

SOUTH FRASER
WOMEN'S SERVICES SOCIETY



Voices for Change

ANNUAL REPORT
2011-2012

SOUTH FRASER WOMEN'S SERVICES SOCIETY HAS BECOME ...



WOMEN'S PLACE
RESOURCE CENTRE

WHITE ROCK | SOUTH SURREY

South Fraser Women's Services Society (SFWSS)

EXECUTIVE DIRECTOR REPORT | 2011-2012



Denise Darrell

*Honouring the Past,
Taking Care of the Present,
Looking Toward the Future.*

My 6 years as executive director of SFWSS, has been a time of continuous transition, learning, rapid growth and moving in new directions - readying ourselves for change. Ultimately, the Society came to the realization that in

order to effectively respond to emerging trends and service gaps, we would have to move away from our grassroots and organic way of delivering services.

We have progressed and evolved as a women's center, ready to respond with a myriad of services and programs, without losing sight of our modest beginnings, our core values and purpose.

We assist women in our community including those that are:

- survivors of intimate partner abuse and sexual violence
- facing complex family law issues
- living with chronic pain and physical disabilities
- experiencing poverty and/or at risk of homelessness
- lesbians afraid to be out to their families and in their jobs
- coping with mental health issues and /or addictions
- seniors alone and socially isolated

Included in this year's annual report are the program manager's summaries of activities and a chronological record of some of the milestones that have occurred over the last 35 years. You will find in them recurrent threads of responding to identified service gaps and a history of assessing the changing and emerging needs of the communities we serve. In addition, you will see that the commitment to strengthen both the individual and the community is a value we have held since our inception.

Reviewing the activities of the 2011-12 fiscal years reminded me of the quote by Thomas A. Edison: "Good fortune is what happens when opportunity meets with planning." Recognizing that collaboration and consortiums are the prevalent model used within the sector to secure funding, the leadership team completed an extensive strategic overview of SFWSS in 2011. We explored capacity issues and how we could ensure that our clients' and the community's needs could be met operating on a budget of less than \$800,000.

All of our programs are designed to assist women in creating a plan that will bring stability in their lives. Our framework is one of empowerment, which encourages clients to take their own personal power when creating their future.

Similarly, in deliberating the future of SFWSS, we refused to be oppressed by the impending threats of an ever-increasing competitive sector. We made a plan while in a position of strength, and it is with this lens that we engaged in discussions with our community partner agency, Sources Community Resources Society.

The work of the SFWSS has always been steeped in a philosophy that believed in the right to be treated with dignity, equity, fairness, compassion, and without discrimination. We also believed in a person's capacity to change.

Sources Community Resources Society (SCRS) exemplified these values. Their mandate, model of service delivery, professional excellence, strong leadership and level of community engagement made Sources the right choice. The potential integration of wide-ranging enhanced services for the women and families we serve is how we arrived at the decision to merge. We are now operating all of our programs and services under the entity of SCRS and their centres.

Women's Place is still a dedicated women's space and the integrity of the programs and services remain intact. Those who have accessed the resources at Women's Place and the Legal Resource Centre will see the same group of committed staff and devoted volunteers. As always, they work hard to create an environment of safety and acceptance to allow women and their children to heal and re-build their lives. I am pleased to continue working in this sector and to have accepted exciting and challenging opportunities in my new position as Director of Women, Seniors and Community Services for Sources.

I extend my gratitude to the members of the Board of Directors for the fortuitous and bold decision to join Sources, and I am thankful to the staff and volunteers for your trust in my leadership during this transition. Because of your concerted efforts, we will continue to respond to the ever-changing needs of the communities we serve, and enhance our services through continuous quality improvement and accreditation.

I also wish to acknowledge the various government departments, funding partners, corporate and individual donors and community agencies for your support and continued investment. These positive relationships continue to be vital to our success as we move forward, stronger than ever.

I know that the heart of any true partnership is a belief that together we can facilitate positive change by bolstering the capacity of agencies, communities and individuals.

Respectfully submitted,

Denise Darrell, Past SFWSS Executive Director



Lori Nygaard

President's Letter

Lori Nygaard – Board President

South Fraser Women's Services Society partners with the community to provide resources, programs and support to improve the lives of women and their families.

SFWSS has again achieved another successful year during these ever changing social and financial times. The success of the society is a result of the dedicated staff, volunteers and the community at large. The society has reached its goals by realizing, adapting and changing with the times.

An Extraordinary General Meeting was held this year and there was a unanimous decision to pursue a merger with Sources Community Resource Centres – an opportunity that was felt would strengthen our ability to perform our duty to serve the women and families in our area.

The Board of Directors for Sources Community Resource Centres is responsible for the overall well-being and sustainability of the South Fraser Women's Services Society. We are tasked with visioning for the future, strategic thinking, monitoring progress, and accountability to its membership. During the upcoming year, we look forward to new opportunities.

Our commitment is to partner with the community to serve women and their families in the White Rock and Surrey areas.



Trauma Counselling Program (TCP)

Nadine Hope, TCP Manager

The Trauma Counselling Program (TCP) is funded through the Stopping the Violence Branch of the Ministry of Public Safety & Solicitor General – Victim Services and Crime Prevention Division. Our mandate in both the South Surrey and Newton locations is to provide individual and /or group counselling to women who have experienced intimate partner abuse, sexual assault, and/or childhood trauma.

There were no personnel changes in the counselling team in 2011. Vicky Pewtress, a team member for over 6 years, continued to provide individual and group counselling, as well as intake sessions to all of the women referred to the Trauma Counselling Program. Mary Ann Pelzer, a three year team member, also provided individual and group counselling, as did Branka Djukic who completed her first year with us in February. Nadine Hope joined the team over six years ago. She continued to provide leadership as a manager as well as individual counselling. This dedicated team of counsellors brings passion for this work and heart to each woman they counsel. We are proud to say that the clients in our program receive the same level of professional commitment and service as they would in private practice.

As in past years, all of our counsellors have kept very busy with individual clients and group facilitation. Despite this, individual counselling services experienced wait-lists that ranged between 6 and 8 months. This wait for service can be difficult for many women who are experiencing post-traumatic symptoms, depression, or anxiety and may have recently left an abusive relationship. To address this issue, we offered a new group to women on the wait-list which was facilitated by Vicky. This psycho-educational group gave women the opportunity to learn positive coping strategies and connect with other women in similar situations. Mary Ann, Branka, and Nadine continued to facilitate our other groups which included Anger, Boundaries and Communication (ABC), Self-Esteem, and Assertiveness Training for Women. All of our groups were well attended and received positive feedback on group content as well as facilitation.

Our counsellors are committed to professional development and continued to take additional training and supervision on their own time. We are also grateful to Cris Boyd, M.Ed., R.C.C., who provided monthly case consultation to the counselling team.

In 2011, there were over 80 women who came to Women's Place for an Intake appointment which is the first step in seeking individual counselling. We also provided over 1,250 sessions of individual counselling to 116 women, and 103 hours of group counselling to 67 women.

Legal Information and Advocacy Program

Ram Sidhu – Legal Advocacy Program Manager

The Legal Information & Advocacy Program is funded by The Law Foundation of British Columbia. This funding has allowed us to provide a continuum of legal services to women since 2000. Women connecting with the program can access free legal information, advocacy, and resources that pertain to the individual's family law issues (i.e. separation, divorce, custody, access and child support). The advocates also provide women with court/lawyer accompaniment, form completion, and court preparation. Where necessary the advocates can also assist with poverty law and immigration issues. Advocacy is available in English, Punjabi, and Hindi. The advocates are Rupī Sahota and Ram Sidhu.

Women accessing the legal program can also access Pro Bono services. The Pro Bono clinics are coordinated in partnership with the Access Pro Bono Society of BC, and allow financially disadvantaged clients the opportunity to meet with a lawyer for thirty minutes at no charge. We currently provide Pro Bono clinics in the following areas of law: family, criminal, immigration, employment, and personal injury. In 2011, our advocates scheduled 152 Pro Bono appointments.

In 2011, 870 clients accessed the Legal Information & Advocacy Program. Approximately 60% of those women were of South Asian descent and received services in Punjabi. Over the same time period the legal advocates were contacted by 582 new clients and scheduled 536 appointments. Part of this growth is due to our relocation in 2009 to Newton, which has facilitated greater client accessibility. In addition to our advocacy program, we currently provide the following services from our Newton centre: Family Law Legal Resource Library, South Asian Legal Educator, Poverty Law Clinic (in partnership with Newton Advocacy Society Group), Community Based Victim Assistance Program (in partnership with Vancouver & Lower Mainland Multicultural Family Support Services Society) and Pro Bono Legal Clinic in partnership with Access Pro Bono Society of BC.



In November 2007, the legal program received a grant from the Law Foundation of BC to create a legal outreach program for the South Asian community. The mandate of this program was to provide the South Asian community with legal education, information, and advocacy as it relates to violence against women and children. The program was funded for 3 years and ended February 2011. The success of the program assisted us in securing additional funding from the Law Foundation of Ontario to continue until 2014. The Legal Educator is also available to meet with clients at the Guru Nanak Sikh Temple each week.

The position of Legal Educator was shared by Mandy Sidhu and Channi Nagra, who provided services to 226 women and scheduled 142 appointments in 2011. They also appeared on various radio shows to discuss the issue of violence against women in the South Asian community. As part of their outreach initiative, they distributed handbooks that our program developed to educate physicians, beauticians, and educators, who in their fields of work may be exposed to women disclosing violence at home.

Programs Funding Report

Cecilia Schlatter – Financial Services Manager

Thank you to all the funders, organizations and individuals who again helped us to deliver essential services to women and children in our communities:

GRANTS

- Canadian Women's Foundation
- Canadian Federation of University Women - WR
- City of White Rock
- Law Foundation BC & Ontario
- Ministry of Public Safety and Solicitor General (VS&CP)
- Toscan Casale Foundation
- United Way of the Lower Mainland
- VanCity Community Foundation

GAMING

- Ministry of Public Safety & Solicitor General (GP&EB)
- Soroptimist International of White Rock
- White Rock Lioness Club
- White Rock Peace Arch Rotary Club

CASH AND IN-KIND

- Port of Vancouver 2011 Gala Donors
- White Rock & South Surrey Community Foundation
- Many businesses, organizations and individuals

CONCIERGE CUSTOMERS

- Several businesses and many individuals

South Fraser Concierge Annual Report

Lynn Sanderson, Manager of Business Development

*"At first it was a thought ...
and then it was a dream ..."*

By definition, "A social enterprise is an organization that applies commercial strategies to maximize improvements in human and environmental well-being, rather than maximizing profits for external shareholders". South Fraser Concierge was conceived in late 2009 and was in full operation by January 2010. We believe South Fraser Concierge contributes to the strategic direction of the organization.

South Fraser Concierge (SFC) provides reliable, trustworthy and quality residential cleaning services in the Surrey/White Rock area. We are also available for move-in/out support, packing/unpacking and organizing. In addition to exceeding client's expectations, we provide value-added features and benefits not offered by most house cleaners. We offer senior support services which include checking in on loved ones, companion visits, transportation for medical appointments and errands, as well as help with meal preparation and home downsizing sale preparation. All of our staff are trained, bonded and insured.

Our mission is twofold:

- provide sustainable employment for women
- ensure all net profits support the free services of South Fraser Women's Services.

Notable Events:

- August of 2011, we were gifted a 2010 Nissan Cube by the Peace Arch Rotary Club. This not only helps us control transportation costs, but also enables us to transport our senior customers in comfort and safety.
- Fall of 2011, we were successful in our application to VanCity to "conduct research and develop a Strategic Marketing Matrix." SFC worked with a consultant who helped analyze feedback from customers. The resulting realization is that the focus has been on residential contracts, and that expansion and increased profitability are possible in the commercial sector. A further analysis was done on productive work hours, start and end times, work practices, and location of appointments to determine the most productive work times and schedules, which in turn will contribute to increased profitability.
- South Fraser Concierge rebranded themselves this year as Sources Concierge, after the merger of the two organizations. Sources Concierge fully embodies the mission statement of the new Sources Community Resource Centres: "To promote social wellness for our community".



One of our customers is 92 years young. Her husband passed away 6 years ago and her children do not live in town. She is alone and wishes to stay in her own home as long as possible. We call on her four times a week to: help her have a shower, prepare her meals, grocery shop, transport to and from doctors' appointments, clean her home and help take care of her business matters. The client's children have someone to call when they have concerns and need peace of mind. She is more than a customer. She is an extended part of our family with genuine caring and her best interest at heart. She has been in the hospital a few times, and we have and will continue to be there to give her peace of mind, take her home when she is ready and make sure she is settled, safe and secure.

*At first it was a thought ...
then it was a dream ...
and now it is a reality.*

Sources Concierge:
We Do the Work for You.

www.SourcesConcierge.org



South Fraser Women's Services Society
Statement of Financial Position

As at December 31, 2011

	2011	2010
Assets		
Current		
Cash	34,756	18,480
Term deposits	128,292	177,950
Restricted administrative contract funds (Note 3)	17,041	24,174
Accounts receivable	16,124	33,549
Prepaid expenses	6,928	7,527
	203,141	261,680
Capital assets (Note 4)	449,777	450,368
Restricted term deposit (Note 5)	54,830	54,180
	707,748	766,228
Liabilities		
Current		
Accounts payable and accruals	43,924	30,077
Deferred contributions (Note 6)	60,522	51,729
Restricted administrative contract funds (Note 3)	17,041	24,174
	121,487	105,980
Deferred contributions related to capital assets (Note 7)	17,204	-
	138,691	105,980
Credit arrangement (Note 5)		
Commitments (Note 8)		
Net Assets		
Unrestricted Net Assets	54,788	128,183
Invested in Capital Assets	432,575	450,371
Internally Restricted Net Assets (Note 9)	81,694	81,694
	569,057	660,248
	707,748	766,228

South Fraser Women's Services Society

Statement of Operations

For the year ended December 31, 2011

	2011	2010
Revenue		
Provincial Contracts - MCS	271,835	271,835
Law Foundation	158,545	171,123
Gaming	98,180	167,549
Concierge sales	96,384	54,549
United Way	46,364	78,864
Donations	38,477	103,653
Grant revenue	34,522	15,220
Other	34,481	30,006
Fundraising	12,014	13,220
Federal funding - Status of Women	-	11,489
Total revenue	790,802	917,508
Expenses		
Salaries and benefits	649,189	714,317
Rent	67,912	64,725
Office	37,116	44,459
Amortization	27,005	22,701
Professional fees	18,570	29,095
Utilities	15,831	15,103
Travel	14,135	11,782
Facilitator fees	12,688	23,947
Advertising and promotion	10,332	29,894
Food program	9,475	11,078
Insurance	6,506	6,275
Education, development and evaluation	6,421	16,564
Repairs and maintenance	5,647	5,409
Fundraising and special events	1,166	196
Total expenses	881,993	995,545
Deficiency of revenue over expenses	(91,191)	(78,037)

MNP

Chartered Accountants

South Fraser Women's Services Society – MILESTONES

- 1976/77 • A group of women met in the fall of 1976 through a course "Women Getting in Touch"
• They continued to meet at Camp Alexandra for a year
- 1978 • Grant secured from the Metropolitan Council of the United Church
• South Surrey/White Rock Women's Place opened its doors at First United Church, 15386 Buena Vista, White Rock
- 1979 • Moved to 15505 Marine Drive, White Rock
• First International Women's Day Celebration
- 1980 • Single Parenting Project started
• Free Clothing Exchange – My Sister's Closet started
- 1982 • Volunteer Training Program started
• Identified the need and effectively lobbied for a transition house in White Rock/South Surrey – Atira Transition House Society formed
- 1983 • Moved to 102-1548 Johnston Road, White Rock
- 1984 • Women's Place became a United Way Member Agency
- 1986 • Battered Women's Support Group started
• Moved to Suite No. 1-1349 Johnston Road, White Rock
- 1987 • Support group for Survivors of Childhood Sexual Abuse started
- 1989 • 1st Annual Toy Sale
• Christmas Hamper Program started
- 1991 • Provincial Government Ministry of Women's Equality formed
• Identified the need and lobbied for affordable housing - Semiahmoo Peninsula Housing Society formed
- 1992 • Funding for Stopping the Violence Counselling Program received
• Women's Place purchased their own home - 15318 20th Avenue, Surrey
- 1993 • Stopping the Violence Counselling Program started
- 1994 • Disabled Women's Support Group started
- 1995 • Ministry of Women's Equality Community Outreach Funding received
• Lesbian Support group started
- 1997 • Annual bursary to Earl Marriott Secondary School started
- 1999 • Legal Information and Advocacy Program started
- 2001 • Hot Lunch Program and Yoga started
- 2003 • ESL Classes started
• Community Kitchen Program started
• South Surrey/White Rock name changed to South Fraser Women's Services Society
- 2004 • 25th Anniversary
• Pro-Bono Clinics started
• Literacy Program started
• Employment Standards Act Resource book written, printed and disseminated province-wide for women, translated into Punjabi and Chinese
• Supporting Community Partnership Initiatives (SCPI) funding received to build a shower/laundry and clothing facility
- 2005 • SCPI Project – New annex facility completed and opened as Suds Duds and Scrubs
• Funding received for an additional Stopping the Violence (STV) Counsellor
• Satellite location in Cloverdale launched for STV counselling
- 2006 • Board operates under a new governance model – Policy/Admin Board Model
• Executive Director hired
• Legal Information and Advocacy Program expanded
• Stopping the Violence Counselling Program changed name to the Trauma Counselling Program (TCP)
• Launched Town-in-Common Project (TIC)
- 2007 • Extreme Makeover Phase I – upgrading the interior of the centre
- 2008 • Extreme Makeover Phase II – upgrading the exterior of the centre
- 2009 • Launched NEW South Fraser Legal Resource Centre in Newton
- 2010 • Launched NEW Social Enterprise – South Fraser Concierge
- 2011/12 • Merged with Sources Community Resource Centres (previously Peace Arch Community Services Society) and renamed the centre as Sources Women's Place

**SOUTH FRASER
WOMEN'S SERVICES SOCIETY**



Voices for Change