

Family Services Ottawa

ANNUAL REPORT
2015-2016

Among those we've served

84%

I find it easier
to cope

70%

My family relationships
are improved

79%

My mental health
is improved

77%

My stress levels
are down

77%

I have greater
self-esteem

93%

FSO treated me
with respect





TABLE OF CONTENTS

04	Message: Executive Director & Board President
05	FSO Board Members
06	Highlights Of Our Work
07	FSO In The Community
08	Financial Statement
09	Financial Data
10	Joan Gullen Award
11	Rosemary Laurin Award
12	Gus Fraser Award
13	Our Funders
14	Our Donors
15	Our Volunteers

MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

FSO first began offering services in 1915, and a century later, FSO continues to meet the changing needs of our community by maintaining our focus on one central vision – to build a community where all families and individuals are strong and resilient, and have the supports they need to lead healthy, fulfilling lives. FSO continues to meet the changing needs in our community: from supporting kids who witness violence in their homes, to teaching parents about parenting, to counselling individuals struggling with their mental health, to supporting LGBTQ+ individuals and families, to extending programs to kids in our schools so that bullying becomes obsolete.



Kathryn Ann Hill
Executive Director



Debbie Hoffman
Board President

Among some key accomplishments in 2015:

Accreditation is akin to an entire organizational audit – every single process is meticulously examined by external reviewers. We believe this important process provides us with valuable feedback and confidence in our work. We are proud to report that FSO received full accreditation status in 2015 from the Council on Accreditation (COA). This confirms that we are a strong organization at every level from highly engaged employees, to a passionate and committed Board, all supported by a sound infrastructure.

Our Theory of Change, and Strategic Plan, and Intended Impact Statement (*FSO will help children, adults and their families have improved mental health, emotional well-being, social connections, resulting in increased resilience*) provide the framework and inspiration for our work. As we continue to implement our Theory of Change, we have initiated agency-wide evaluations across all 13 of our programs, allowing us to gather evidence to inform our decision making processes and service evolution.

FSEAP/PAEFS, our social enterprise, experienced tremendous growth this past year, taking on a leadership role in the province of Ontario, and now serves over 70 workplaces, providing tens of thousands of employees access to EAP, and it continues to be an important part of achieving a stable financial future for FSO.

The FSO Board remains strong and focused on our mission of providing services and programs that help make lasting improvements in people's lives. Some of our longest serving Board members will be leaving us at the end of their terms this year - Debra Fraser, Bob Gauthier, and Cindy Moriarty – and we are truly grateful for their invaluable contributions over the years.

We feel **truly privileged to journey with those we serve**, who took that chance and were courageous enough to make that first phone call for help, and who allow us into their lives to support their success. We are impressed daily by your strength and resilience. We thank the Board, Staff, Volunteers, Community Partners, Funders - together we all thrive. We thank you for your support, and look forward to 2016!

FSO BOARD MEMBERS

The Family Services Ottawa Board Members are an incredible bunch of folks who contribute countless volunteer hours to improving FSO's overall health.

On top of attending monthly meetings, many of the FSO Board Members provide expertise, donate and raise funds, and devote time to volunteering at many events that FSO attends, including: WESTFEST, Dragonboat Festival, and FSO's annual fundraiser, Music On A Mission.

They sincerely care about the well-being of the agency and its future.

A special Thank You the FSO Board Members.

Debbie Hoffman

Anthony Esposti

Debra Frazer

Corinne Davison

John Petitti

Gustave Goldmann

Christine Roy

Lucila Cabrera

Brenda Buchanan

Kathleen Wright

Cindy Moriarty

Bob Gauthier

SOME HIGHLIGHTS OF OUR WORK

The Supervised Access Program at FSO provides safe, child-focussed visits between non-custodial parents and their child(ren). Visits are offered every weekend (each family receives service every second weekend), at our offices and at a local community school. The program is supported by over 50 trained, volunteer visit monitors, who dedicate a part of their weekend to ensure that families can have individual visits with their children. In the last year, these committed individuals gave over 1100 hours to the program. With their support, we have been able to increase the number of families that the program is serving – a 35% increase over the previous fiscal year. On an average weekend, this program facilitates visits for 113 parents and children, which is the equivalent of 226 service hours each weekend.

The Around the Rainbow program has had an incredible year responding to a growing community demand for education, training and supports around gender identity and gender expression. In 2015, we provided gender identity/gender expression training sessions to over 1200 individuals and worked with educators, support staff and students in over 20 different elementary and secondary schools. The year was filled with many special events and highlights, including hosting an event with Wade Davis (former NFL football player), Executive Director of You Can Play, an organization dedicated to ensuring that all sport is welcoming to and inclusive of LGBTTQ+ athletes, local youth and Ottawa REDBLACKS players. We piloted a new group for gender creative/gender independent/trans youth, offering them a safe space to connect with each other. Finally, we were honoured to be one of the main presenters at an Ontario Ministry of Education sponsored Equity Network day with representatives, including Superintendents, instructional coaches and principals from 9 school boards in Eastern Ontario.

FSD IN THE COMMUNITY...

FSD was active in the community this past year by participating in a variety of events. These photos capture Staff and Board members partaking in the Dragon Boat festival, walking in the Capital Pride parade, and being a top charity at WESTFEST.



FINANCIAL STATEMENT

Revenue

United Way	\$ 370,338
Government	2,147,783
Earned Income (EAP, Client Fees, Consulting)	876,979
Donations & Fundraising	66,330
1CP income	45,884
Fundraising, Grants & Interest	420,285
	3,927,599

Expenses_

Counselling Programs

General Counselling	594,224
Mental Health	397,442
Anti Violence	393,557
EAP	857,685
Walk-in Clinic	100,902

Community Programs

Parenting Program	100,943
In Love in Danger	39,197
Supervised Access Program	214,022
Art Studio	16,710
Around the Rainbow	67,096
Alternative Dispute Resolution	584,522

Administration	517,840
----------------	---------

Social Enterprise, Fundraising and Education	79,147
--	--------

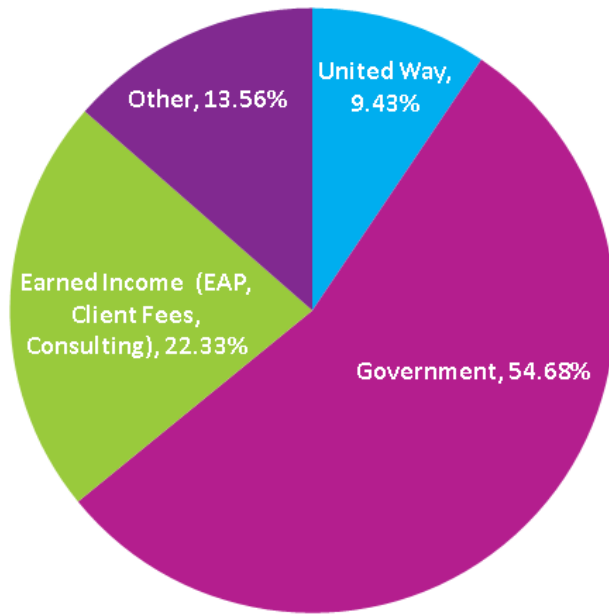
Amortization	20,572
--------------	--------

Internally Restricted Funds allocations and expenses	(39,245)
	3,944,612

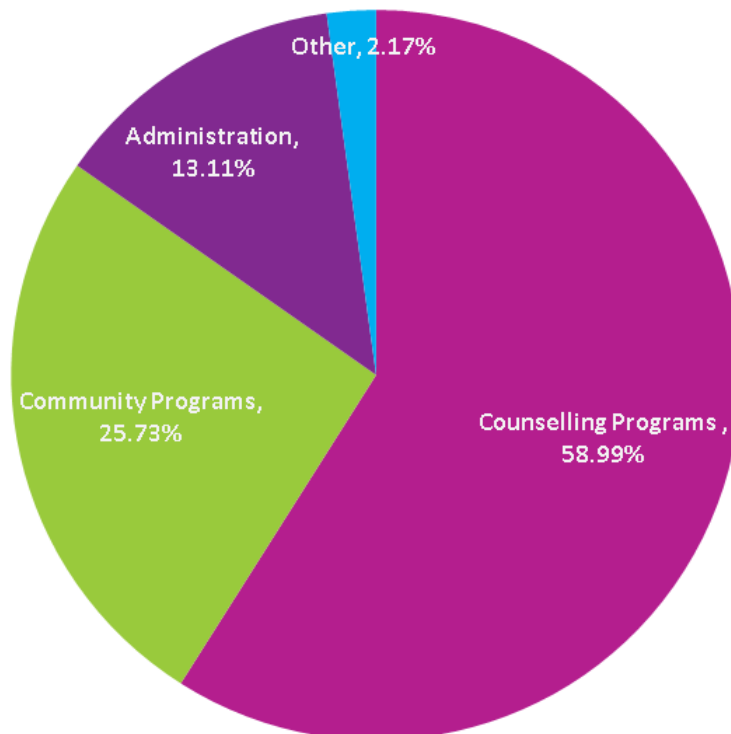
Surplus (Deficit)	\$(17,013)
-------------------	------------

FINANCIAL DATA

Where the money comes from...



How It Is Spent...



JOAN GULLEN AWARD

The Joan Gullen award was established 18 years ago to honour the work of Joan Gullen, a life-long social activist and dedicated community builder. The intent of the Award is to recognize and reward significant contributions to the process of Social Justice in the communities of Ottawa.

This year's recipients is Lucya Spencer

Lucya recently (April 2016) retired as Executive Director at the Immigrant Women's Service Organization (IWSO) IWSO's mandate is to provide culturally appropriate services to immigrant women and their children who are victims and survivors of violence.

Lucya was one of the Co-founders of IWSO which began in 1988 which is where she has worked for the past 28 years. In 1993, she became the Executive Director. Lucya is described as a leader and driving force behind the immigrant serving sector in Ottawa and is a strong voice for some of the most vulnerable women. Lucya has received many awards for her contribution to the community. Notable among them are: the Governor General Canadian Study Conference Appreciation Award (1995); the United Way Community Builder Award (2008); the OCASI Award of Excellence for outstanding leadership (2008); the Black Women's Civic Engagement Award for professional and social activism that helped build stronger communities across Canada (2011); and, most recently, the Citizenship and Immigration Canada recognition award for long-standing service to the Settlement and Integration Community (2013).

She has served as president of several organizations including the Immigrant and Visible Minority Women's organization, both in Ontario and nationally, the Ontario Council of Agencies Serving Immigrants, and she was the first racialized woman to hold the position of President of the Children's Aid Society of Ottawa.

It is fitting that Lucya be nominated for this award for many reasons, but it is especially poignant that the award is now in its 20th year. Its age and significance is close to the number of years Lucya has spent leading the IWSO which she has done tirelessly and always with tremendous passion for improving the lives of immigrant woman.

ROSEMARY LAURIN AWARD

In 1999 the Rosemary Laurin Award was introduced to recognize an outstanding volunteer or volunteers at FSO, named after an extraordinary volunteer whose belief and commitment to FSO was immeasurable.

This year's award winner is an extraordinary volunteer from FSO's Supervised Access Program, Jessica Inglis.

Jessica started volunteering with Supervised Access Program in January 2016 and has quickly become one of our most exceptional volunteers. Her commitment to our families has been demonstrated by her willingness to go above and beyond to ensure our supervised visits run smoothly. She currently supervises two visits every second Sunday, but always offers to take on a third visit whenever needed. This visit schedule has her contributing almost 8 hours every 2nd weekend to our families and program. She is confident when making interventions in visits and is also comfortable asking for help when needed. She is reliable and multiple SAP staff commented on her eagerness to help out, even with additional tasks like setting up before visits and cleaning up at the end of the day. Jessica is a respectful, caring and thoughtful volunteer. With both children and adult clients, she has demonstrated an ability to establish rapport with clients and always prioritizes the safety and comfort of the children who visit in our program. We are incredibly grateful for the contribution that Jessica has made to the Supervised Access Program. I feel she would be a worthy recipient of the Rosemary Laurin Award given her heartfelt dedication to the Supervised Access Program and the families who access our services.

Jessica was previously a volunteer with Boys and Girls Club of Ottawa for two years and holds a BSocSc Honours in International Development and Globalization from the University of Ottawa.

GUS FRASER AWARD

The Gus Fraser Award is a staff recognition award that was established to recognize the significant contributions of a staff member employed at FSO. The award is named after an employee of FSO who for over three decades demonstrated exceptional professionalism and commitment to the FSO.

The 2016 award winner is Timothy Deslippe

Tim truly embodies the values and principles of the Gus Fraser Award because he is willing to go the extra mile to help out his co-workers no matter how big or small the task. Be it adjusting office furniture to make people more comfortable and ergonomic; helping with room set up and take downs or donating paintings to support the dragon boat fundraiser Tim is eager to support his colleagues. For the past two years, Tim, who hates sports and above all hates team sports, has volunteered to paddle with the Dragon Boat team in order to support FSO and his colleagues. Tim also has volunteered time to improve the comfort and beauty of the waiting room. He is deeply passionate about making FSO a healthier organization. One way that he does this is by volunteering countless hours as president of our union local. The union functions to support the agency to have better human resources practices and a healthier and more equitable workplace. Tim has worked hard with these values in mind to make FSO a better workplace. Tim is sought after by his colleagues for clinical consultation because of his generous spirit and effective clinical wisdom. He also frequently presents cutting edge research to his co-workers at monthly professional development sessions. Finally, Tim volunteers to write names on the list of award recipients. Tim was the inaugural winner of the Gus Fraser Award and he is well deserving to once again write his name as the winner of the award for 2016.



OUR GENEROUS FUNDERS

Champlain Local Health Integration Network (LHIN)

City of Ottawa

Community Foundation of Ottawa

Community Suicide Prevention Network

Crime Prevention Ottawa

Ministry of Child and Youth Services

Ministry of Community and Social Services

Ministry of Health and Long-Term Care

Ministry of the Attorney General

Ontario Trillium Foundation

Ottawa Carleton District School Board

Ottawa Catholic School Board

The Crabtree Foundation

The JW McConnell Family Foundation

The Law Foundation of Ontario

United Way/Centraide Ottawa

WE ARE GRATEFUL

FOR THE INDIVIDUALS AND BUSINESSES WHOSE
GENEROSITY MAKE OUR WORK POSSIBLE.

A&W Food Services of Canada Inc.	Christine McDougall	John Petitti	Ontario Principal Council
Acxsys Corporation	Christine Roy	John Pidvock	Ottawa Police Service
Adaware	Cindy Moriarty	Jolanta Scott Parker	OttawaStart.com
Adrianna Oatu	Community Foundation	Kathi Robertson Weddings	Podium Audio Visual
Adva Cohen	Crowdfire	Kathryn Hill	Prince Gourmet
Adware Promotions Inc.	CTV	Kelly Brission	Purdys Chocolatier
Alison Sandor, Reporter, CFRA	Deanne Moore	Kim Brown	Rachelle Lavergne
Anthony Esposti	Debbie Hoffman	Kongsberg Gallium	Rena Lafleur
Apt613.ca	Debra Frazer	Lana L.	Robert Gauthier
Backblaze Online Backup	Doherty & Associates Ltd.	Laura Brission	Sandy Milne
Balloon It Boutiques Inc.	Elieen Chick	Linda Merali	Sarah Messel
Bridgitte's GIDDY YOYO	Elite Email	Mann & Partners	Siobhan Arnett
Brilia Creative	Elizabeth Whitmore	Mann Lawyers LLP	St. Anthony's Banquet Hall
Canadian Mental Health Association, Ottawa Branch	Family Services Ottawa - Board of Directors	Margaret Kelly	Stinson Studio
Carling Motors	Fancy Boys	Mark MacAulay	Sugar & Spice Custom Cakes
Carlingwood Shopping Centre	Frazer/Mirau Family	Maureen Parker	Swift Delivery Systems
CFRA 580	Giddy Yoyo	Mediaplus	Terry Ananny
Character Creative	Glen Carin United	MēNa Restaurant	The Bytown Group
Charles Goulet	Greenmelon Inc.	Michelle Stevenson	Tim Hortons
Chocolate Signatures LP	Groundwork	Miller McConnell Signs	Topper's Pizza
	Hootsuite	Ms. Bonacci	United Way
	iPOLITICS	Nancy Wilkinson	VINCI Park
	Jennifer Greer	Nina Maher	VOSS
	Jim Tubman	OCHC	
		Old Dutch Foods Ltd.	
		Olivia Chocolat	

WE ARE THANKFUL FOR OUR VOLUNTEERS

Adva Cohen	Emma Muir	Kate Davis	Melissa Lepine
Al Greer	Fea	Katherine Park	Michel Vallee
Alicia McDonald	Gord Aitken	Katie Westoll	Michelle Seguin
Allie Rancourt	Grace Mpofu	Kelsey White	Mikhela Jason
Amanda	Hannah Rektor	Kim Brown	Monique Hess
Amber	Ina Requard	Kristy Donnelly	Morgan Barnes
Andrew	Ionatan Stan	Lana Kouchnir	Mrs. W
Anna Ledbetter	Isabelle Sirois	Lashawna Phillips	Nina Biancardi
Anna McCready	Jack Beska	Laura Bonacci	Rebecca Tacoma
Anne Lowthian	James Liles	Laurie Rektor	Rena LaFleur
Beck Hood	Janine Kowalczyk	Linda Merali	Ricki-Lee Williams
Bernadine	Jenna Sylvester	Liz MacAulay	Rob Irvine
Bev McCallum	Jennifer Greer	Lizzy Fader	Ruth Brown
Brittney Veilleux	Jennifer Grindon	Louise Rachlis	Sacha
Caroline G Carolyn	Jeronimo Ramirez	Lucy Charron	Sarah Shapiro
Calder Cassandra	Jesse Alboim	Lynsey Burton	Schoney Greer
Lefevre Catherine	Jessica Inglis	Mackenzie Ells	Shannon Kirkley
Christine Sanasie	Jessica Morden	Mackenzie Thomas	Sherri Caves
Courtney Monk	JoAnne Glover	Magdalena Georgescu	Stacey Kirpatrick
Courtney Shields	Joël Xavier	Margaret Kelly	Tammy Seguin
Danielle	Josh Hulley-Carroll	Margo Sargent	Taylor Apperley
David Kwizera	Julia Goupil	Marianne Moore	Tea Vaskovic
Dianne Beska	Julian Synnott Trifiro	Marissa Puchniak	Theresa Willoughby
Dsarah Wilmot	Kaitlin O'Connor	Mark MacAulay	Vanessa Luis
Emily Clarkson	Kaitlyn	Maya MacAulay	Veronica Mills
Emma Rektor	Karen Luyendyk	Melanie Winwood	Zack Partington

FAMILY SERVICES OTTAWA

Helping people lead healthy, fulfilling lives for over 100 Years.

70% of FSO clients have no other access to mental health support.

That's **6,825** Ottawa residents.



70% of FSOs clients live below the poverty line.



In 2015: **2504** Volunteer Hours + **45,000** hours of service = **9749** lives improved.



HOW THE MONEY IS SPENT



+ 700 clients served at Ottawa's only Walk-in mental health counselling clinic for **all ages**.

85% of annual revenue spent on direct service to individuals – Community Programs and Counselling.



#1 – Launched Ottawa's first support group for parents of gender creative/gender-independent/trans children

20,000 students impacted by gender identity/gender expression training sessions.

400 students empowered with dating violence prevention training.

FSO | SFO
Family Services Ottawa | Services à la famille Ottawa

We need your help to deliver another year of service to our community.

MENTAL HEALTH • EMOTIONAL WELL-BEING EMPOWERMENT • SOCIAL CONNECTION

Critical services that make lasting improvements in people's lives.

Walk-in Counselling Clinic
Mental Health Counselling
Woman Abuse Program
Child Witness Program
LGBTQ+ – Around the Rainbow

Parenting Programs
Supervised Parental Access
In Love and in Danger – Healthy Relationships
Alternative Dispute Resolution
Social Enterprise – FSEAP: Employee Assistance

Among those we've served

84%

I find it easier
to cope

70%

My family relationships
are improved

79%

My mental health
is improved

77%

My stress levels
are down

77%

I have greater
self-esteem

93%

FSO treated me
with respect



We need your help
to deliver another year of
service to our community.

Donate today at
familyservicesottawa.org/donate

FSO | SFO
Family Services Ottawa | Services à la famille Ottawa



Family Services Ottawa

1 Community Place

312 Parkdale Avenue

Ottawa, ON K1Y 4X5

Phone: 613-725-3601

TTY: 613-725-6175

Fax: 613-725-5651

www.familyservicesottawa.org

