



Burnaby Family Life
A place to go... a place to grow!

2010

Annual Report

Gratitude

Burnaby Family Life gives its sincere thanks to Peter Cheng of Burnaby Kwik Kopy for producing our Annual Report and generously sponsoring a portion of the printing cost.



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Introduction

Since 1971, Burnaby Family Life has been offering programs and services to individuals and families in Burnaby. Over the past four decades, we've grown, we've expanded and we've helped thousands upon thousands of people live a better life in a better community.

With a broad range of services to meet the needs of a diverse and changing community, Burnaby Family Life provides programs that range from counselling, parenting, pre & postnatal support, English language skills, childhood literacy, and childcare all the way to life skills classes for people without a home.

Burnaby Family Life is a place to go if you're in need of any of these services or if you know somebody who needs our support. Burnaby Family Life is a place where any person of any background is welcome and can grow to achieve the goals they set out for themselves.

When we help a person overcome a challenge or achieve one of their personal goals, it's a success for every one of us. That's our philosophy.

At this year's Annual General Meeting, we are also proud to be welcoming a number of sponsor organizations in recognition of their support and contribution to the continued success of Burnaby Family Life and the entire community.

Perhaps the most exciting feature of our AGM, however, is our special keynote speaker, "The Skid Row CEO" Joe Roberts. From the downtown eastside to the CEO of his own successful enterprise, Joe Roberts is a powerful speaker with an important message to share.

This annual report is a reflection of the spirit of giving, supporting, welcoming, empowering and professionalism that our staff, volunteers, donors, sponsors and partners all bring to Burnaby Family Life. We could never record all the determination, effort and caring that makes this organization possible, but we want to conclude our year with two simple words that go out to all of those people who make our shared success possible:

Thank you



Burnaby Family Life

A place to go... a place to grow!

Burnaby Family Life
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September 21, 2010
Editor, Sam Schechter

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www.burnabyfamilylife.org
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2010 | **Reports**

Directors|Thank You

President	Peter Helland
Vice President	Valerie Hartney
Treasurer	Arthur Chung
Secretary	Barbara Spitz
Director	Noreen Boudreau
Director	John Crawford
Director	Karen Ewing
Director	Susan Graham
Director	Barry Jones
Director	Carol Matusicky
Director	Leza Muir
Director	Angela Pirozzi
Director	William Tsai



President's Message

In last year's President's message I declared that, "Burnaby Family Life will continue doing the excellent and important work it has always done with the professionalism, caring and integrity that Burnaby Family Life is known for." It is with more than a little satisfaction I can say BFL is doing just that and more. BFL continues to be one of the leading social service agencies in both Burnaby and surrounding municipalities.

The 2009/2010 year has been an "interesting" time for BFL as funding agencies started flowing through program funding cuts into the social services sector and 2010/2011 may prove more challenging as funding cuts continue to propagate. All in all BFL is weathering the economic downturn relatively well with comparatively few layoffs and program closures to date. However, it is important to emphasize that even a few layoffs and program closures have significantly negative impacts on those clients no longer served by BFL.

Despite what 2010/2011 may bring, and perhaps because of it, I steadfastly refuse to say that the future of BFL is anything other than bright. The board is moving through a cycle of governance renewal, the staff remain strong and capable and the organization continually demonstrates its ability to adapt to changes while staying true to the mission of providing high quality client focused services.

In closing, I would like to thank the members of the board for their excellent work leading Burnaby Family Life into a successful future, the BFL staff and volunteers for their caring and professionalism and our funders and community members that continue to provide support year after year.

My heartfelt thanks,

Peter Helland
President of the Board



Vision

BFL envisions healthy, supportive, inclusive communities for families, individuals, and partner organizations.

Mission

BFL is an accredited agency, with highly trained, caring and trusted professionals who provide quality services and opportunities for families and individuals, in all their diversity, to enable them to reach their full potential.



Treasurer's Report

With the remnants of the economic recession that made its way across our community last year, we were unsure as to the challenges we'd face with regards to some of our programs. In spite of this, our fiscal position remained favourable throughout the year and continues to show positive growth. While expenses increased accordingly, they did not exceed revenues.

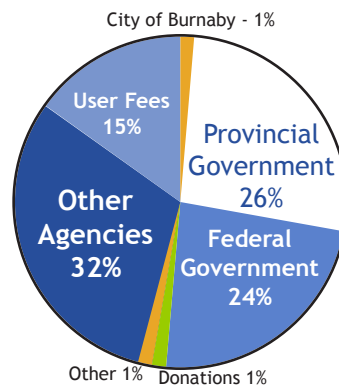
We have a lot of work in front of us and will forge ahead merging innovation and fiscal conservatism, seeking new opportunities that will assist us in continuing to deliver valuable and much needed services to the families in our community.

As a member of the BFL Board of Directors and on behalf of the staff, we welcome your suggestions and look forward to your assistance as we seek new fundraising opportunities in the forthcoming year.

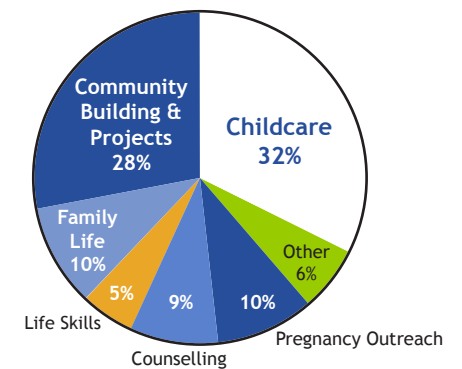
A full package, including the Audited Financial Statements is available upon request.

Arthur Chung, CMA CFE CHRP
Treasurer

Revenue Sources



Service Allocations



**This representation is for reference only. Complete copies of the Audited Financial Statements are available upon request.*

Values

Empowerment	BFL supports people in finding their own strengths.
Integrity	BFL's services are guided by and held accountable to high ethical standards, confidentiality, and honesty.
Respect	BFL is a welcoming place where differences and similarities are shared and honoured.
Learning	BFL embraces and encourages lifelong personal and professional growth and development.
Cooperation	BFL believes that the results of working together are the greatest reward.



Executive Director's Report

Every year, Burnaby Family Life provides services for thousands of people from dozens of unique cultures. Many of our clients come from families and places that have been crippled by conflict and natural disasters and from homes to which they cannot return. Thousands of people: thousands of stories: and with each family comes new challenges and barriers to overcome. I am fiercely proud of the competency, commitment and compassion of my colleagues who truly make a life-saving difference in the world every day.

The global state of affairs has shifted dramatically and the social service sector has been affected in many ways, as have the families we serve and the community we live in. Managing effectively in these uncertain times has been the challenge for our Leadership Team this past year. With daily operations somewhat akin to running on quicksand with changing government and community priorities, integrity and tenacity in our efforts is required. In spite of the shifting sands in our sector, with the support of community leaders, generous volunteers and committed staff, Burnaby Family Life continued to play a dynamic role in building a strong, caring community.

Consider the stories of triumph we have heard from our clients: people breaking free from cycles of violence, young mothers graduating from high school instead of dropping out, refugees coming to this country with just the clothes they were wearing, but still able to make friends and earn success in our shared home.

Each family has a story to tell. Their individual success becomes a part of every one of us and it's all possible because of people like you who support Burnaby Family Life in making this a stronger, kinder community - the kind of community we all want to live in.

Not content with the erosion of the social safety net in BC, our Board of Directors has worked very hard on behalf of families in Burnaby to raise the profile of the valuable work performed in our sector. They are helping build a sense of identity and belonging for all of us. Our goal is to ignite the consciousness of every employee and volunteer to understand that they are each part of something bigger than the program they work in and that they are each part of the social service fabric that is bigger than our agency.

Those of us working in the social services sector know the tremendous value of the community work we do, but we also realize that our sector is not cohesive; many organizations are in survival mode, and even government partners aren't really clear about what it is that we do or what is potentially at risk when programs and services are cut. We've decided to help change that! Prompted by our partnership with the Burnaby Board of Trade, we are getting better at building the business case of the importance of our work. The Burnaby Now is helping us get the stories out that we trust will sway the hearts and minds of the community and at all political levels. On the eve of our 40th anniversary, we are positioned to harness the power of social media - newsletters, Facebook, appeals on Twitter and blogging. Our new website will be posted in English, but with the click of a button, the website will be available in any of 50 international languages, directly translated on every page.

Within Burnaby Family Life we are focusing our efforts on developing capable leaders at every level of the organization. Thank you to our active and talented Board of Directors, to an exceptional team of supervisors, brilliant and innovative consultants and a host of heroic front-line workers and volunteers performing life-enhancing work every day.

Special thanks to Barbara Spitz and Barry Jones for serving three consecutive terms (six years) on the Board! Burnaby Family Life and the community has been enriched by the diverse experience you brought to the organization.

Just imagine the difference we can all make when we work together for what really counts...

Jeanne Fike
Executive Director

Building
2010|Community

Generosity

For some people it's their time; for others it's their pocket book.

For many, it's both.

We rely on a community that volunteers and donates so that we can help make this the kind of community we are all proud to call home.

Donate today at

www.burnabyfamilylife.org

Understanding the Early Years



Burnaby, British Columbia



**SAFE
HARBOUR**

RESPECT FOR ALL

AMSSA
Affiliation of Multicultural Societies
and Service Agencies of BC
www.amssa.org



CAPC
Community Action
Program for Children

Community Building - Overview

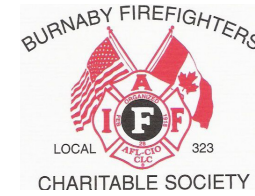
For almost four decades Burnaby Family Life has been an active part of building a better community. Over the years, we've worked with other like minded groups and individuals to try to maximize the benefit we collectively offer our community. By coordinating our efforts through the Burnaby Interagency Council, its Planning Committee and the neighbourhood networks of interagency groups in North Burnaby, Metrotown and East Burnaby, we've managed to improve services, increase opportunities for marginalized families and establish a more effective and coordinated response for families in need.

Every year our challenge grows, most notably in recent years because of threats to our social safety net and reductions in funding that result in the loss of community-based services, the weakening of our partner organizations and an increase in the devastating social symptoms of a failure to invest in our community: poverty, untreated mental health and addictions, family violence and homelessness.

But even though our challenges grow every year, I want to take a moment to acknowledge that we are able to continue contributing to this community because of the sponsors, donors and volunteers that make it possible for us to meet these challenges head-on... and succeed.

Through our partnerships and with the help of those people and organizations who contribute so much to us, Burnaby Family Life has been a participant and leader in some of this community's most significant community building initiatives.

- **Step Ahead:** Many refugees have spent long periods idle in refugee camps, have been traumatized by war or torture or come from very rural areas in other lands. Traditional settlement services are not equipped to meet their extensive needs. The Step Ahead pilot project, now in its third year of development, is a unique service developed by a consortium of five agencies (Burnaby Family Life, ISSofBC, MOSAIC, SUCCESS and DIVERSEcity) that seeks to address circumstances such as post traumatic stress, loss of loved ones, lack of literacy, lack of cultural understanding, lack of knowledge related to fundamental expectations regarding the way of life in Canadian society, lack of knowledge about what and how to access community based services, lack of affordable opportunities for children and multilingual outreach and practical supports.
- **Safe Harbour:** Through the Affiliation of Multicultural Societies and Service Associations of BC (AMSSA), Burnaby Family Life engages with local businesses and organizations to help make them safe places for people who are new to Canada and may speak little or no English. With its motto "Respect for All" and a program built on public outreach and education, Safe Harbour is a natural fit for Burnaby Family Life and we're proud to be a part of this initiative.
- **Burnaby Intercultural Planning Table:** For four years, Burnaby Family Life has been participating in the Burnaby Intercultural Planning Table (BIPT) to enhance community interagency collaboration and coordinate the pursuit of funding and the sharing of best practices. Creating engagement opportunities for the whole community, our participation in BIPT creates better sources of information and resources, increases awareness of existing information and resources and helps to identify and resolve gaps in services for people who are new to Canada.
- **Understanding the Early Years:** Burnaby Family Life completed its service as the host agency responsible for managing this three-year project from the Federal Government to research and co-ordinate services for children aged six and under. This project resulted in the creation of the 2009-2012 Burnaby Early Childhood Development Community Strategic Action Plan. In addition, the project developed an array of family-friendly communication products designed to raise awareness about the importance of attachment and bonding between young children and their caregivers. I want to extend my thanks to the dozens of community partners that helped make this project a success.
- **Community Action Program for Children:** Once again, Burnaby Family Life is proud to be the host agency for the Fraser North CAPC Coalition comprising ten major service agencies from Vancouver to Mission. As the host agency, we



Gratitude

Burnaby Family Life gives its sincere thanks for the generous support of organizations that help make our success possible.



Vancity



Partners | Thank You



provide financial management, report to the Public Health Agency of Canada and engage the services of a contracted Coordinator/Evaluator to oversee the programs. Goals of the program include helping parents and caregivers to increase their knowledge and use of effective parenting skills, use of community resources and to improve the level of support available to families in their community.

- African Homework Club - Funded by the United Way, the program supports children's education and integration into the Canadian school system by focusing on homework help, study skills and self-esteem using traditional African approaches. The program is for elementary school-aged children of African immigrants and ran three times each week during the school year. 25 participants, representing 11 different cultural backgrounds and 12 different languages were served. 13 were female and 12 were male. 28% of the participants arrived in Canada within the last three years.
- Violence is Never Acceptable - Community Co-ordinating Committee: Burnaby Family Life fully supports the mandate of VINA to increase community co-ordination by all service providers to improve services for families experiencing violence and abuse.

Burnaby Family Life works with an enormous number of partners in its service delivery and we want to thank the following organizations for investing their energy and resources in helping to make our communities a better place for all:

- BC Centre for Ability
- Burnaby Board of Trade
- Burnaby Mental Wellness Society
- Burnaby Parks, Recreation and Cultural Services
- Burnaby School District
- Cythera Transition House Society
- East Burnaby Family Place
- Fraser Health Region
- Immigrant Services Society of BC
- Maple Ridge Pitt Meadows Community Services
- Ministry of Children and Family Development
- MOSAIC
- Pacific Immigrant Resources Society
- South Burnaby Neighbourhood House
- Tenants Resource and Advisory Centre
- Tri-City Women's Resource Society
- VLM Multicultural Family Support Services Society
- BC Coalition of People with Disabilities
- Burnaby Mental Health and Addictions
- Burnaby NOW
- Burnaby Public Library - Tommy Douglas Branch
- City of Burnaby
- DIVERSEcity
- Family Services of Greater Vancouver
- Fraserside Community Services
- Lower Mainland Purpose Society for Youth and Families
- Maywood School Knitting club
- Mission Community Services
 - Multicultural Family Centre
- Progressive Housing Society
- SUCCESS
- The Family Education and Support Centre
- Vancouver YWCA
- West Burnaby United Church

Again, my sincere thanks to everybody who makes our work possible.

Jeanne Fike
Executive Director

2010 | **Programs**

Funding

Burnaby Family Life receives program funding from five provincial government ministries and three additional provincial agencies, making the Province of British Columbia our largest source of program funding with \$903,025 in this fiscal year.



Overview of Services

Pre & Postnatal Services

Pregnancy Outreach Programs
Baby & Me

Family Life Education

Nobody's Perfect 1 (English, Mandarin, Arabic, & Farsi)
Nobody's Perfect 2
Systematic Training for Effective Parenting (STEP)
Father's Parenting Program
Anger Management for Parents
Anger Management for Men
Single Mother's Support Group
Immigrant Women's Support Group
Parenting for Immigrants
Raising Teens without Battles

Family Resource Programs

Family Drop-In
Parent-Child Mother Goose
Edmonds Preschool - Adult Component
Baby & Me Second Stage

English Classes & Homework Clubs

ESL Program for Immigrant Women
African Children's Homework Club

Burnaby South Child Care Centre

Licensed child care for babies eight weeks to 36 months

Morley Child Care Centre

Licensed child care for children aged three to five years
Before & after school care

Children's Programs

Childcare for Family Life Education
Childcare for Pre & Postnatal Services
Edmonds Preschool

Enhanced Child Care

Childcare for Burnaby School District ELSA Classes
Childcare for PIRS Blended Classes

Life Skills Services

Individual Services
Group Services:
Computer Literacy
Nutrition Workshop
The Wellness Wheel
Healthy Choices
Community Resources
Life Skills One to Six
Stress Management Workshop
True Colours
Personal Vision Planning & Goal Setting
Financial Literacy
Women & Anger
Boundaries

Counselling for Survivors of Abuse (physical, sexual and emotional)

Individual Counselling Services for Women
Introduction to Recovery-Level I & II
Images for Healing
Emergency Sexual Assault Counselling
16 Steps for Discovery & Empowerment Level I & II
Adult Survivors of Sexual Abuse-Level I, II & III
Psycho-educational/expressive groups

Children Who Witness Abuse

Individual Counseling for Children ages three to 18 years

Funding

Through a variety of federal government departments and in cooperation with our local partner organizations, Burnaby Family Life received \$802,723 of program funding in 2009-2010 from the federal government.

Canada 



Prenatal and Postnatal Services

Prenatal and Postnatal Services provides education and support while promoting health and wellness to high risk pregnant and postpartum mothers and their children in a safe and inclusive environment using a harm reduction model. The programs serve women who are in crisis and struggling with multiple barriers such as low income, isolation, depression, homelessness, food security issues and varying situations of abuse. We strive to improve mother and infant health, increase social and community networks, improve parent and child attachment and to empower women to their fullest potential through continuous care in group sessions and one to one sessions encouraging a supportive and unbiased environment.

Funding

Services are primarily funded through the Public Health Agency of Canada: Canadian Prenatal Nutrition Program and Community Action Program for Children, Fraser Health Authority and the CKNW Orphans Fund. Additional funding is also received from Burnaby's Food First Committee.

Programming

The Pregnancy Outreach Program provides four groups weekly. A prenatal program and a postnatal program for moms with babies from birth until the age of six months are offered at each location: in Burnaby at Edmonds Resource Centre and in New Westminister at Olivet Baptist Church. Each group provides participants with a nutritious lunch, a one-hour educational session and one-to-one consultation by Outreach Workers, a Registered Dietitian and Public Health Nurses. Weight gain monitoring is provided for pregnant women and for the babies. Additional services provided to our clients include bus tickets, monthly grocery gift cards, prenatal vitamins and monthly food bags of organic fruits and vegetables. Free quality childcare is available for children older than 18 months.

Achievements

- Clients complete a survey upon completion of the program to acquire statistical data as well as to measure client satisfaction.
 - 100% of our prenatal clients initiated breastfeeding
 - 98% of our prenatal clients understood the importance of self-care
 - 100% of our prenatal and postnatal clients reported that coming to the program has made them feel better about themselves
 - 93% of our postnatal clients reported making a connection with another client in the program
- 258 clients within Burnaby and New Westminister from 41 different cultural backgrounds speaking a total of 22 different languages were served.
- A total of 7,271 service hours were delivered, so each client was served for an average of 28.2 hours.

Special Thanks

Thanks to Pro Organics for their monthly donations of fresh organic produce, Shoppers Drug Mart at High Gate for their generous donations of diapers and baby items, Doug and Debbie Antrobus for their wonderful donation of Christmas goody bags, Ed Spence for donations of turkeys and Christmas food, Union Gospel Mission for the donations of car seats and toys, Sears for their donations of Christmas presents, Olivet Baptist Church for the use of their wonderful facilities, our anonymous donor of baby baskets, Caring Hearts for their donation of children's clothes and baby blankets and over 35 guest speakers who facilitate educational sessions at our groups and to our eager BCIT nursing students and volunteers for their commitment to the women and children served.

Lisa Lothian
Supervisor of Pre & Postnatal Services

Funding

Burnaby Family Life pays a special tribute to the City of Burnaby, our longest supporting level of government, for providing a community grant since 1971.





Family Life Education Program

The Family Life Education Program provides a variety of parenting and support groups for parents to create healthy and nurturing environments for their families in a diverse community. Additionally, our services encourage the successful settlement and integration of immigrants and promote the acceptance of diverse cultures in Canadian Society.

Funding

Services are funded by the Ministry of Children and Family Development, with some additional user fees and donations.

Programming

All programs are provided in a group format, guided by a facilitator, balancing group activities and discussions with structured learning. Each session provides education and discussion on topics related to parenting, child development and personal growth. Participants have ample time to socialize and share experiences with each other. Programs include Nobody's Perfect 1 & 2, Nobody's Perfect in Mandarin, Arabic and Farsi, Systematic Training for Effective Parenting (STEP), Parenting Together, Anger Management for Parents, Anger Management for Men, Parenting Strategies for Dealing with Teens, Immigrant Women Support Group and Parenting for Immigrants. We also provide the childcare component of the Single Mom's Support Group that runs in partnership with the YWCA. Quality childcare is available for children older than 18 months for almost all programs.

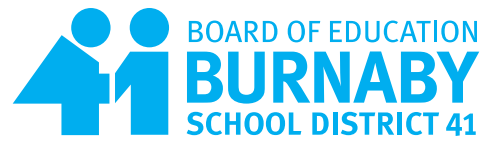
Achievements

- Evaluation of the program is conducted through ongoing client satisfaction surveys.
- Outcomes obtained by clients' feedback showed that the programs helped
 - 99% of clients to feel more confident as parents
 - 99% of clients to develop a more positive relationship with their child
 - 99% of clients to learn new parenting skills that they can use in their daily lives
 - 94% of clients to increase their awareness of how other parenting and community services can support them as parents
 - 92% of clients in Anger Management for Parents group to understand their anger better and be more in control of it
 - 100% of clients in Parenting for Immigrants group to feel comfortable being with others who are from cultures different than theirs
- We started offering the STEP program on Saturdays so parents that work during the week or parents that want to come as couples can access the program.
- We served 263 adult clients: 188 female and 75 male. The enrollment of male clients kept growing because the Anger Management for Men program became very popular and also more fathers joined our programs.
- There were a total of 27 different languages spoken by our clients; 80 clients had English as a first language. Mandarin, Arabic, Farsi, Spanish and Cantonese were the next most common languages.
- A total of 3,310 service hours were delivered to the adults in the program, so each client was served for an average of 12.6 hours.

Liliana Hernandez
Director Operations, Services for Individuals & Families

Funding

Burnaby School District #41 is a major program funder and works in partnership with Burnaby Family Life to provide services to students and the community at seven locations.



Life Skills Services

Life Skills Services provides ongoing support, including individual and group services to people who experience multiple barriers to employment. Some of the barriers are mental illness, addictions, poverty, homelessness and learning disabilities. The program goals are to increase independence, connections and integration in society, self-efficacy, community connections, coping skills and quality of life. Participants of the program are directly referred by the Ministry of Housing and Social Development.

Funding

Life Skills Services is funded by the Ministry of Housing and Social Development. The annual operating budget is dependent upon the number of clients served and the number of milestones achieved by the clients.

Programming

Each client goes through an intake process and assessment to identify strengths and barriers and define a personal plan. Based on the plan, clients participate in individual services such as coaching, counselling and group sessions. They can also be referred to services provided by other agencies. The maximum duration for services is 18 months with defined milestones at three, six and 12 months. Through this process, clients are closely supported in order to maximize their achievements. Participation is a big indicator of their engagement to our program and a way for them to acquire those life skills. Clients have the opportunity to choose and participate in the following group programs: Personal Vision, Planning and Goal-Setting, Money Management, Nutrition, Substance Abuse, Harm Reduction, Housing, Tenancy Act, Community Resources, Adult Basic Education, Mental Wellness & Self-Care, Recognizing Abuse & Personal Safety, Computer Literacy, Communication Skills and Relationship Building. The program also provides financial support for basic necessities.

Achievements

- Being aware of the multiple barriers and difficulties to achievements that our clients face, we are proud to share the outcomes of the program. Evaluation of the program is conducted through ongoing client satisfaction surveys, feedback from Life Skills Counsellors and analysis of client program participation. Outcomes obtained include:
 - 62% increased self-awareness and self-efficacy
 - 60% increased knowledge in different life skills
 - 45% experienced social and/or community connection
 - 41% of the clients completed the program
- The program was running with full capacity all year long with high retention rates in each milestone category.
- During this year we served 193 clients, 84 women and 109 men.
- The majority of clients had English as their first language: 149 (77%) spoke English and there were another 23 languages spoken. The ages ranged from 18 to 65, with 26 clients between ages of 18 to 25; 55 between the ages of 26 to 35, 60 between the ages of 36 to 45, 41 between the ages of 46 to 55: and 10 between the ages of 56 to 65 and one client above the age of 66. 18 clients reported being First Nations.
- A total of 2,283 service hours, 1,295 one-to-one and 988 in groups; each client was served for an average of 12 hours.

Special Thanks

We appreciate the contributions from the following community partners and supporters:

Burnaby School District - Adult Continuing Education Department
Burnaby Public Library - Tommy Douglas Branch
Burnaby Parks, Recreation and Cultural Services
BC Coalition of People with Disabilities
Tenants Resource and Advisory Centre

Progressive Housing Society
Burnaby Mental Health and Addictions
Burnaby Mental Wellness Society
West Burnaby United Church
Maywood School Knitting club

Liliana Hernandez
Director Operations, Services for Individuals & Families



Partnerships

By working with local, provincial and national partners, Burnaby Family Life contributes to the delivery of more community social services and we are able to better support the shared goals of like-minded organizations.

welcoming. dynamic. global. sustainable.



Canada Prenatal Nutrition
Program (CPNP)



Family Resource Program

The Family Resource Program provides a range of services to support parents and caregivers in their role of caring for young children. The program goals are to strengthen healthy family-child relationships through opportunities for parents and caregivers to become informed of and involved in supporting the positive development of children within the context of the family. All programs value cultural diversity and provide opportunities to increase each family's knowledge of children's health and development, knowledge of community resources and opportunities for family networking and advocacy.

Funding

The Family Resource Program is funded by the Ministry of Children and Family Development, Gaming Direct Access, Edmonds School, United Way Success By 6, the CKNW Orphan's Fund and donations.

Programming

Service areas include Family Drop-In, Parent-Child Mother Goose, Baby and Me Second Stage, Edmonds Preschool, as well as resource libraries and a clothing exchange. 13 family drop-ins were delivered at three different locations from Monday to Saturday, from morning to late afternoon. The Parent-Child Mother Goose program was offered at two locations during weekdays and on Saturdays. A weekly Baby and Me Second Stage program assists the transition of mothers from postnatal services to other support programs of the community. Edmonds Preschool assists non-English speaking families in preparation for school.

Achievements

- Burnaby Family Life received a certificate for the successful implementation of the BC Association of Family Resource Programs Provincial Standards of Practice.
- 210 participants surveyed measured their progress in the program:
 - 89 % of clients increased their knowledge in child development
 - 89 % of clients increased their community connection
 - 96 % of clients increased social connection and integration
 - 90 % of clients had better parent/child relationships
 - 94 % of clients reported increased self-esteem
- 1,922 clients were served and 29,266 service hours were delivered; each client was served for an average of 15.2 hours.
- 51% of participants were referred by word of mouth. 44% of the participants were adults and 56% were children; 36% of the clients were English Canadian and 64% of the clients came from 76 different cultural backgrounds, speaking 57 different first languages.
- Family drop-ins were extremely busy and popular at each location. The late Drop-Ins at Metrotown and Edmonds were visited by many school age children in grades one to three. Our Burnaby Heights location was closed in December and the Wednesday drop-in moved to our new Brentwood Education Centre on Lougheed Highway. The popular Saturday drop-in moved to Eileen Daily Pool.
- Edmonds Preschool and Parent-Child Mother Goose Programs were full with waiting lists for the upcoming sessions. The number of fathers attending sessions with their children has increased.
- Special potluck meals were shared to celebrate milestones, Canadian and ethnic holidays including Christmas and birthday parties. Gary Begin played Santa for more than 110 children!
- The program supervisor was able to complete the new Family Resource Program Certificate training at the Justice Institute.
- Branka Salkic, one of the employees, celebrated her 10 year anniversary with Burnaby Family Life.
- The Nipissing District Developmental Early Childhood Screen helped identify children who may have developmental delays as well as children's strengths and needs. This gave staff the opportunity to talk to the parents about their child's development.

Burnaby Family Life - A Dedicated Team of Professionals



- 11 volunteers were recruited from Family Resource Programs. The majority of our volunteers were immigrant women and we provided a first work experience opportunity in Canada for many of them. They appreciated the opportunities to learn English and adapt to life in Canada. Four of our volunteers found employment with BFL in either the Children's or the Family Resource Programs.

Challenges

Moving the Wednesday Burnaby Heights Drop-In to the new location at the Brentwood Education Centre was a big change for our program. The centre is not as visible from Lougheed Highway and signage is lacking. While parents now know through handouts where to find the new location, it was a challenge for them to make the transition.

Special Thanks

Through the support of CKNW Orphan's Fund, the program was able to provide nutritious snacks to every child every day. Cobs Breads donated bread for families throughout the year. This year Gary Begin, a former BFL Board Member, delighted the children in playing a jolly Santa! We would like also to extend our thanks to our volunteers. They were a great help to our program and together contributed 598 hours of service. We value their help tremendously.

Gabriele Pistor
Supervisor of Childcare and Family Resource Programs



Burnaby South Childcare Centre

The Burnaby South Childcare Centre provides quality licensed childcare for children between eight weeks and three years of age, primarily from young-parent families that are attending secondary school in Burnaby. While priority is given to these young families, community families are also welcome to attend. We believe that all children are entitled to safe and healthy childcare that encourages their physical, emotional, social, intellectual and cultural development, respects their diversity and supports their families.

Funding

Funding is provided by the Ministry of Housing and Social Development, the Ministry of Children and Family Development, Burnaby School District, the CKNW Orphans Fund, the Burnaby Food First Initiative, the BC Council for Families, Burnaby Firefighters and Contain Yourself Small Space Garden.

Programming

The Burnaby School District provides the education and parenting/lifeskills components of the Burnaby South Young Parent Program. Burnaby Family Life staff model valuable parenting and guidance techniques which enhance the young parents' ability to parent.

Achievements

- Results of client feedback surveys:
 - 90% of families' parenting skills were enhanced (this includes 100% of our young parents)
 - 100% of the young parent families and 70% of community parents improved their knowledge of community resources
- Both the Nipissing Developmental Assessment Tool and the client feedback survey summary showed that 100% of children were either meeting their developmental goals or meeting the goals of their individual development plan.
- 47 children participated during the year; 20 of whom were from the Young Parent Program.
- 35 children had English as a first language; seven spoke a Chinese language and there were five other languages.
- A total of 22,045 service hours were delivered: an average of 470 hours per child during the school-year.
- No young-parent families needed to wait for service this year.
- Most of the young parents had some other form of support (usually family) and were higher functioning than in previous years.
- We have undertaken a project with the Early Childhood Mental Health Program in which a team is working with our toddler-minding caregivers to learn and instill awareness about social emotional development.
- Upgrades to the outside play area started; the development of the second half of our playground is in progress and a daycare garden has been planted. We will be harvesting our own bounty soon!

Challenges

- Unfortunately, at the beginning and middle of the school year enrollment dropped.
- In the 2009/2010 school year, we ran the program with a separate room for young parents and community children instead of rooms based on the age of the children. Since the number of young parents enrolled was unusually low for a period of time this was not as successful as it could have been.
- The school building is under construction and that greatly affected our Centre in the last two months of the fiscal year.



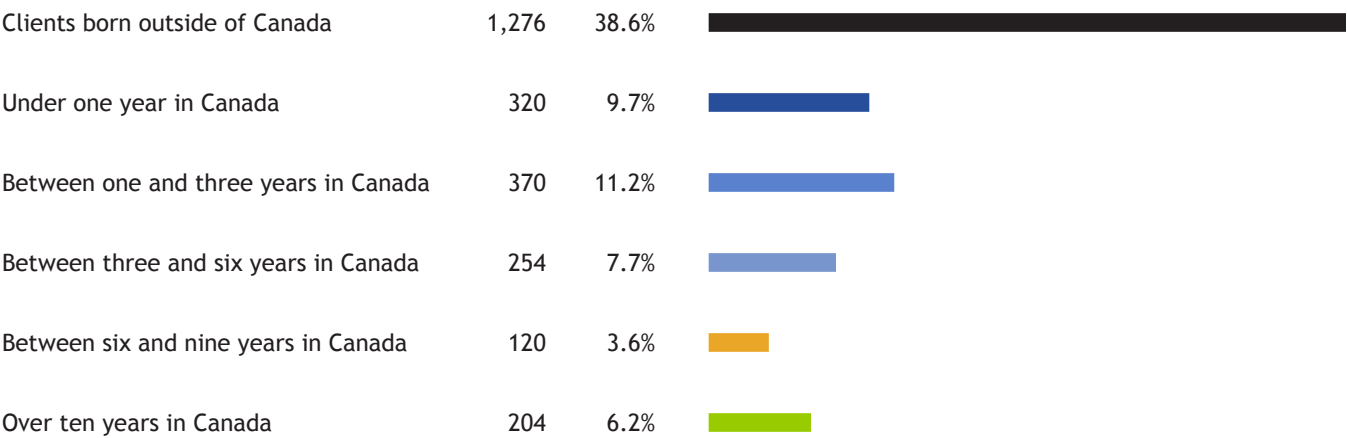
Special Thanks

Through the support of CKNW Orphan's Fund, the program was able to provide nutritious snacks and hot lunches to every child in our program. While this service is essential for the young parents, community parents have responded with appreciation, as well. Special recognition and thanks also go to the Burnaby Food First Initiative for classroom nutrition education. Thanks to the Burnaby and Vancouver Christmas Bureaus for donating to parents in need, the Burnaby School District for the strong partnership, Cobs Bread for their constant donations, Fraser Health for their licensing and mental health support and Contain Yourself Small Space Garden, the Burnaby Firefighters and Vancity for their generous contributions of money and time for Burnaby's first Childcare Garden.

Carla Plekan
Centre Supervisor, Burnaby South Childcare



Burnaby Family Life: Welcoming for All



Since 2008, Burnaby Family Life has served a 33% increase in the proportion of clients arriving in Canada within the past 12 months.



"We have found that the staff and leadership at Morley have not only been open to feedback but have been amazing in their commitment to following through on trying new strategies and ideas to better meet the needs of the children and improve the flow of the program.... They are a fantastic example of the excellent work that can be done when support services and child care programs work together as a team to deliver the best programs possible."

-BC Centre for Ability, March 2, 2010

Morley Three to Five Daycare and Out of School Care Program

The Daycare and Out of School Care Program at Morley provides an inclusive licensed setting for children, aged 30 months to 12 years old, and their families. Four spaces are designated in our daycare program for children of young parents; these spaces offer a smooth transition for children from our Burnaby South Childcare program and allow parents to continue with their education even after their children have turned three. We believe each child develops at an individual pace and each has unique strengths, interests, personality and ways of learning. The goals of the program are to create an inclusive environment that supports children in meeting developmental milestones and reaching their own full potential through age appropriate programming.

Funding

Funding is provided by the Ministry of Children and Family Development, the CKNW Orphans Fund, which funds healthy nutritious snacks for the children, and private user fees. The BC Centre for Ability has provided funding for one on one support for two children that allowed them to fully participate in the programs.

Programming

- Both service areas offer quality, licensed childcare programs for young children daily. Two licensed programs are offered at the centre: all day Monday to Friday (including school professional days and spring break closures) from 7:30-5:30 pm.
- We strive to create a safe and stimulating environment for our school age children both before and after school, allowing opportunities for homework, peer interaction and fun activities.
- Program staff continually look for opportunities to connect families with community resources and strive to support parents in enhancing their parenting skills by providing information on children's health, development and nutrition.

Achievements

- Based on parent feedback surveys:
 - 85% received useful information about child development
 - 73% improved their parenting skills
 - 92% of families in our three to five program and 85% of families in our Out of School program gained knowledge of community resources
- A total of 63 families were served over the last year; including five young parents and six children with extra support needs.
- A total of 34,315 service hours were delivered, so each child was served for an average of 545 hours.
- A total of 16 different languages were spoken by our families, including Mandarin, Cantonese, Arabic, Bulgarian, and Dari.
- Morley Childcare Centre received an amazing letter of recognition from the BC Centre for Ability, outlining the successful partnership and hard work and dedication of staff to provide an inclusive setting for children who needed extra support.
- The playground was finalized and happily taken over by the daycare children and families who enjoy daily access.

Special Thanks

- Simba's Grill, a local restaurant, generously supported the program in purchasing nutritious food for children.
- Three volunteers have played a significant role in providing support for our programs.

Baljeet Dhaliwal
Morley Centre Supervisor

Enhanced Childcare

Enhanced Childcare offers various learning opportunities focusing on providing increased support to children's early learning and development for immigrant children and their parents. The program values cultural diversity and aims to increase the family's knowledge of children's health and development, community resources and provide opportunities for family networking and advocacy.

Funding

The Ministry of Advanced Education and Labour Market Development provides funding to our partner agencies. Burnaby Family Life is partnering with two different agencies: Burnaby School District for ELSA classes and Pacific Immigrant Resources Society for blended classes. The CKNW Orphan's Fund supports the program in providing nutritious snacks for every child on a daily basis.

Programming

Services include childcare, parent child activities that allow parents to interact with their children in the childcare environment and parenting sessions for parents. The ELSA Enhanced Childcare offers developmentally appropriate activities, challenging children in all developmental areas. Children learn through interacting with their environment and the people around them. Parent-child activity sessions allow children and their parents to experience a wide variety of activities. They can then use these skills and challenge their children at home. Parents have opportunities to communicate with Early Childhood Educators about child development, parenting and other issues. Parenting sessions are excellent opportunities for parents for connecting with professionals regarding developmental concerns and talking more in depth about parenting challenges. ELSA Enhanced Childcare was delivered at three locations: Brentwood Education Centre, Burnaby South Childcare Centre and Morley Childcare Centre.

The Blended Enhanced Childcare was delivered at the Edmonds location. This program provided English language instructions in three biweekly groups to literate and low level English speaking women, based on settlement issues. The childcare team took care of the children while the mothers learned about different aspects of Canadian life, community resources, self-care and also making new friends and community connections. Six parent/child activity days per group were provided where children and moms learned together.

Achievements

- Results of ELSA client feedback surveys:
 - 91% of families better understood how children learn through play
 - 94% of families better understood their child's development
 - 81% of families better understood how they can be a part of their child's development
 - 89% of families learned new things they could do at home with their child
 - 80% of families learned new ways to help their child's development
 - 85 % learned about other community resources
- ELSA Enhanced Childcare served 127 children and 108 parents, speaking 28 different first languages from 35 different cultures. A total of 28,748 service hours were delivered, and each client was served for an average of 121 hours.
- Blended Enhanced Childcare served 50 children from age 18 months to six years from 17 different cultural backgrounds, speaking 15 different languages. 22% of the children arrived in Canada within the last three years. A total of 4,706 service hours were delivered and each client was served for an average of 63.5 hours.

Challenges

- With many hurdles and unsure moments, team members pulled together over the Christmas closure for an amazing



opening on January 4, 2010 at our new Brentwood location. The space is fantastic and allows for the room to be setup to challenge all developmental areas. We have many new supplies and developmentally appropriate toys allowing many teaching opportunities. This space also allows for use of a fenced outdoor space for gross motor activities.

- With parenting sessions scheduled during the school year, attendance has significantly increased.
- We also have had more successful parent child activities by changing the timing of the sessions. Parents at all locations greatly benefit from these sessions.

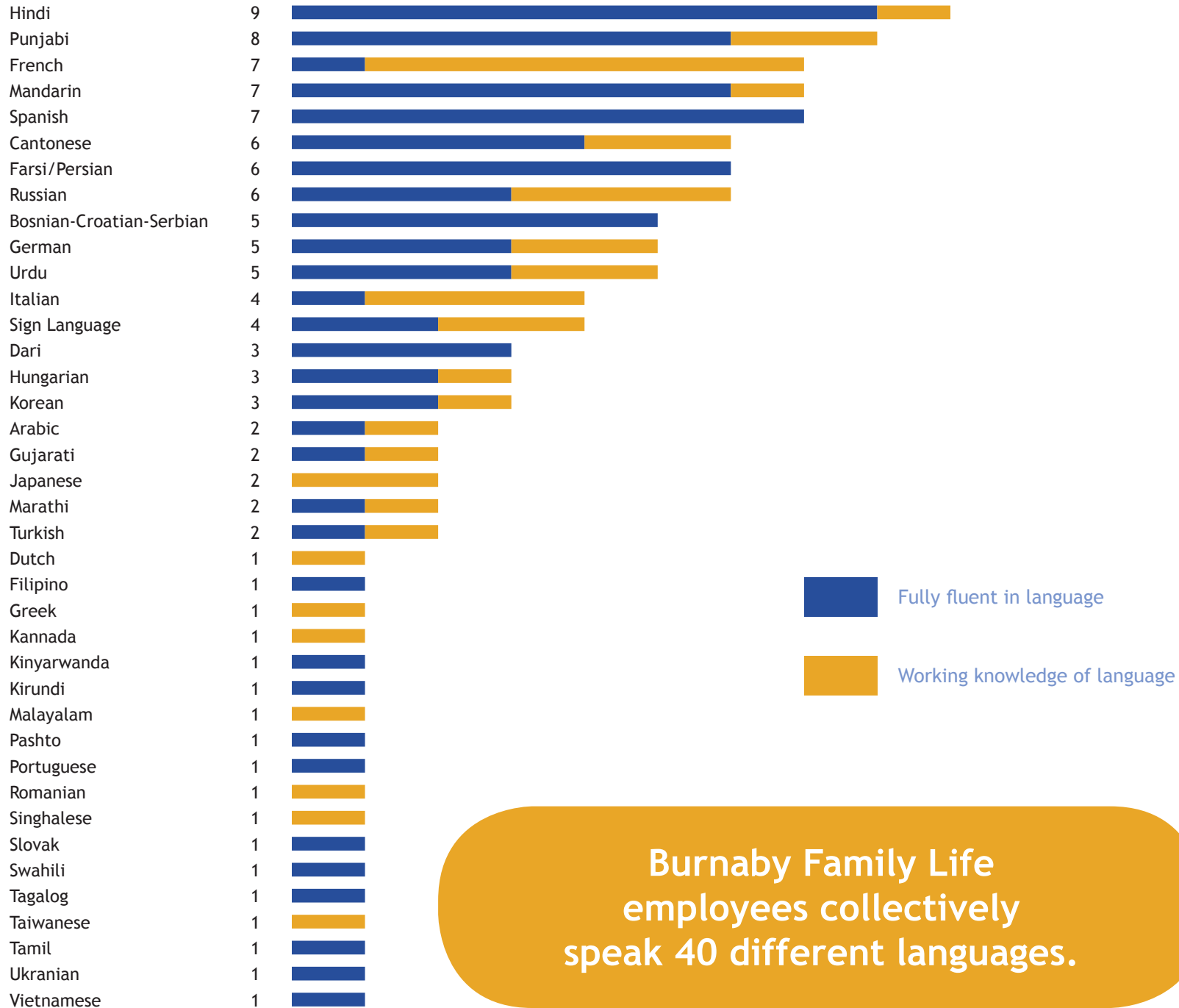
Special Thanks

Harry Bloy delighted the children and the families in playing a jolly Santa Claus. We also would like to thank all the volunteer childcare workers who donated their time and knowledge to all programs. Cobbs Bakery donated bread and baked goodies for our clients.

Rabinder Sandhu
Supervisor of ELSA Enhanced Childcare



Burnaby Family Life Employees Communicate in Dozens of World Languages



**Burnaby Family Life
employees collectively
speak 40 different languages.**



Children's Program

The Children's Program provides quality care for children ages six months to 12 years for parents participating in different adult programs. The program enhances growth and development in children by providing a sensitive, nurturing environment through a play-based program. We believe that all children are entitled to safe and healthy childcare that encourages their physical, emotional, social, intellectual and cultural development, respects diversity and supports their families.

Funding

Other BFL service areas such as Prenatal and Postnatal Services and Family Life Education allocate funds from their budgets to pay for childcare. Pacific Immigrant Resource Society, Gaming Direct Access, the CKNW Orphan's Fund and private user fees also provide funding.

Programming

This service area includes childcare for 27 programs, Monday through Saturday, at three main locations. Childcare is provided for programs such as Nobody's Perfect, Nobody's Perfect 2, Systematic Training for Effective Parenting, Single Mother's Support Group, Immigrant Women's Support Group, Parenting for Immigrants, Anger Management for Parents, Financial Literacy, Edmonds Preschool, Pregnancy Outreach Program, Baby and Me and Private Childcare. Edmonds Preschool assists non-English speaking families in preparation for the Canadian school system.

Achievements

- We use an outcome measuring form to monitor the children's progress. The progress was measured for 117 children in the 2009/2010 year. According to the summary:
 - 84% of children improved their school readiness
 - 80% of children showed improvements in their development
 - 78% of children improved their eating habits
- 376 children with 500 registrations were cared for during morning, afternoon and evening programs at six BFL locations, as well as at Olivet Baptist Church.
- A total of 14,480 service hours were delivered; each child was served for an average of 38.5 hours.
- In total, the children came from 47 ethnic backgrounds and spoke 35 different languages. 119 children had English as a first language; the other main languages were Mandarin, Arabic, Farsi and Spanish. As 13% of the children have come to Canada within the past two years, English language development was an essential part of our program.
- Through the support of the CKNW Orphan's Fund, the program was able to provide a nutritious snack for each child in all sessions. Based on the feedback from parents, this service is extremely useful. Parents are able to gain knowledge of different types of food that are appealing to the children and the children develop good eating habits.

Special Thanks

Sears Metrotown, through their Christmas Wish Tree, sponsored the Children's Program for the eighth year, providing over 50 gifts. The Alpha Secondary School grade 11 and 12 hairdressing classes bought 30 gifts so that every child in the Baby and Me group received a gift at Christmas. This year Gary Begin, a former BFL Board member, delighted the children by playing a jolly Santa Claus! We also wish to thank all the volunteer childcare workers who donated 513 hours of service to our program, enabling staff to spend more time with each child which contributed significantly to the success of our services. Cobs Bakery at Brentwood Mall donated bread and baked goodies for our clients.

Gabriele Pistor
Supervisor of Childcare and Family Resource Programs

Violence Against Women Counselling

Counselling Services provides free counselling and therapy groups for women who have experienced abuse (i.e. physical, sexual or emotional, including witnessing domestic violence as children). The mission of the programs is to educate, support and empower women so that they may heal from the impacts of trauma and lead healthy and productive lives.

Funding

The programs are funded through the Ministry for Public Safety and Solicitor General, Ministry of Attorney General and Fraser Health. While the programs primarily serve residents of Burnaby, adult survivors of childhood sexual abuse are also seen from other communities.

Programming

This service area provides one-to-one counselling and a range of therapy groups: Discovery and Empowerment, Images for Healing (art therapy) and Adult Survivors of Sexual Abuse (stages 1-3). Master's level psychotherapists/counsellors and student interns, enrolled in a counselling master's program, provide the services. All programs provide violence and gender-informed, women-centered care to ensure that women feel safe and empowered.

Achievements

- Client surveys indicate the following program outcomes:
 - 100% of clients in Adult Survivors of Sexual Abuse groups reported feeling safer
 - 97% felt decreased anxiety and depression
 - 93% reported greater awareness of self and feelings
 - 93% used coping strategies
 - 92% set better boundaries, improved communication
 - 90% understanding of the impacts of abuse
- The programs provided services to 114 women for a total of 13,874 direct client hours; each client was served for an average of 122 hours.
- Women represented 20 cultural/ethnic backgrounds and nine different languages.

Special Thanks

We are grateful to have had the support of four counselling interns from various universities: the Adler School of Professional Psychology, the University of British Columbia and the Vancouver Art Therapy Institute.

Judith Prat, MA, M.Ed, CCC
Supervisor, Counselling Services



Children Who Witness Abuse Program

This program is an intervention and prevention program for children and youth, ages three to 18, who have been exposed to domestic violence. The goals of the program are to help children and youth heal from the trauma they have experienced and to end the cycle of intergenerational abuse.

Funding

Funding is provided through the Ministry of Public Safety and Solicitor General and the Ministry of Attorney General.

Programming

The program offers free individual counselling for children and youth and support for parents/caregivers and families residing in Burnaby.

Achievements

- Pre and post outcome measurement surveys completed by clients indicate:
 - 100% of children had increased feelings about self
 - 100% of children had an increase in how loved and cared for they feel
 - 80% of children increased their ability to talk about and show feelings
 - 60% children had an increase in sense of safety
- 70 children, youth and parents/caregivers received direct counselling support and 2,474 hours of service were provided; each client was served for an average of 35.3 hours.
- 10 cultural/ethnic backgrounds and eight different languages were represented.
- Support to children was enhanced by group in partnership with the Multicultural Family Support Services Society.

Special Thanks

Thanks to the Caring Hearts for Underprivileged Children's Society for the donation of knitted blankets, which were appreciated by the children.

Judith Prat, MA, MEd, CCC
Supervisor, Counselling Services



**Image from the Counselling Department's Art Therapy Program*

We're
2010 | Listening

Accountability at Burnaby Family Life

We're Listening

With clients representing 98 different cultures, Burnaby Family Life serves people from all walks of life who collectively speak 58 different first languages last year. Our clients face all number of challenges and barriers and as those challenges grow and evolve, our goal is to be responsive and flexible so that our services can best meet their changing needs. We do our best to listen to our clients and adapt our program delivery to cater to the broad and diverse community that we serve. Obtaining and responding to feedback from our program participants, employees and stakeholders is an ongoing process at Burnaby Family Life and essential to our commitment to Continuous Quality Improvement. As a result of surveys, discussions with program participants and interagency groups, significant changes that improved service delivery were made last year.

In our effort to listen and be responsive, we're proud that our staff collectively speak 40 languages and we are offering some of our programs in languages other than English, such as Mandarin, Arabic, Farsi and Dari. In the following pages, you'll see specific improvements made in individual programs.

Many of our programs are offered in cooperation with one or more of our partner organizations. We work with dozens of like-minded partners to offer the services and achieve the results that our clients and community need and expect of us. We listen to the needs of our clients and the needs of our partners and bring people together to help serve our population and make this the community we want to live in.

Accreditation

Working with sensitive populations like abused children, refugees and victims of violence, Burnaby Family Life is keenly aware of the need to meet the best practices of the social services sector. In our commitment to professionalism and upholding the quality of service that our clients deserve, we have invited two separate international accreditation organizations to review our agency and hold us accountable to the highest level of standards and expectations for our sector.

Burnaby Family Life is proud to have been accredited by both organizations: The Council on Accreditation (COA) and the Commission on Accreditation of Rehabilitation Facilities (CARF). COA awarded Burnaby Family Life a certificate stating that "COA is proud to welcome Burnaby Family Life to the Community of Excellence, that unique group of providers that meets the highest standards for professional performance." In 2008, Burnaby Family Life was recognized with two exemplary awards by CARF for responding to the diversity of the community and building community capacity.



Client Success

The thousands of clients we serve all face different forms and levels of adversity and it's our sincere hope that we can assist and empower our clients to conquer the adversity that they face in their lives. And we're very proud to say that our clients do gain the tools, skills, confidence and empowerment that they need to reach their personal goals and overcome the challenges and barriers they face. It's our desire to share their stories of success, both as a beacon of hope to those who are still struggling with adversity and as a symbol of pride in our staff, volunteers, partners, donors, sponsors, funders and the clients who make such incredible breakthroughs; their successes and stories make all of our efforts all the more worthwhile.



Prenatal and Postnatal Services

- We purchased folic acid to give to some prenatal clients to replace the prenatal supplement that was too hard on some clients.
- We brought St. John's Ambulance in to facilitate a learning session on infant safety and first aid at the request of our clients.
- We provided a trading system for the organic produce which is handed out once a month to ensure that no one is throwing away produce that they will not use when taken home.
- We facilitated some Mother Goose sessions and some infant massage sessions to increase opportunities for clients and babies.

"When I came to this program I was depressed and the staff of this program helped me a lot especially Maria and Lisa, Roza and Nilou. In this program I experienced how to take care of myself during pregnancy and how to take care of my baby, because it was my first baby and I didn't have any experience."

Family Resource Program

- Based on the request of having more programs for working parents, we have a new Edmonds Saturday Drop-In and Saturday Mother Goose.
- We received requests to have guest speakers come to talk to the Baby and Me Second Stage Group about different topics more often. Now we have guest speakers two to three times each month. On the days when there's no guest speaker our clients choose the topics.
- We try to make our circle time special and include different activities like singing, rhymes, circle games, felt stories, books from the library, dancing and playing with the parachute.

"What impressed me the most was the high standard of staff here. I can tell they were very much experienced. They give me a lot of useful advice and examples."

Children's Program

- We did buy new toys as requested by some parents.
- We accepted children from the Pregnancy Outreach and Baby and Me Program into the Childcare Program who are only 12 to 18 months old so the parents could concentrate in their group sessions.

"Staff helping to come up with a plan to help my son behave in a group - it was a plan over 3-4 weeks and it helped a lot!"







Morley

Parents wanted to know: "What are our children learning if they are playing?" To answer these questions:

- Staff post a weekly planning calendar for parents to see how simple activities support young children in learning science, socials, math and much more.
- Staff document children's learning by photographing children as they "learn through play" and post these pictures for parents.
- Our monthly newsletter is a great way for parents to read about their children's interests and learn how to support their children's learning at home!



Burnaby Family Life: Serving a Diverse Community

<u>Ethnocultural Background</u>	<u>Clients</u>	<u>By Percent</u>	
English Canadian	1,200	38.5%	
Chinese	776	24.9%	
Afghan	100	3.2%	
Korean	81	2.6%	
Taiwanese	65	2.1%	
93 other cultural backgrounds	891	28.6%	

Since 2008, Burnaby Family Life has seen a 12% increase in the proportion of clients from ethnocultural minorities.

Violence Against Women Counselling Program

- In order to create more accessibility to groups and to meet the diverse needs of Burnaby residents, a grant proposal was sent to the Canadian Women's Foundation in order to be able to run an ongoing, drop-in group for young women who have experienced abuse, but not necessarily childhood sexual abuse.
- Clients requested "more flexibility on the weekly schedule." The counselling team is discussing the possibility of seeing some clients every other week. (This may also ensure more accessibility to the program.)
- Counselling Services continues to offer early morning, daytime and evening sessions, when resources allow.
- In response to client requests, another art therapy group will run in the fall of 2010 and a relationships group will be offered in January of 2011.
- To accommodate clients who require a transportation subsidy in order to access services, the counselling program provides bus tickets if needed.

"This group saved my life."

"Felt safe to share anything, felt accepted, shared things that I have never talked about before."

Children Who Witness Abuse Program

We're Listening

- To accommodate clients who require a transportation subsidy in order to access services, the counselling program provides bus tickets if needed.



2010 | Gratitude

Donors|Thank You

Businesses & Organizations

Alpha Secondary School
Anton's Pasta Bar
BC Hydro--Hydrecs Fund
Bell Canada
Brentwood Town Centre
Burnaby Firefighters Charitable Society
Burnaby Kwik Kopy
Burnaby NOW
Helping Families in Need Society
Lochdale Community School Association
Lotus Café
ProOrganics
Provincial Employees Community Services
RBC Insurance
Royal Canadian Legion #148
Sears Metrotown
Sheldan Wood Creative Associates Ltd
Shoppers Drug Mart Store #253
Simba's Grill
TELUS Community Ambassadors
United Steelworkers of America
Valley Bakery
Vancity

Individuals

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Goody Aul
Anne Bailey
Glenda Bekar
Dennis Black
Ruth Blight
Harry Bloy, MLA
Noreen Boudreau
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Douglas Soo
Barbara Spitz
Yen-Hui Su
Willian Tsai
Lynne Van Meer
Andrea Wadman
Dan Vivian Wang
Xi Yu (Christiane) Xie
Leonard Yan

Volunteers | Thank You

Zahra Alagheband
Neveen Alaloul
Shiara Alwis
Denise Ang
Goodie Aul
Anita Bordon
Sadaf Butt
Josielyn Carlos
Stella Castillo
Winnie Chan
Nicole Charles
Donna Cheltenham
Ying Chen
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Tara Young
Mei Zhang
Si (Sunny) Zhang



Burnaby Family Life
A place to go... a place to grow!

2010

Annual Report