

# 2023 AGM REPORT

South Vancouver Family Place Society

Incorporated 1977

## A message from our Executive Director:

South Vancouver Family Place continues to strive for excellence in upholding best practices, embracing diversity and inclusion, and establishing a strong foundation for our future. To this end, we were successful in achieving our program outcomes which is such a huge accomplishment. We have begun a fulsome journey into Equity, Diversity, and Inclusivity work.

## IMPACT SNAPSHOT

**1812** Food Insecurity Impact  
Food Hampers

**1138** Families and Children  
served

**70** Participants from our  
ECE and Supply Chain  
Management Course



SVFP SOCIETY

FAMILY SUPPORT  
SERVICES

South Vancouver Family  
Place

7710 Nanaimo Street  
Vancouver BC

Phone: 604 325 5213

Website: [www.svfp.org](http://www.svfp.org)

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# Message From The Board Chair



On behalf of the Board of Directors, welcome to the 2023 Annual General Meeting (AGM) of South Vancouver Family Place (SVFP)! I 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 xwməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səlílwətaʔ/Selilwitulh (Tsleil- Waututh) Nations. 2022-23 has been another year of growth for SVFP, both in terms of operating budget as well as the programs and services that we offer to the community. We are pleased to have continued support from the City of Vancouver as we renew our lease and remain at our current location, as well as develop plans for a new permanent shared programming space in River District.

With new programming and staffing, the team has endured ongoing change at many levels, and should be applauded for their tireless efforts in pivoting to ensure seamless delivery of programs and services. 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 member Andrea Pohlers, who has served for a number of years on the board. We also share our successes with our partners, funders and donors, whose ongoing support is more important than ever during these increasingly difficult financial times.

After serving as the board chair for the last four years, I am ending my tenure at SVFP with mixed feelings of sadness and gratitude. It has been an honour and a privilege to work with my fellow board members to further the mission of the organization. I leave with a warm heart knowing that SVFP is well positioned to better serving the needs of families in our community through continually providing relevant programs and services.

I leave you in the capable hands of Haylie Samson, who will succeed me as chair of the board of directors. Please join me in welcoming our new board members as well as Haylie to the helm.

Wendy Ma

# Message From The Executive Director



A year ago, our Annual General Meeting (AGM) in person and the theme was Bouncing Back. We had a lot more bouncing to do than we perhaps thought as COVID-19 continued to impact our lives. How encouraging it is that this year's AGM theme is positively focused on Emerging Even Stronger.

That theme resonated with many of us because through the pandemic, we learned so much, we adapted how we conduct business and continued to grow and develop as an organization. Some of the areas that exemplify our growth and strength are the number of children, youth and their families that we have served this past year. Despite all the challenges we have all faced together, the need from our community for mental health support was greater than ever before. Our dedicated staff have worked tirelessly this past year to keep up with the need. We also received three new projects this past year. South Vancouver Family Place continues to strive for excellence in upholding best practices, embracing diversity and inclusion, and establishing a strong foundation for our future. To this end, we were successful in achieving our program outcomes which is such a huge accomplishment.

We have begun a journey into Equity, Diversity, and Inclusivity work. We had two board members of our leadership team retire and were pleased with the seamless succession plan to replace both. We are saddened to see Wendy Ma go but also excited for her as she enters a new path. We wish her all the best.

We thank our front line staff for their ongoing commitment and dedication in supporting the children, youth and families who turn to our agency for much-needed mental health services, family drop-in and employment services. The supervisors who support staff also play a critical role in ensuring they feel valued and heard. Our leadership team provide the steady, professional foundational pieces that make SVFP the high-functioning organization that it is.

A special thanks to our Board of Directors who have continued to be strong supporters and engaged partners in all that we do at South Vancouver Family Place and their interest and commitment are much appreciated.

Finally, a word to the families and youth we serve and the partners we work so closely with every single day: collaboration is a core value that we strive to achieve in all that we do. Children, youth and their families and our community partners allowed us to accomplish all that we have this past year. We are so proud to work alongside you and are very grateful for your ongoing support, commitment, and engagement. Together we can create new paths for the future.

THANK YOU  
Julio Bello



# PROJECTS

# DETAILS

# OUTCOME

## Early Childhood Educator Diploma Program (ECEP)

The ECEP hopes to train 40 Participant in Early Childhood Education in partnership with The Province and VCC,

- Target was 40 Participants Enrolled in the Project
- Results was 30 Graduated and 90% are working

## Supply Chain Management Diploma Program (SCMDP)

The SCMDP hopes to train 30 Participant in Supply Chain Management in partnership with The Province and SELC,

- Target was 30 Participants Enrolled in the Project
- Results First Cohort - 15 Participants Just entered Work Experience Placement

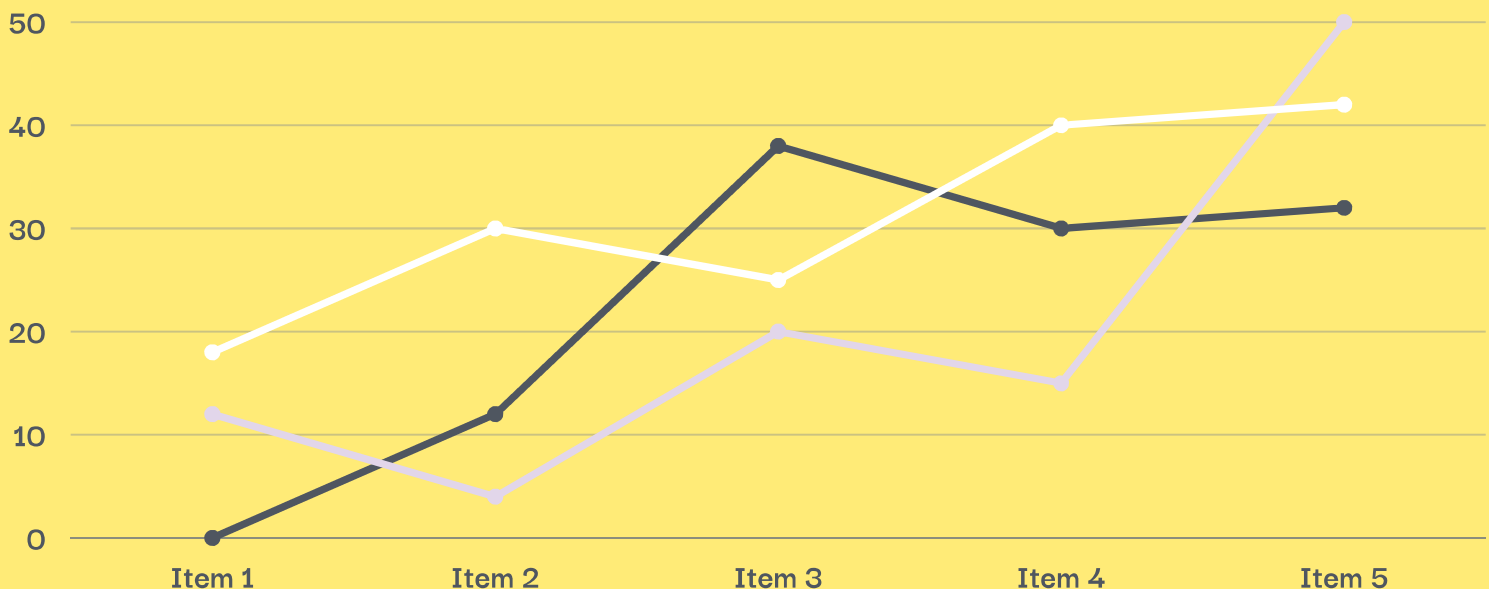
## Staff and Board Training: Musqueam 101 - Indigenous Workshop

The Musqueam 101 hopes to train 60 Staff and Board Participant in The Land You Stand On, Pathways to Teaching Indigenous Culture & Concepts Respectfully and The Truth Before Reconciliation.

- Target 60 staff and Board Members Attended from the 5 Family Places

FUNDS  
RAISED

# \$1,068,539



# Board of Directors

## 2022-2023

### Board of Directors

Wendy H Ma -Chair  
Haylie Samson - Vice Chair  
Carole Wong - Treasurer  
Sumitra Quiring - Secretary  
Andrea Pohlers  
Lal Dhillon  
Rob ListECKi  
Jannie Szeto  
Tiffany Lee

### Family Resources Programs

Ann Asselstine  
Carrie Cassidy  
Renee Parker  
Eva Joung  
Ingrid Rios  
Kenia Borges  
Farida Yasmin  
Timea Quon

### Kidscare Preschool Staff

Maiya Aliyeva  
Kelly Li Chunyan  
Erika Siu  
Hanna Shin  
Florence Kwan  
Julie Anne Carino

#### Janitor

Manjit Garcha

### Employment Counsellor/ Other

Mandana Hojjat, Punit Gill (EC)  
Juana Juan  
Angelica Jose Gaspar  
JiaQi Guo  
Sofia Relota  
Rona Mapili  
Krestal Abundo  
Engelica Cruz  
Rojean Murillo  
Yara Fagundes  
Daniela Lopez

### Administration

Julio Bello - Executive Director  
Victoria Ragas- CFO and Administration Officer





# Mission Statement

## 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 Society envisions a connected community of happy, healthy, families where everyone is safe, engaged, and welcome.

# Funders and Partners

## Funders

City Of Vancouver

Ministry of Children and Family Development;

BC Ministry of Poverty Reduction -PBMLT Project

BC Gaming

Prospera Credit Union

Canada Summer Jobs

BC Center for Ability

Community food Center

Community Workforce Response Grant (CWRG)

Donors and Friends of SVFP

## Community Partnerships

Vancity Credit Union

5 Family Places Partnership

South Vancouver Neighbourhood House

Pacific immigrant Resource Society (PIRS)

South Vancouver Health Center

Growing Eden

Family Services of Greater Vancouver



**WESGROUP**





# SVFP Program Stats

## Food Security Program

Food Hub in partnership with  
SVNH, Re-Foods and PIRS

**1812** Food hampers distributed to **193** families  
**8** volunteers contributed **280** hours





# SVFP Program Stats

## Family Drop-in

**310** Total families served

**465** Total children served

**196** Days open

**850** Hours of service



## At Fraserlands Outdoor Program

**100** Fraserlands families  
Over **200** hours  
service





# SVFP Program Stats

## Community Outreach and Other Supports

**87** Families served by community Nurses

**275** New families reached

**612** Hours invested in one-on-one giving referrals and information



# SVFP Program Stats

## Parenting Education

Over **73** hours of parent education and  
interactive parent-children activities  
**249** adult and children served



Positively Inspired Parenting  
Nobody's Perfect  
Parent-Child Interactive workshops  
Summer Run  
Outdoors group  
Sleep workshop





# SVFP Program Stats

## Early Years

Over **450** hours of service

**2,618** adults and children visits

**222** hours direct one-on-one intervention



# Social Media Outreach

**17,472** Total website visits

**706** Total facebook hits

**417** Total website Early Literacy  
Activites published

## Reach

**2.6K** -25%

from previous 28 days

## Engagement

**664** -60%

from previous 28 days

## Impressions

**5.8K** -33%

from previous 28 days

## Net followers

**6** +100%

from previous 28 days

## Top cities

Vancouver, BC, Canada

411

Burnaby, BC, Canada

51

Surrey, BC, Canada

29

Richmond, BC, Canada

26



# Kids Care Preschool

Over 70 children served



# Letters from Preschool

## Parents

I have two daughters that attended Kids Care Preschool. My daughters attended 2020-2022 and 2021-2023. The daily schedule provides a good mix of free time to play toys, craft/art activities, circle time and outdoor play. Highlights of the program include special events such as holiday parties for the kids, field trips and special activities such as Grandparents Day, Christmas Party and Year end Picnic.

Both kids really enjoyed their time at preschool and it was a good foundation for grade school. They made happy memories with the support of the kind and patient teachers at Kids Care.

Janet

Good day!

I am a proud parent of 3 little girls that have now attended Kidscare Preschool. My youngest (Savannah Singh) will be graduating in June. As a parent, I can not even begin to say enough good things about Kidscare Preschool.

My children ALWAYS looked forward to going to school. They were received with a warm hug from teacher Maiya every day and even my oldest who is now 10 years old still remembers that. They always came home with cute little art and crafts that were proudly displayed in the fridge (some are still there). The teachers always communicated every little piece of information which I much appreciated! All the teachers fostered an incredibly respectful & nurturing environment which allowed my children to grow and learn. My kids learned right from wrong, good over bad. They learned to share, care and most importantly, the importance of being good people. Of course my husband and I have a hand in this too J The kids were exposed to a balance of playtime, free time, outside time and a routine which they will carry and have carried onto Kindergarten. I can't even put a price on the importance Kidscare has played in our lives and that of our girls.

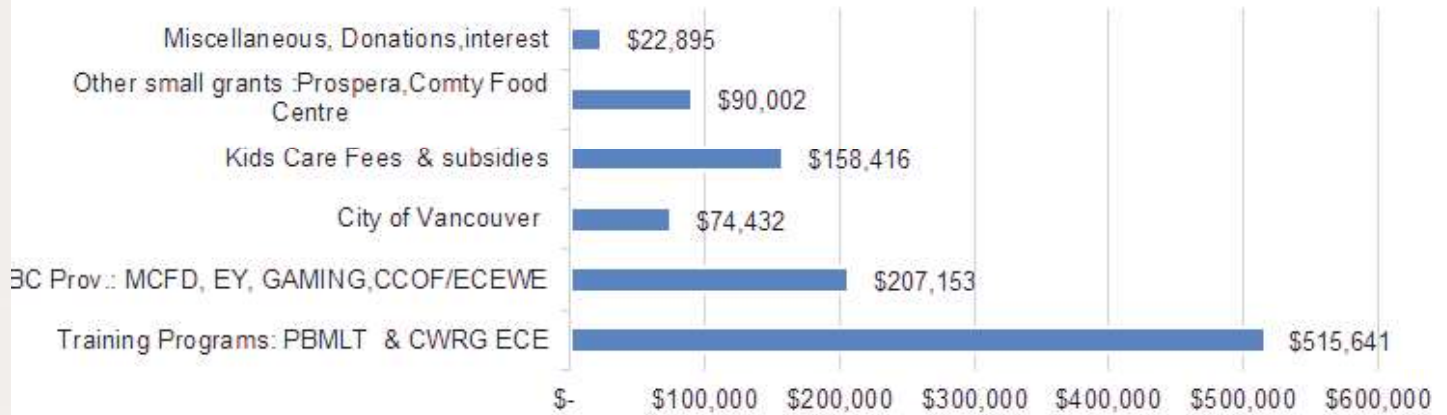
When I ask my children who their favorite teacher is, the answer is still the same, Teacher Maiya. Teacher Maiya is by far the BEST educator I have come across in my journey of parenthood thus far. It is kind humans like Maiya that really elevate teaching standards to a superior level and I'm just so incredibly happy to share that my children all experienced her kindness first hand.

In closing I just want to say a heartfelt thank you! Thank you to Kidscare Preschool and all the people behind the scenes that help make this little school a hidden gem in South Vancouver

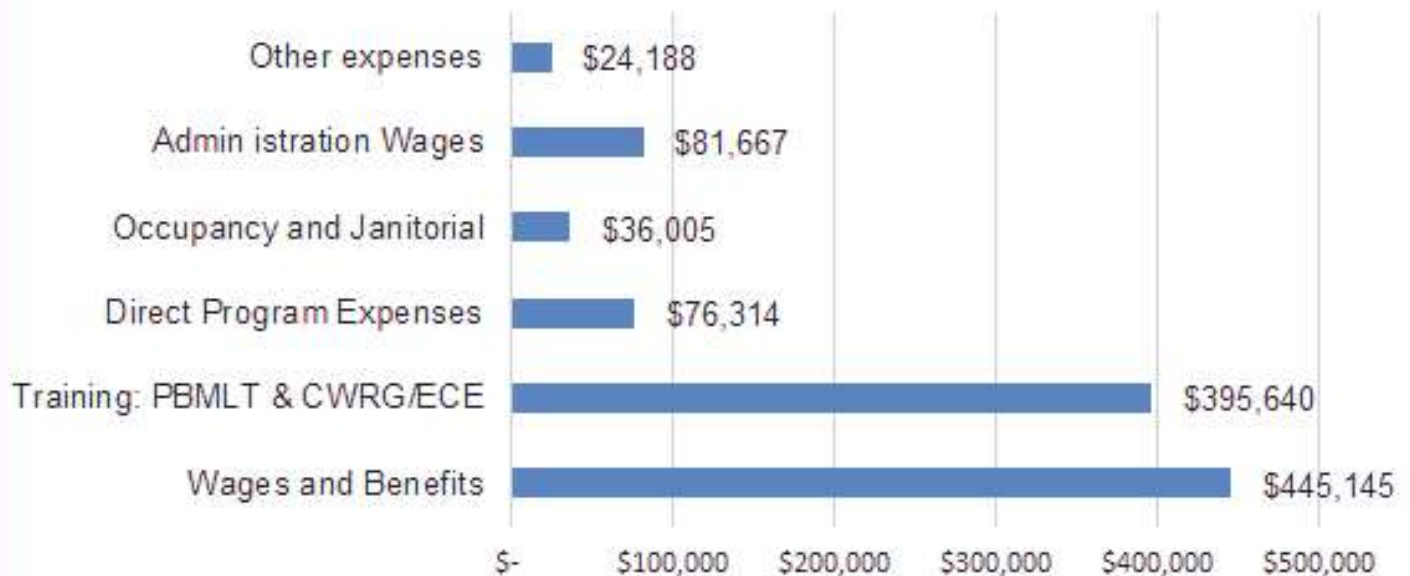
Warm regards,  
Jasmine Singh

# FINANCIAL SUMMARY

Total Revenue \$1,068,539



Total Expenditures: \$1,058,959





# VOLUNTEERS/DONATIONS

**34** Total Volunteers

**9** Board Directors

**7,050** Board Value

**10,360** In kind Donations

**37,280** Total Dollar Value of Volunteer  
Position

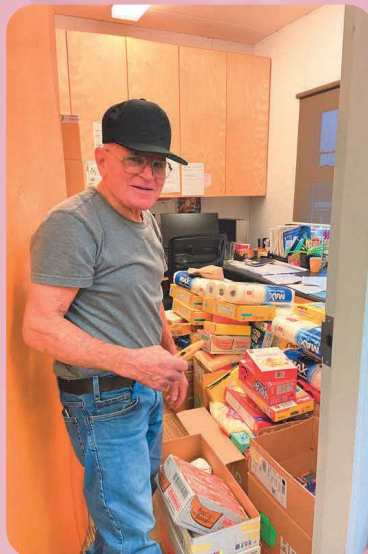
# Special Thanks for Volunteering for 6 Years



Eddy Borges

Eddy comes all the way from Cuba to visit his family here in Vancouver and his next stop is South Vancouver Family Place, where he has dedicated his time during his visit to keeping our gardens, SVFP and Kidcare preschool grounds. Eddy has been working tirelessly since 2018 with a smile in his face giving back to our community and coming back over and over again helping everywhere he can.

We want to thank Eddy from the bottom of our hearts for his devotion and commitment to our Family Place. Muchas Gracias Eddy





# VOLUNTEER TESTIMONY

I hope this email finds you well. I wanted to take a moment to express my sincere gratitude for providing my 14-year-old child, This is Williams first job outside of his school

The opportunity you extended to him has made a significant impact on his personal and professional growth, and I am truly grateful for your support. Throughout Williams time with your organization, he had the chance to learn and develop essential skills, gain practical knowledge, and observe firsthand how a professional work environment operates. Your guidance, mentorship, and encouragement have played a crucial role in shaping his understanding of the working world and fostering a sense of responsibility and dedication. I appreciate the effort and dedication that you and your team have demonstrated in providing a safe and inclusive environment for my child to learn and contribute.

The experience has allowed him to build confidence, improve his communication skills, and develop a strong work ethic. I am particularly impressed with the thoughtfulness and care given to assigning meaningful tasks that challenged his abilities while providing a supportive framework for growth. It is evident that you have invested time and energy into creating a positive and enriching experience for young individuals like William.

Please extend my heartfelt appreciation to the entire team at South Vancouver Family Place for their patience, guidance, and support. Their collective effort has made a lasting impact on William's personal and professional development. Once again, I want to express my deepest gratitude for the incredible opportunity you have given my child. I believe that this experience will serve as a strong foundation for his future endeavors. I hope one day he will be have an opportunity to volunteer there again.

Thank you again for investing in the growth and development of young individuals like William. I am truly grateful for your generosity and dedication.

With warmest regards,  
Claudia & William.



# Special Mention to the Following Donors

Kevin Arnold

Debra Locke

Randy Chan

John St. Germain

Port Moody Firefighter Charitable  
Society

We couldn't  
have done it  
without your  
generous  
support.

## THANK YOU

to all our donors and volunteers.

# Success Stories

Greetings. My name is Keila. I am a 46 year old woman who arrived in Canada as a landed immigrant more than 15 yrs ago from Nicaragua, Central America. I am a mother to a 8yr old girl and a 4yr old boy. I speak and write fluently in Spanish and English. Canada has welcoming me, my parents and siblings with open arms and so it has become my home. I have worked in diverse jobs and have gone to college to get a career as a health care assistant.

I came across the South Vancouver Family Place by chance when my sister-in-law invited me to meet her there for a play date with my nephew & 3 yr old daughter. First person to greet me was Ingrid Rios and immediately I felt at ease and comfortable and quickly joined in on the drop-in activities for toddlers. A few years later of not coming by my life circumstances changed I had my second child and was having a very difficult time financially, emotionally and was staying home. The pandemic came upon us and made it so difficult to stay afloat and felt like I had to do something reach out to someone as I was more isolated than ever. That someone was again Ingrid she signed me up for the Nobody is Perfect Parenting class in English. This class help me so much in terms of how to self regulate to be able to be present for my children to understand how important self care is and how much of our well being as parent/care giver can affect them. I like it so much that i took it again for a second time in Spanglish with a more Latin American approach in terms of our culture. I wish this was brought back as I believe is important for Latin American mothers to have a safe space to relate and express themselves in these aspects as we are all dealing with generational parenting patterns that may not be healthy but like many we are not even aware of this patterns and/or deep rooted believes.

I thank you humbly for taking the time to read my words and know personally that the work that South Vancouver Family Place does is valued and extremely important. The programs/workshops I have been part of and as you can see it has made a positive impact in my life and my family. I am forever grateful and thankful that Family Place is around to support us in many ways based on our needs. I am on a healing journey and although long overdue I look forward to living a better quality of life.

Thank you from the bottom of my heart for what you do.

Kind regards,  
K.B



# Success Stories

I have been coming to the South Vancouver Family place for 10 plus years now and all I can say is it is one of the most comforting, welcoming, genuine, and kind places I have ever been to. From the staff to volunteers to families, everyone welcomes you with open arms and treats you as if you are family. Even on your worst days you can enter the family place and receive the best and most comforting advice. No one will ever judge you about any aspect of your life and that is what makes it so great! But the one thing that makes the Family place so magical is the children. It is hard not to love them! Some of the most well-behaved and kind children I have met in my life. The family place teaches children manners and how to behave in a proper manner while still being your authentic self, which is the perfect balance. Not only that, but it is also a place where your children can unleash their inner creativity with their drop-in program and for parents to develop and strengthen their parenting skills with their children with their parenting education and literacy program, which is so important.

The family place is a place to learn, love and it helps share resources for care provider new families, mothers, and anyone who just needs some guidance.

Mindy

I started attending the South Vancouver Family Place since I move to Vancouver, 3 months ago. I had no friends or family there and definitely I can say that I found a support group having parenting, child caring and daily living advices, sharing experiences and laughs. My little one and I found friends here and we are so grateful for that.

Thank you to every member of the SVFP staff to make this program possible!

Gabriela





# Gallery





