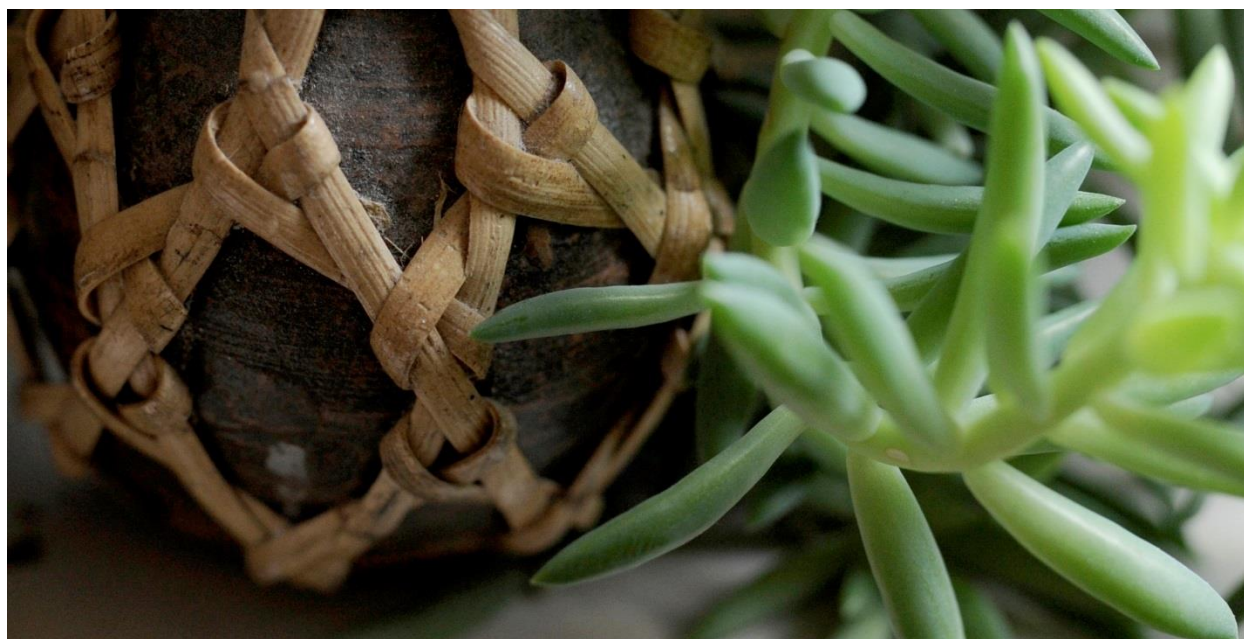
Brandie Parker

Ray Penner

Jessica Tetu

Jessica White

Michele Wuttunee





Staff

Management

Emily Quinney-Mockford – Finance Manager /Co-acting Executive Director

Nadia Stadnyk – Program Manager / Co-acting Executive Director

Administrative Staff

Stephane O'Reilly – Marketing, Promotion & Administrative Specialist

Bharat Patel – Accounting Clerk

Brandy Laronde – Receptionist

Deb McHenry - Receptionist

Services Staff

Chandra Decae – Youth Exposed to Violence Coordinator

Helene Davis – Counsellor

Janette Gamble – Intake Counsellor

Alana Gardiner – Domestic Violence Court Case Worker

Sherrie Gurel – Interpersonal Violence Counsellor

Susan Hossack – Counsellor

Myrna Kanigan – Teen Young Parent Coordinator

Meghan Lechner – Domestic Violence Court Case Worker

Rosanne Morphy – Supervisor Domestic Violence Court Case Worker Program

Myron Peters – Counsellor

Alana Rabby Dowling – Interpersonal Violence Counsellor

Debbi Ross- Coordinator Interpersonal Violence Program

Faith Rowland – Child Minding Coordinator

Teddy Ward – Coordinator Youth Mentorship Program





Our Students

Sarah Gara

My name is Sarah Gara and I am completing my Master of Counselling internship at FSS. I have been a part of the team since September. During my time here I have been seeing individual clients; and co-facilitating groups such as When Anger Get In The Way Of Parenting, IPV Drop-In, and Abuse & Beyond. I have also represented the agency at different booths on the Saskatchewan PolyTechnic Campus and at the U of S. I have helped co-facilitate a group with Jess B-M. at the Jacoby Centre at Nutana Collegiate. I have grown so much as a counsellor and as a person through my time here at the agency with the help of the supportive staff and the friendships developed with the other interns. I appreciate the opportunity I have been given at FSS to do my internship here.

Jess Bauer-McLure

During my eight-month practicum at Family Service Saskatoon, for my M.Ed in School and Counselling Psychology from the University of Saskatchewan, I have had more opportunities, growth and learning experiences, and connections made than I would have thought possible! I've been able to observe and co-facilitate groups for both perpetrators and survivors of intimate partner violence, for families going through difficulties, and in the community for teen and young parents; I've also observed individual counselling sessions and taken on my own counselling clients. As well, I've attended Domestic Violence Court, learned from all the different teams at FSS, and been exposed to wonderful presentations and professional development experiences. At the core of my learning have been the people I've come to know, including the incredibly strong, resilient, resourceful clients we are privileged to serve.

Throughout my practicum placement, I've had the most incredible support from my supervisors, and from the rest of the Family Service staff! Truthfully, it's been like having a mentor around every corner, and I couldn't be more grateful. Thanks to the wonderful staff and clients of Family Service Saskatoon, I have grown as a future counselling psychologist and as a person. My empathy and compassion have





been nurtured and encouraged; my knowledge of counselling skills, group facilitation, and our social systems has grown exponentially! I will never forget this crucial time in my career, and if my future endeavours are half as fulfilling and well-supported as my time at FSS has been, I'll be incredibly fortunate indeed!

Jessica Zagrodney

I had a really great practicum experience at Family Service Saskatoon. Under the supervision of Nadia Stadnyk, I was able to have a wide range of experiences and learning opportunities. Specifically, I was able to work one on one with clients, co-facilitate different group therapies, and have excellent supervision that has worked to increase my competencies in these core areas of therapy.



Stephane O'Reilly

I am a Marketing student from the Edwards School of Business at the University of Saskatchewan. I am currently in the middle of an eight-month work term at Family Service Saskatoon as the Marketing, Promotion & Administrative Specialist. Being the only Marketing staff at FSS, I have been able to work in so many different

areas of marketing. It has been a pleasure to contribute to the effort of creating healthy families in the Saskatoon community. I have enjoyed learning and being exposed to the non-profit sector and all the perks and challenges it possesses.





Programs 2016-2017

Merging Families

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

Invisible Scars: Exploring Emotional, Verbal and Psychological Abuse

An eight-week group designed for women to gain personal awareness and understand 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.

Parenting Education Saskatchewan

Parenting Education Saskatchewan is a project of Family Service Saskatoon and was established in 1992 as the result of several agencies coming together to promote the value and importance of parenting throughout the province.

Parenting Education Saskatchewan links parenting services across the province and provides support and information to those facilitating or organizing parent support/education services.

When Anger Gets in The Way of Parenting

An 8-week program offering guidance to parents and caregivers wishing to examine their parenting and understanding of the impact anger has on their children. Parents/caregivers will learn how to more effectively parent children in a respectful manner.

Community Counseling

Counselling services available individuals, couples, families, and groups. Confidential, professional assistance for those experiencing personal difficulties, life transitions, family crises, work or community concerns. Fees are based on income and family size.





Family Service Employee Assistance Program

For employees of contracted organizations and their family members. Comprehensive and confidential counselling services for personal, family, or work-related problems

Youth Exposed to Violence

This program supports youth through both individual and group counselling. It engages youth in the classroom on issues of addiction, mental health, types of violence, healthy relationships, and self-esteem.

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. Free childcare is provided.

Fostering Respectful Relationships-A Narrative Group for Men

This group is for men who want to end their intimate partner violence and build respectful relationships. The narrative therapy group creates conversations with men about their values as well as their knowledge and skills to stop abuse and build respectful relationships.

Teen and Young Parent 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.

Domestic Violence Court Case Workers

Family Service Saskatoon employs four Domestic Violence Court Case Workers. These workers ensure that victims of domestic violence are supported from the point of first contact to the complete resolution of their court case. Court case workers provide various supports such as court updates, trial support, reports





assessing requests for changes to release conditions, advocacy, and referrals to other services offered in Saskatoon.

Intimate Partner Violence Outreach Program

Family Service Saskatoon provides individuals affected by interpersonal violence a place to come for confidential support in a safe and secure environment. The IPV team provides unique individualized support, especially in crisis situations. This is a voluntary program for those requiring assistance establishing and maintaining safe and healthy relationships.

Child and Youth Support Worker Program

The Child and Youth Support program helps to support children and youth in Saskatoon, as directed by the Ministry of Social Services. The program is driven by the commitment of workers to provide positive and stable relationships with children and youth. The workers, who range in age from eighteen through their senior years, work with children to build the young people's social skills, increase recreational opportunities, and improve the quality of their peer interactions. Support workers take clients on outings around the city while also teaching valuable life skills.

Abuse and Beyond for Women

Abuse and Beyond brings understanding to the role that violence plays in intimate partner relationships. The group helps women experiencing violence with their partner to find the strength to change this pattern. Groups are offered several times a year with free childcare services. Individual counselling services are also an integral component of this program.





Financial Statements

Revenue

Ministries	79%
EAP	8%
Fees for services	5%
United Way	5%
City of Saskatoon	2%
Grants	1%
	100%

Expenses

Salaries	82%
Occupancy	7%
Non-Salary Program Expenses	6%
Administration	5%
	100%

Government Contracts

- ❖ Government of Saskatchewan Ministry of Social Services
- ❖ Government of Saskatchewan Ministry of Health
- ❖ Government of Saskatchewan Ministry of Justice and office of the Attorney General
- ❖ Government of Saskatchewan Ministry of Justice

Grants

- ❖ United Way of Saskatoon
- ❖ Collaborative Funders Partnership Community Grant Program
- ❖ Community Initiative Fund
- ❖ Ministry of the Economy Canada- Saskatchewan Job Grant





Communications

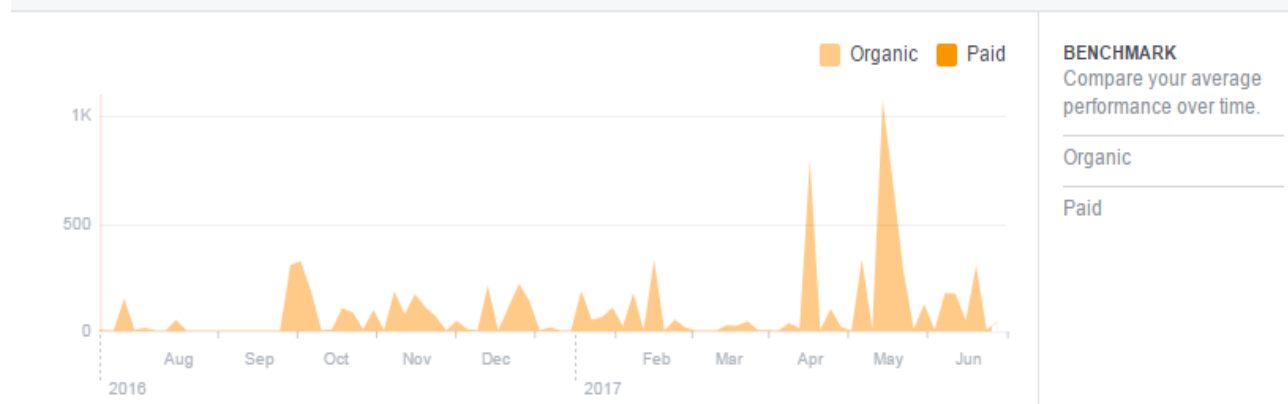
Family Service Saskatoon aims at providing information through online and print material. Online platforms such as a website and Facebook page are utilized. Print materials are also used to provide agency information to stakeholders. Brochures and posters are most often used to promote Family Service Saskatoon services and programs.

Social Media

Family Service Saskatoon utilizes the Facebook social media platform. Facebook has been an effective way to connect with stakeholders here in Saskatoon and abroad. Facebook has been used for promoting Family Service Saskatoon events, programs, services and other promotional items. Presented below are figures illustrating the performance of our Facebook page since June 30th, 2016.

Total Reach

The number of people who were served any activity from your Page including your posts, posts to your Page by other people, Page like ads, mentions and checkins.





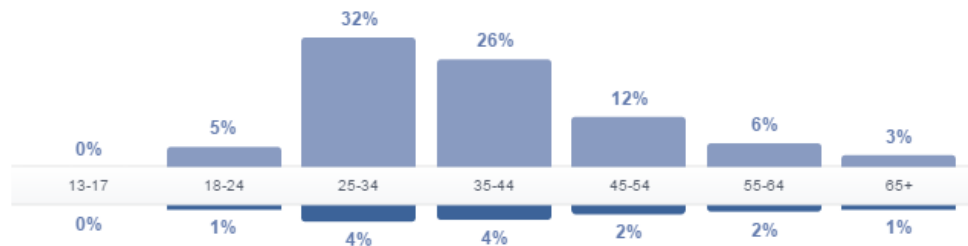
The people who like your Page

Women

84%
Your Fans

Men

14%
Your Fans



Total Page Likes as of Today: 447





Client Testimonies

Testimony 1

Family Service Saskatoon has provided myself and my children with counsellors we've been able to trust. These individuals helped provide a safe place to open up and talk to about any type of life struggles, not only offering healthy support but teaching us life skills and provide us mental tools to help us get through life. My children have learned to open up more and understand that talking about their true feelings is much better than keeping things locked inside. We have had quite the traumatic events take place in our lives over the years, myself personally, having had to deal with post-trauma on top of recent trauma's, I was made comfortable and accepted by my counsellor, to be able to open up and share every bit of my truth so I could work on becoming healthier. I have been able to heal certain parts of myself I didn't believe I could. Not only have I been able to work through past issues but I have a safe place to go to when life throws me more curveballs. She allows me to check in and also holds me accountable for the decisions I make and how I can make better steps going forth. My therapist has helped instill new hope for each new phase of life I enter, especially the difficult ones, that I can get through it and if I feel at all weak, she's there to help remind me of my strength. My Pandora's box resides within her room and it's a place I feel at home. I will be forever thankful for what FSS has done for us and matching us up with the workers we have.

Testimony 2

A teen-aged woman was referred to the Family Service Saskatoon Teen and Young Parent program by a teacher. She was a few months pregnant and was feeling isolated and full of anxiety when she thought about becoming a young mother. Upon meeting her, she was overwhelmed, upset, and unsure of her future plans. Over the next few months, she came for sessions to explore her goals and dreams for the future. She was provided with information and support which enabled her to gain a sense of self-worth. She decided that she wanted to raise her child. She spent time with the counselor exploring her anxieties, learning how to get answers





to her questions about becoming a new mom, strategizing how she would cope with a new baby, and identifying formal and informal supports in her personal life and community that she could utilize for personal and parental support after the birth of her child. Since participating in the program she has grown in her confidence both as an individual and as a mother. This is evident by her beaming smile and excitement as she drops by periodically to check-in and share news about her upcoming graduation from a degree program and to talk about all the exciting new milestones and adventures she and her son are experiencing together. Although there have been and continue to be some hurdles and challenges for her, she describes her experience at Family Service Saskatoon as a "safe place to land."

Statistics 2016-2017

Throughout the past year, 2247 people from the low-income category accessed our programs. During the last year, 560 immigrants and refugees were served. The numbers previously displayed do not include the many groups we offered that have had a total of anywhere from 10 to 30 people attend.

The Domestic Court Case Workers dealt with 678 clients through the Domestic Violence Court. There were 568 females and 108 males, who were victims of Domestic Violence in 2016-2017 that Family Service Saskatoon was involved with.





Partners and Supporters

- ❖ Canadian Centre for Accreditation
- ❖ Catholic Family Service Society Saskatoon
- ❖ Catholic Family Services of Prince Albert
- ❖ Catholic Family Service of the Battlefords Inc.
- ❖ 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
- ❖ Kid's First
- ❖ MACSI Saskatoon
- ❖ Mental Health and Addiction Services
- ❖ Moose Jaw Family Services Inc.
- ❖ Newcomer Information Centre
- ❖ North East Outreach & Support Services
- ❖ Nutana Collegiate
- ❖ PATHS
- ❖ PARTNERS Family Services
- ❖ Provincial Association of Transition House Services
- ❖ RESOLVE Saskatchewan
- ❖ SACL
- ❖ SAISIA
- ❖ Saskatchewan Intercultural Association
- ❖ Saskatoon Chamber of Commerce
- ❖ Saskatoon Community Foundation
- ❖ Saskatoon Community Service Village
- ❖ Saskatoon Council on Aging
- ❖ Saskatoon Domestic Violence Court
- ❖ Saskatoon Health Region
- ❖ Saskatoon Indian and Metis Friendship Centre
- ❖ Saskatoon Open Door Society
- ❖ Saskatoon Police Service
- ❖ Saskatoon Refugee 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

- ❖ Aids Saskatoon Inc.
- ❖ COSTCO Wholesale Canada Ltd.
- ❖ D. Hudson
- ❖ Emeka Dim
- ❖ Global Gathering Place Inc.
- ❖ Karen Wood
- ❖ Marilyn Wiese
- ❖ Mennonite Central Committee
- ❖ Multicultural Council of
Saskatoon
- ❖ RBC Foundation
- ❖ Rotary Club of Saskatoon
- ❖ Saskatchewan Indian Gaming
Authority Inc.
- ❖ Saskatoon Business College Ltd.
- ❖ Saskatoon Open Door Society
- ❖ Saskatoon Police Service
- ❖ Sask Culture Inc.
- ❖ St. John's Cathedral
- ❖ Strategic Charitable Giving
Foundation
- ❖ United Way
- ❖ University of Regina





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

102-506 25th Street East

Saskatoon, SK S7K 4A7

Phone: 306-244-0127

Fax: 306-244-1201

www.familyservice.sk.ca

