

# family service SASKATOON

*2014-2015 Annual Report*  
*Walking through life with our community.*



## *Message from the Chair of the Board of Directors*

When I reflect on my past year as Chair of Family Service Saskatoon Board of Directors and seek to find that one word or phrase that describes the board year, "the beginning of a new journey" comes to mind for several reasons. Firstly, in July of 2014 Karen Wood became the new Executive Director for Family Service Saskatoon. The past year has been a time for the Board and Karen to get to know one another and to define the way in which we work together. Secondly, in November of 2014, the Board implemented a new five year strategic plan. In keeping with the Family Service Saskatoon's Mission to serve "individuals, families and the community to nurture safe, healthy and respectful relationships" the Board identified family violence, family break-up and parenting as key areas in which we can support individuals and families to nurture safe, healthy and respectful relationships. Through new Ends Policies, the Board identified specific vulnerable and at-risk target populations that require specific programs and service responses while at the same time stating the importance of offering high quality, professional and affordable services, in a fiscally responsible manner. Please refer to facing page for the list of ends policies.

On behalf of the Board, I would like to take this opportunity to thank Karen Wood and the staff of Family Service Saskatoon. As the Board and Karen seek to build their new relationship and as the Board seeks to set a new direction for the agency, we do so knowing that the tensions that accompany such transitions are being capably handled by valued professionals who are passionate about Family Service Saskatoon. Thank you.

I would like to thank 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. Thank you.

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 deliver services and programs to Saskatoon and surrounding communities. You have our commitment to strive to make Saskatoon a nurturing and supportive community in which individuals and families to live respectfully and peacefully with one another.

Connie den Hollander  
Chair

# 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.

2014/2015

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*Executive Team*

Karen Wood, Executive Director

Lyn Brown, Operations Manager

Bernie Holzer, Program Manager

Julie Hershey, Clinical Supervisor

# Message from the Executive Director

When I began as Executive Director of Family Service Saskatoon last year, I learned more about the rich history of the organization and was struck by the constancy of its organizational values over the past eighty-four years. In 1930, the Canadian Welfare Council recommended that an association be established to co-ordinate the work of various agencies and to provide professional social work services to families with a focus on prevention and in 1931, the Saskatoon Family Welfare Association was formed. Now known as Family Service Saskatoon, we are a vibrant and inclusive organization that continues to determine and meet the needs of individuals and their families, including some of the most vulnerable and marginalized in our community.

There are many in our community who are not aware of our history and the many vital services that we provide, like those described in this report. This year we focused on strategies to raise our visibility in the community including, among other things, our recently launched website that enables us to describe and provide access to our breadth of services, refresh our fundraising campaigns, and develop the capacity for an on-line awareness and education campaign.

For those of you who have supported Family Service Saskatoon through donations, by championing us in the broader community, as funders, or by serving as a Board member, I hope that as you review this report you recognize the impact of your support in the numbers of clients served and the narratives of lives touched. As a valued partner with our capable and committed staff at Family Service Saskatoon, I want to thank you for ensuring the provision of these services continues.

Respectfully,

Karen Wood  
Executive Director





Life sometimes has a way of throwing challenges at people.

At Family Service Saskatoon, we support those who are experiencing difficult circumstances and support them where we can.

Our programs  
serve people of all ages —  
from infants to youth to older adults.

*We are always here*

# *Walking through life with our community.*

## *Children And Youth*

### **Performing Arts for Youth Program**

The program believes in the basic philosophy that youth flourish in an atmosphere of acceptance, stability, and leadership. Participants learn the value of self-discipline, self-respect, social work, and teamwork.

### **Youth Exposed to Violence**

In partnership with Nutana Collegiate and other schools, the program engages youth in discussing topics such as addiction issues, mental health, types of violence, healthy relationships and self-esteem.

### **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.

### **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.

## *Parenting*

### **Teen and Young Parent Program**

The program provides services to parents under the age of 30 and includes family support and counselling.

### **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.

### **Parenting Support for Separation and Divorce**

Groups and workshops to support couples and families transitioning through separation and divorce.

### **When Anger Gets in The Way of Parenting**

An 8 week program offering guidance to parents and caregivers wishing to understand the impact anger has on their own children. Parents will learn how to more effectively parent children in a respectful manner.

# Family Violence

## **Intimate Partner Violence Outreach Program**

The program provides individuals affected by interpersonal violence a place to come for confidential support in a safe and secure environment.

## **Invitation to Responsibility: Fostering Respectful Relationships**

A narrative therapy program designed to help support men who want to end their violence and build healthier intimate relationships.

## **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.

## **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.

# Counselling

## **Community Wellness and 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, relationships, parenting, and coping.

## **Family Life Enrichment**

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: regular sessions include What's Anger Got to Do with It? and Merging Families.

## **Employee Assistance Program**

The EAP program provides contracted counselling services through a variety of employers. Employees within the program are able to access individual and family counseling; as well as a variety of wellness workshops in their workplace.

*From infants to youth to older adults...*



## Nurturing

Our team of 12 childcare workers provided approximately 4000 hours of childcare service in 4 locations throughout Saskatoon, allowing men and women to attend groups.



## Innovative

This year two dogs, Subie and Jack, joined our team. Their presence brought the benefits of animal assisted therapy to our youth through the Youth Exposed to Violence Program.

## Engaging

Performing Arts students gave a great performance at Nutana Collegiate this year after a year of hard work and dedication.



## Supportive

Family Service Saskatoon staff provided intensive support and mentoring to 37 children, reducing the risk of out of home placements and moves within the foster care system in Saskatoon.

*we are always here. In 2014-2015,*



## Partnering

The Teen and Young Parent Program partnered with International Women of Saskatoon to provide bi-weekly counselling sessions and regular presentations on topics such as healthy relationships, child attachment and self-care. The program also partnered with the Friendship Inn to do weekly outreach.

## Respectful

The Intimate Partner Violence team offered support to 85 individual clients. They also provided a healthy snack, and supportive conversation to anywhere from 30-80 women each week through their drop-in program.

## Caring

Our dedicated counsellors provided service to 1461 counselling clients last year. One counsellor also committed to providing weekly drop-in counselling sessions at Crocus Coop.

## Community

We provided 21 off-site presentations to other community agencies and community groups, reaching 1061 individuals.

*we reached out to 5817 individuals and families.*



The childcare program is a small gift that we can give to parents, but it is something that they appreciate so much.

I am a newly graduated university student from the Bachelor of Social Work program. I have worked in the social work field for years and as part of this work, I have been lucky enough to take part in the childcare program that is provided by Family Service Saskatoon. I have seen firsthand the impact that this program can have and has had on parents and children that utilize it.

I have seen parents that I have worked with prior to this program who have had extraordinary difficulties and many of their children apprehended. Then when I took part in this program I have seen the same parents getting the help that they need and able to regain parental rights of their children. I have seen confused, frustrated and tired parents come to this program and ask the staff in the childcare room and the facilitators who run the programs, for help. We are the people that they turn to. We are people that they can trust.

The childcare program is a small gift that we can give to the parents, but it is something that they appreciate so much. The mothers and fathers that utilize this program respect us daycare providers and we respect them. I can't imagine how these parents would be able to attend their programs without the free childcare that we provide them.

Our childcare programs are able to provide the parents and children with snacks, food, diapers, wipes, clothing, toys, and a safe place to turn to when in need.

-Childcare Program worker

For many years Family Service Saskatoon has had a strong partnership with Nutana Collegiate in discussing healthy relationships in the classroom. This year, the program has incorporated animal assisted activities.

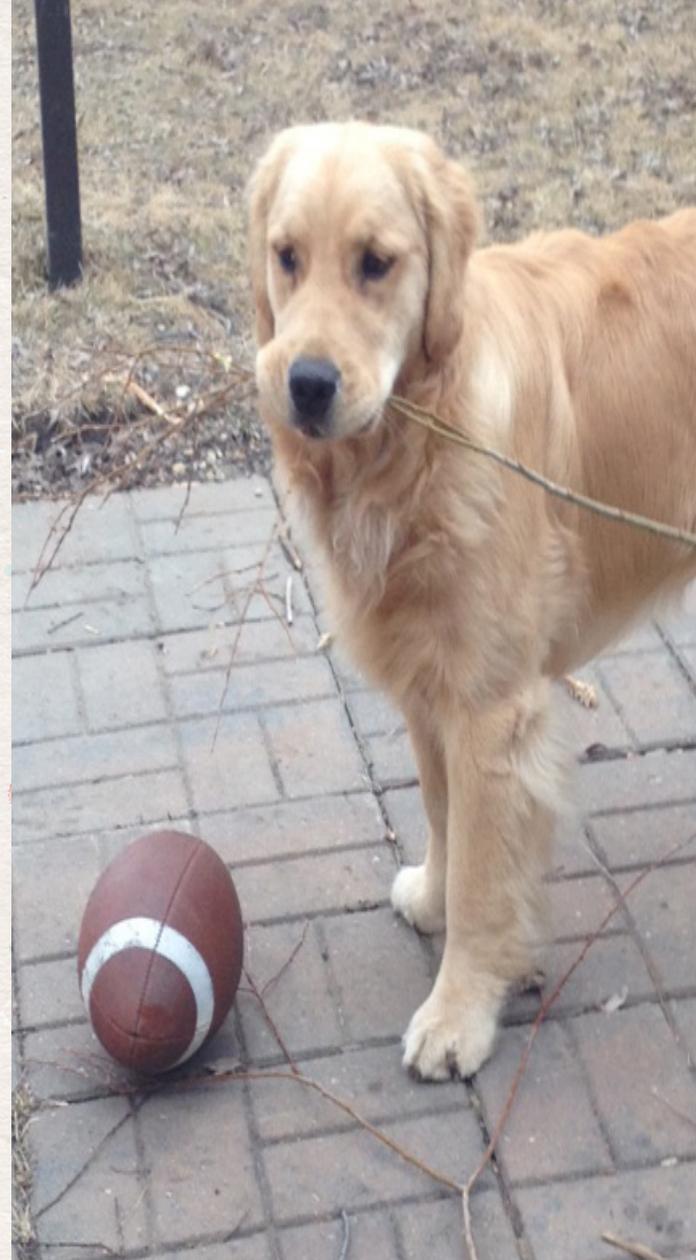
A Psychology 30 class was lucky to have visits with Subie, a 4-year-old Boxer. Subie is a certified through St. John's Therapy Dog Program. The students from Nutana attended their class at Family Service Saskatoon. The days the students knew Subie would be here were then referred to as "Subie day". Subie was utilized to discuss healthy coping skills, characteristics of healthy/unhealthy relationships and mental health.

Afterwards the students were asked to complete evaluations as to whether the use of a dog in the classroom was beneficial. All the evaluations were positive and the students felt much more at ease in having the different discussions. They also stated it was easier to open up while they were petting Subie.

Another highlight of this past year, Leanne Sillers, Program Coordinator of Youth Exposed to Violence has recently acquired a Golden Retriever. Jack is in the process of training to become a certified therapy dog. He will be used in both individual counselling and group settings.

Youth are at ease with dogs in the classroom; it was easier for them to open up about tough topics when they were petting a dog.

-Youth Exposed to Violence Program co-ordinator





The parenting groups provided conversation and support that gave her the strength to connect with the necessary services and resources she needed.

A pregnant mother in her early twenties with a 4-year-old daughter started attending the Parent to Parent group. She had recently relocated to Saskatoon because of a change in her partner's employment and had few supports in Saskatoon. She decided to attend the group because she was feeling isolated and lonely.

Through attending the group, she recognized that she needed support to strengthen the co-parenting relationship with her daughter's father, and she was supported in locating the information and resources she needed. In learning more about healthy co-parenting and through group discussions, she gained insight into healthy relationships in general and recognized that she might be in an abusive relationship. She then engaged with a therapist through the Family Service Saskatoon community counselling services, and continued to attend the parenting group after the birth of her second child.

It was at this point that she acknowledged she was having difficulty with depression and anxiety and, with support from participating in the group, was connected to a post-partum depression group.

-Mother of Two, and Program participant

I have encountered physical, sexual, and psychological abuse in intimate partner relationships. These relationships have caused me severe anxiety.

Several years ago, I was informed about Family Service Saskatoon and their Intimate Partner Violence Drop-In group for women which meet three times per week. They provide a safe and comfortable environment for women like me to express ourselves about our abuse. This supportive environment provides a sense that I am not alone in my struggle and the coordinators help us to heal from domestic abuse.

Family Service Saskatoon provides an understanding of the cycle of abuse. They teach us how to have healthy boundaries and they show us what a healthy intimate relationship is supposed to look like. With this support, empathy and education that they provide, women become empowered to heal and to lead happy fulfilling lives.

I've been able to return to University after 20 years and I now am 2 classes away from a 3 year B.A. in Psychology. I have also become creative again with my song writing and drawing. I am on my way to becoming a self-sufficient empowered woman who intends to give back to society all that I can.

**My life is now full of supportive people and it is because of my being involved with Family Service Saskatoon.**

-Intimate Partner Violence Drop-In Group participant





The Men's Narrative Program is a unique program that supports men who are violent to their partners. The narrative approach allows participants to learn more about themselves and grow. Clients are drawn into other truths – other stories - about themselves beyond the problem story that has brought them for counselling. Reflecting on experiences that have been overlooked invites beliefs and values to surface.

One man tells his story of coming to the Men's Narrative Program. He explained that he came to the program because he had to, but he never could have imagined the impact the program could have on his life and his relationships.

"Everyone was in the same boat, none of us wanted to be there and we were all there for the same reason. It immediately became a group of support and the facilitators helped to nurture that. Once the group ended I immediately missed it. Through the 8-week program the group of men became a network of support and I felt accountable to them and myself. Since the program, I have found myself in many situations where I recall what I learned from the Men's Narrative Therapy Program. I have stopped myself from throwing punches in the bar, and been able work through disagreements with my partner. I am a more confident person.

I openly share with others about the program and what it has taught me. The first step to moving forward is being willing to change.

-Men's Narrative Therapy Program participant



She came to Family Service Saskatoon because the death of her partner of more than 20 years was affecting her; she had little personal support, and was struggling.

It became apparent early in the counselling process that she also struggled with alcohol, compromising her employment. Initially she did well in terms of coping with the loss and dealing with her consumption of alcohol and she reduced her counselling sessions. However, without the professional support, her challenges got the better of her and she became at high risk of attempting suicide.

At this point, she reconnected briefly with her FSS counselor, who accompanied her to the hospital until she stabilized and returned home, but again she did not continue with counselling services with them. She experienced a number of crises, including sexual assault, criminal charges, and subsequently the loss of her job. She then returned to Family Service Saskatoon for counselling and, with the support of the therapist, chose to go for treatment at an addictions centre.

Her life is very different now. She has developed new, excellent supports to maintain sobriety. While she no longer lives in the area, when she does return, she books a counselling appointment with her therapist at Family Service Saskatoon for continued support and encouragement. While she continues to address significant challenges, she believes that the time and effort she invested in the counselling process at Family Service Saskatoon helped her to face her challenges and was invaluable in saving her life.

-Community Counselling counsellor



The drama program made me more confident about who I am and who I wanted to be. I owe a lot to the program.

The drama program through Family Service Saskatoon has affected my life in many ways, it has helped me at my time of need, it gave me a reason to battle through depression, helped quit drugs and even helped me get off the streets.

I worked on the stage and behind the scenes for 6 years and if it were not for the program, I would probably be either dead or in a gang or worse in jail. It has helped me with my anger issues. It made me more confident about who I was and who I wanted to be. Also thanks to the program, I learned some very good life skills like how to deal with people, how to work on a deadline, and even how to manage money. I owe a lot to the program."

- Performing Arts for Youth Program participant

Moving into the role of full-time caregiver is a reality for many Saskatoon seniors and we hope to be able to offer them a safe space to learn and share with one another.

Family Service Saskatoon is committed to partnerships in the community. We are proud to be involved in public awareness, advocacy, policy and prevention against elder abuse. We continue to be a part of the Older Adult Abuse Task Force, which is a committee of the Saskatoon Council on Aging. This task force was formed in 2005. The committee is dedicated to advancing any initiative that will have the result of reduce or eliminate any type of older adult abuse in the community.

We offer many groups for families and individuals at Family Service Saskatoon and are looking forward to expanding some of our parenting groups to offer information and support to grandparents and mature caregivers. Moving into the role of full-time caregiver is a reality for many Saskatoon seniors and we hope to be able to offer them a safe space to learn and share with one another.

-Program Staff and SCOA Task Force member





## Sunday Morning Cartoons

The Hearts for Hope Committee presented Sunday Morning Cartoons at the Roxy Theatre on February 8th. It was a huge success. Because of the support of the community, we were able to celebrate family and the nostalgia of morning cartoons and cereal. The event hosted over 200 adults and children who were entertained by the classic Looney Tunes characters, sugary cereals and many laughs!



## Partnership of Women Luncheon

The first annual Partnership of Women Luncheon was held on June 10, 2014 at the Hilton Garden Inn. Our guest speaker, Norah was inspirational. She shared a powerful message of strength, determination and commitment to herself and her family. It is our hope that the Partnership of Women will continue to empower women to promote change and make a difference in our community. We look forward to celebrating the good work of Family Service Saskatoon and our generous donors next June!

Partnership of  
*Women*

## Remodelling Childcare Space

On November 6th, Family Service Saskatoon was part of BMO Bank of Montreal Day of Caring in partnership with the United Way of Saskatoon. Volunteers came out to help us complete the project. The space was given a fresh coat of paint, new furniture and toys. Donna Francis, Vice-President of BMO personal banking was on hand for the project. "It turned out absolutely amazing, it was great to be a part of it."



# *Message from the Chair of The Foundation*

2014/2015 was a challenging year for the Foundation, although it was successful for its main purpose of providing financial and event planning support for Family Service Saskatoon. The Foundation truly appreciates the hard work and efforts of its members, liaisons and donors that have provided planning and execution of the successful fundraising and social awareness events throughout the year. The annual performance given by the ensemble of youth in the Performing Arts program was again a huge success, and reflects the continued dedication and sincerity of all who participated. A special thanks to Lyn Brown and Morgan Darbellay, who have provided immense support to the Foundation over the past several years.

A decision was made to have the existing Foundation members support fundraising and event planning directly in concert with the agency. This process will eliminate duplicate administration, and reflects our measured response to the current environment of increased competition for fewer donors, lack of resources and the Foundation's inability to attract qualified new members. It is hoped that due consideration will be given to the Foundations direction of future operations early in the new fiscal year.

Ed Kozowy  
Co-Chair



# Financial Statements

Family Service Saskatoon is committed to offering its clients the greatest possible variety and quality of programs and services. This goal is achieved through efficient operations, conservative administration costs and effective use of core funding and donor support.

## Revenue

61%

Ministries

19%

Employee Assistance Program Fees

9%

United Way of Saskatoon

6%

Fees for Services

3%

Sponsorship and Donations

1%

Project Grants

1%

City of Saskatoon

### Government Contracts

Government of Saskatchewan Ministry of Justice Corrections and Policing  
Government of Saskatchewan Ministry of Justice and Office of Attorney General  
Government of Saskatchewan Ministry of Health  
Government of Saskatchewan Ministry of Social Services



Complete audited financial statements available at [www.familyservice.sk.ca](http://www.familyservice.sk.ca)

# Expenses

86%

Salaries

5%

Occupancy

5%

Non-Salary  
Program  
Expenses

4%

Administration

## Grants

Saskatoon Community Foundation North Prairie Developments Capacity Grant  
Potash Corporation of Saskatchewan  
Saskatoon Community Foundation Quality of Life Grant  
City of Saskatoon and Saskatchewan Lotteries Cultural Grant  
United Way of Saskatoon  
Collaborative Funders Community Grant Program  
Community Initiatives Fund  
Muttart Foundation



# Donors and Sponsors

**Family Service Saskatoon receives generous donations from supporters which are used to help with the delivery of programs and services. Thank you to all for your generous contributions and continued support.**

Airline Hotels  
Andrea Storoschuk  
Bernie Holzer  
Bette Burwell  
BMO Bank of Montreal  
Braid Flooring  
Brenda Sisson  
Buckwold Western Ltd  
Camellia Katzman  
Carolyn Schur  
Centennial 360 Plumbing and Heating  
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Tait Kitchens  
Teresa Woods  
The Giggle Factory  
Tracy Arno  
VendAsta  
Victoria Walton  
Wally Mah  
Wendy Kozlowski  
Wendy Lee  
Yvette Evans



# Partners and Supporters

**Family Service Saskatoon is actively committed to working in partnership with organizations and committees within the city to identify gaps in service and to provide innovative solutions to the needs of our community as a whole. Our 2014-2015 partnerships included:**

Bridges Institute  
Calder Center  
Catholic Family Services  
Community Living of Saskatoon  
Crocus Coop  
Family Resource Program  
Fetal Alcohol Syndrome Inter-Agency Network  
Friendship Inn  
Global Gathering Place  
Hope Cancer Help Centre  
Imagine Canada  
Indo Canada Association  
International Women of Saskatoon  
Newcomer Information Centre  
Nutana Collegiate  
Provincial Association of Transition House Services  
Persephone Theatre  
READ Saskatoon  
RESOLVE Saskatchewan  
Restorative Circles Initiative

Roots of Empathy  
Sask Native Theatre Company  
Saskatchewan Intercultural Association  
Saskatchewan Transportation Company  
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  
Saskatoon Women's Coalition  
Subway Restaurant (Midtown Mall)  
University of Regina  
United Way of Saskatoon  
Vanier Institute of the Family  
Violence Against Women Interagency Council  
Westside Community Clinic  
Westwinds Health Centre





family  
service  
SASKATOON

*Strengthening People, Nurturing Relationships, Building Communities*  
A United Way Funded Agency

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