



ANNUAL GENERAL MEETING, SEPTEMBER 15, 2021



**We acknowledge we are on the unceded territory of the Muskweam Nation;
Traditional Name X'Muzk'I'Um; Meaning "People Of The River Grass"
In loving memory of the remains of 215 Indigenous Children**

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MISSION STATEMENT

South Vancouver Family Place's mission is to support and strengthen all families, with young children, in building healthy relationships and community networks by providing services and programs in a welcoming, nurturing, stimulating, and respectful environment.

OUR VISION

South Vancouver Family Place envisions a connected community of happy, healthy families where everyone is safe, engaged, and welcome.

BOARD OF DIRECTORS

Wendy Ma - Chair	Angie Blair	Rob ListECKi
Carole Wong - Treasurer	Lal Dhillon	Jannie Szeto
Lindsey Bogunovic - Secretary	Sumitra Quiring	

STAFF TEAM

Julio Bello-Executive Director	Carrie Cassidy	Erika Siu
Victoria Ragas	Kenia Borges	Kristen Buchanan
Ingrid Rios	Manjit Garcha	Seema
(Eva) Eun Kyoung Joung	Mst Farida Yasmin	Aarushi
Ann Asselstine	Hannah Shin	Katie Simmons
Renee Parker	Maiya Aliyeva	Sofia Maxine Relota
JiaQi (Isabella) Guo		

MESSAGE FROM THE BOARD CHAIR



On behalf of the Board of Directors, welcome to the 2021 Annual General Meeting (AGM) of South Vancouver Family Place (SVFP)! We would like to acknowledge that the land on which we gather is the unceded territory of the Coast Salish Peoples, including the territories of the xwməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səlílwətaʔ/Selilwitulh (Tsleil- Waututh) Nations.

2020-2021 continued to be a year of adjustment for SVFP during the global pandemic. We closed and then re-opened Kids Care Preschool programs, with changes in staffing. While our drop-in programming pivoted to outdoor pods, we lost our Fraser Lands location and continue to seek an alternative permanent location in River District. We embarked upon new Food Security programs to serve families during these uncertain times.

In April, the staff and board embarked upon a strategic planning process to produce a road map for the organization. With a refreshed vision and mission, and articulated action plans, SVFP is positioned to move ahead over the next five years guided by the goals developed by our stakeholders.

We are optimistic as the province seems to be entering the next stage of economic recovery and opening up more opportunities for us to support families through expanded programming in the months ahead. We continue to be proud of the committed staff team who persevere to provide programming to our communities, and we continue to do our best within the guidelines provided by the provincial health authority to keep everyone safe should the situation change.

Once again, I would like to take this opportunity to thank all of the dedicated staff and volunteers who support SVFP, as well as the volunteer board of directors who work with me to govern this wonderful community organization. Special thanks to outgoing board members Angie Blair and Lindsey Bogunovic for their service to SVFP. We share our successes with our partners, funders and donors, whose ongoing support is more important than ever during these difficult financial times.

We look forward to your continued patience and cooperation as we navigate through the rebuilding of our programs in the year ahead, and hope that families in our community remain safe, healthy and happy.

Wendy Ma



MESSAGE FROM THE EXECUTIVE DIRECTOR

As I reflect on another busy and challenging year—and as we grapple with a world changed by COVID-19—I'm struck by the perseverance and resilience of the people in the communities we serve and in the much-needed support and leadership that South Vancouver Family Place Staff and Board continues to provide for them.

It has been quite a year and one that has unfolded in ways that I could not have imagined. Beset with a worldwide pandemic, we have been challenged as individuals, families, and communities to respond to and manage the impact of COVID-19 on our lives, livelihoods, and services. Like many of you, I am both encouraged and comforted by how we have all responded. We have demonstrated remarkable resilience in the face of daunting and uncertain times.

South Vancouver Family Place (SVFP) is a community service agency that provides a range of programs and supports to individuals and families with unique needs and strengths. With close to 20 staff and 40 volunteers, we share a common purpose—to promote social wellness for our community. In addition to that shared mission, every team member is focused on three common themes in our work—to instill hope, strengthen fortitude, and build resilience. Personal, familial, and community resilience provides us with the capacity to withstand and overcome the challenges that life brings our way. It is a critical foundation for child development, personal growth, and community building.

Indeed, our organizational resilience has been tested in ways we have never seen before this past year. Faced with the conflicting challenges of keeping ourselves and our families safe amid a pandemic, we also endeavoured to continue to serve people who counted on us—to put a meal on the table, to keep a roof overhead and to support them through a variety of challenges and struggles. We have innovated and expanded how we work as a team. How we serve clients has changed, along with how we connect to the community. We have remained calm, communicated well, and have been a source of comfort to others. It has indeed strengthened us in many ways.

At the same time, we recognize that some of the most vulnerable and less resilient individuals and families we serve are more at risk. Families become fractured—domestic violence increases, and food insecurity is on the rise. The number of deaths by overdoses is now at a record high, while the incidence of social isolation and mental wellness is a concern. Sadly, racism has also revealed itself amid this very uncertain and disquieting time.

Our work as an agency and as part of the community will continue to improve; we will continue to learn and pivot when the need arises and continue fighting for those who can't. We will approach it with hope, fortitude, and resilience.

It is important to note that our organizational resiliency is built upon the support that we continue to receive to do our job. Thank you to the donors and volunteers, local businesses, large corporations, charitable foundations, and government funders.

As partners in caring for others, our relationship with all of you has never been more critical and more rock-solid. You continue to walk with us every step of the way as we navigate this pandemic. Thank you all for being there with us.

It has been an honour to work with excellent dedicated staff and a supportive Board.

Julio Bello: Executive Director

OUR FUNDERS AND COMMUNITY PARTNER SHIPS

FUNDERS

City Of Vancouver

Ministry of Children and Family Development
(MCFD)

BC Gaming

Prospera Credit Union (formerly Westminster
Savings Fdn)

HRDC (Summer jobs)

United Way of Lower Mainland

Vancouver Coastal Health

BC Council for Families

BC Center for Ability

Donors and Friends of SVFP

COMMUNITY PARTNERSHIPS

Family Services of Greater Vancouver

Pacific immigrant Resource Society

Growing Eden

Vancouver School Board

5 Family Place Partnerships

Vancouver Public Library

South Vancouver Health Centre

South Vancouver Neighbourhood House

SVFP ANNUAL REPORT

Family Drop-ins: South Vancouver and and Fraserlands Locations



489

New in person family connections



19,992

Total Visits— 9,613 Adult Visits and 10,379
Children Visits



562

Distinct families



349

Days of programs

Mental Health

Over 384 hours of
one-on-one
counselling and
parent building
capacity

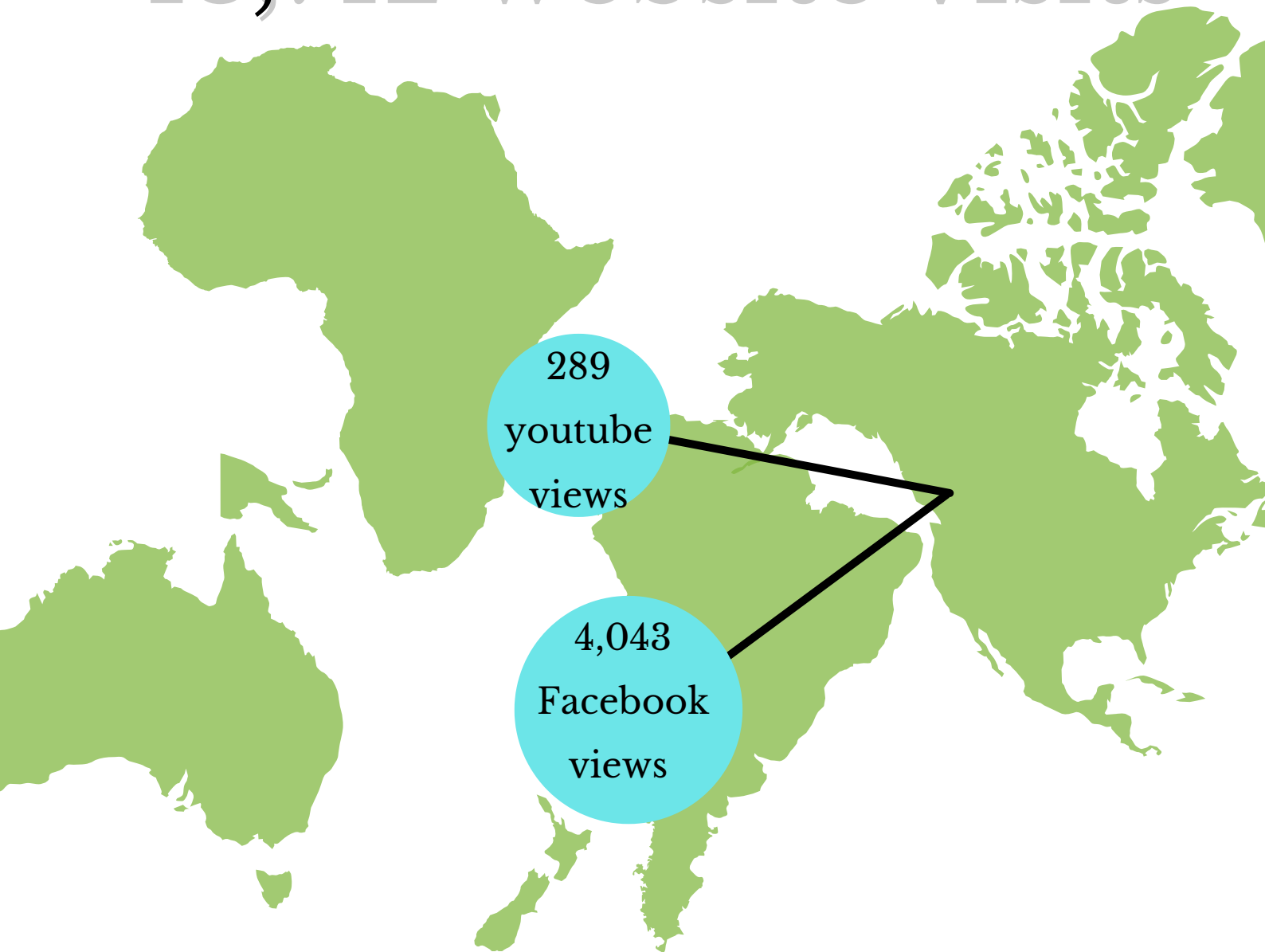
Food hub

SVFP in partnership
with United Way,
SVNH, and PIRS
served 3400 hot
lunches for children
and delivered 5,120
food hampers

Online Activities

SVFP published 131
children arts & crafts
activities; story time
and activity videos

13,712 website visits



SOCIAL MEDIA OUTREACH

We received **4,043** views on our 30 Facebook videos, and **289** views on our 6 Youtube videos. Additionally, the SVFP website received **13,712** visits from families all over the world

COMMUNITY OUT-REACH

During the past year, we offered online content on social media that included capacity building workshops, story time, and sing-along activities. We also did curb-side outreach; 1:1 family and individual counselling, referred families to the public health nurse, the neighbourhood houses, strong start, Canucks Family Education centre, Mosaic, building blocks, PIRS, food bank, Work BC, preschool, Watari, etc., which provided additional resources to families.



489 Families reached online



617 hours of outreach

PARENTING EDUCATION AND ADULT SUPPORT

We offered the following parenting education workshops: Nobody's Perfect; Positively Inspired Parenting; Frolicking Families; Parent wellness workshops; Online Spanish support groups



55 sessions of parenting education/workshops



95 hours of parent education



372 total attendees (adult and children)



96 families receiving 1:1 counselling

MCFD EARLY YEARS LITERACY

Covid-19 has made it very difficult for many families to feel safe as they go about their day with their young children, but even so, being part of the early years-literacy activity has given many families the opportunity to feel safe in a place where they can share their feelings as well, as the joy of participating in the different activities with their child.



320 Families served



137 days of service



344 hours of group service



3184 of visits (adults and children)

It has been a challenging but educational learning process. We have grown and expanded our resources, stretched and strengthened our capacity during these unprecedented times.

KIDS CARE PRESCHOOL

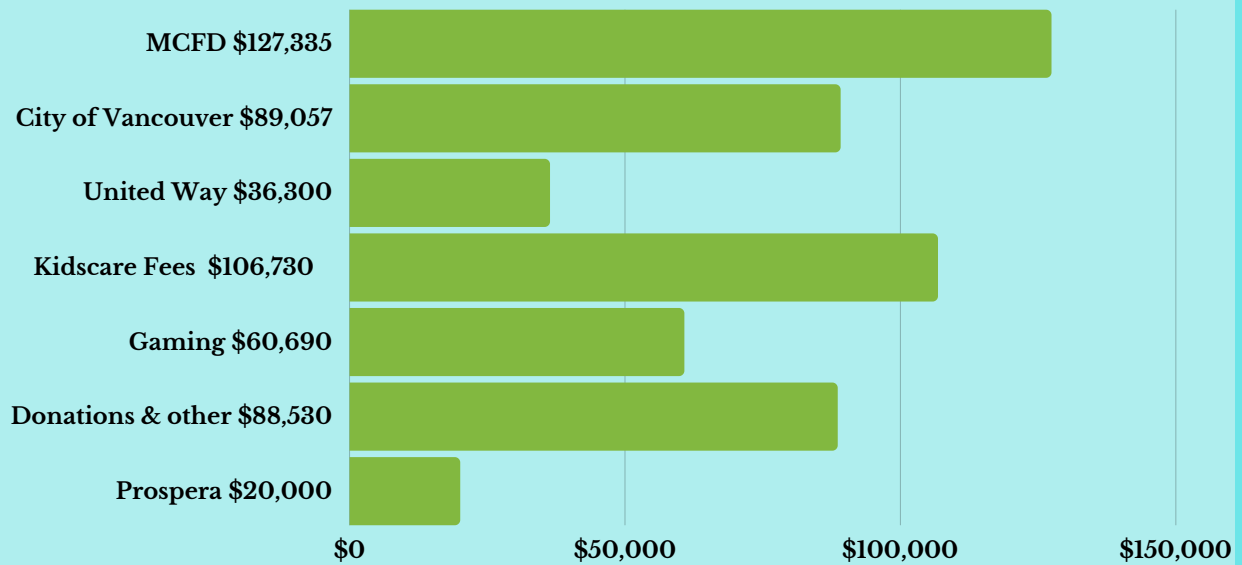
The last school year was not an easy year for everyone. But please give yourself a big hug, we DID it! Due to COVID many extra-curricular activities were cancelled but we maintained classroom and learning outcomes. Fortunately, we have a group of supportive parents and lovely children, whom we could not have done this without. We hope 2021-2022 will be a better year and we are prepared to offer fun and exciting programs and projects for the children.



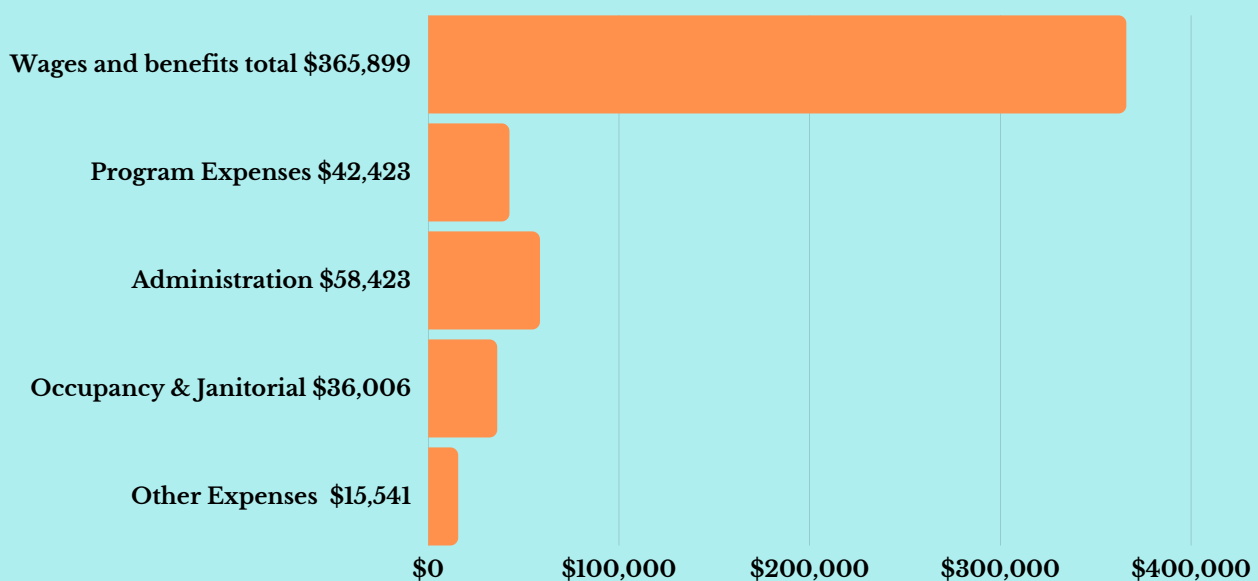
FINANCIAL SUMMARY

FY 2020-21

Total Revenue \$ 528,643

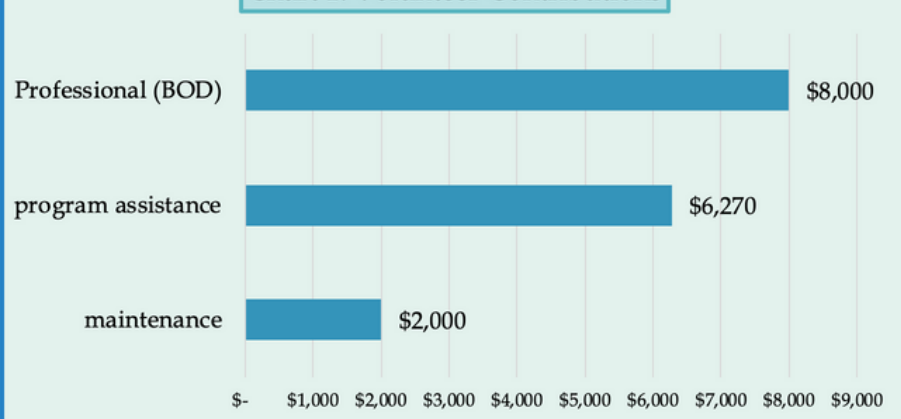


Total Expenditures \$518,292



VOLUNTEERS AND DONATIONS

Chart 1. Volunteer Contributions



There was a total of 25 Volunteers contributing 518 hours valued at \$8,270 worth of service; and 9 Board of Directors contributing 320 hours and valued at \$8,000 worth of professional services.



Chart 2. InKind Donations



The total in-kind contributions for the Fiscal Year 2020-2021 were valued at \$8,591.

Success Story

To whom it may concern,

Thank you for your donation to the South Vancouver Family Place. Because of your funding, my daughter and I can benefit from the program.

During the pandemic, we feel safe to come to the Family Place. Everyone has to wash their hands before sign in. Then we need to take our temperature check, and fill out the health questions before entering the playground.

All staff are friendly and knowledgeable. If I have any concerns about my child's development, I talk to them and share my concerns. They will give me useful advice, and let me know what I can do. Sometimes, I don't know how to express my feelings in English. However, they understand me, and I am not feeling anxiety.

My daughter feels very welcome here since the staff are truly caring and understanding her. She is super excited to visit the family place. She can play sandbox, play slide, and do arts here. She enjoys circle time with singing. When she goes back home, she always asks when we go to the family place again.

Thanks to all the funders, staff and volunteers in the South Vancouver Family Place.

Sarah. Kaylie

Sincerely, *Aug - 24 - 2021*

