



**We listen.**

**We support.**

**We talk.**

**We care.**

**ANNUAL REPORT**  
**2016 - 2017**

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



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# MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Welcome to our Annual Report for 2016-2017!

As you browse through this report, we hope that you will see a snapshot of the important work being done at FSO, centred always around our commitment to the people we serve in our community. Last year, over 10,000 people were served by one of our programs; this is the largest number of people ever served in our 102 years of existence.



Kathryn Ann Hill  
Executive Director



John Petitti  
Board President

Our *Theory of Change* continues to guide our work; as our programs focus on helping children, adults and their families achieve increased resilience. This past year we implemented research that allows us to measure our impact across all our programs, and we have received preliminary evidence that demonstrates we are achieving this impact.

As we seek to build the resilience of those we serve, we are also continuing to build our resilience as an organization. Having existed for over 100 years, we can only marvel at the resilience that has enabled FSO to thrive, shift and adapt to new and emerging needs. While the pace of change can be intense, FSO continues to greet challenges as opportunities for growth and development. For example, this past year we assumed responsibility for the 24 hour 365 days a week call centre for fseap providers across Canada. Our social enterprise, fseap, has had its most successful year ever, and is integral to our ability to maintain the current level of programs and services that we offer. We also implemented a new service delivery module in partnership with another community program (Familiar Faces) that is demonstrating outstanding results. And we piloted an after - school - program for Syrian refugee children and their parents in partnership with our two fellow family service agencies that made a real difference to the families in the program. We hope to do more of this in the future.

As we pause for a brief moment at the end of this successful year, we both offer our sincere appreciation and admiration to our incredible staff and Board, who continue to strive to ensure FSO provides relevant, important and vital services to our community.

# FSO BOARD MEMBERS

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

On top of attending monthly meetings, 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.

This group sincerely cares about the well-being of the agency and its future.

Thank You to all of our wonderful FSO Board Members!



We would also like to acknowledge the extraordinary contribution of the following departing Board Members: Debbie Hoffman (8 years), Christine Roy (8 years), and Brenda Buchanan (3 years).

Siobhan Arnott

Lucila Cabrera

Debbie Hoffman

Josef Raffai

Harry Binks

Anthony Esposti

Sherif Nour

Christine Roy

Kathleen Wright

Brenda Buchanan

Gustave Goldmann

John Petitti

Jane Trakalo

# SOME HIGHLIGHTS OF OUR WORK

## An Amazing Art-Filled Spring

On April 20, 2017 the Art Studio worked with the FSO Creativity Group to host a first ever Spring Pop-Up Art Show. The artists from the two programs combined their talents and created over 90 works to display and sell. Each artist generously donated 30% of the proceeds back to the FSO art programs. The show was packed with guests including the artists, agency staff, community members, board members and the families of the artists. It was an exciting and uplifting way to launch the spring season.

The Ottawa Chapter of the Rising Tide Society is a place for creative entrepreneurs to grow and thrive in the spirit of community over competition. The group meets monthly so that creative small business owners can share resources, questions, answers and reflections. In May of 2017, they hosted their first ever social event. Many members donated their time and creativity to a silent auction as part of the event. In turn, the Society very generously donated all of the proceeds from the silent auction to the Art Studio. As creative individuals themselves, they were thrilled to support other artists in the Ottawa community, who, without the Art Studio, may not be able to pursue their creative endeavours. Their generosity is a wonderful recognition of inherent value of art as a means to building resilience, strength and community.

## An Award for In Love...and In Danger

Each year Crime Prevention Ottawa recognizes some of the people and programs in our community that have made a difference in preventing crime and making Ottawa safer. On November 7, 2016, the In Love...and In Danger (ILID) program was honoured as one of seven winners when it received the 2016 award for a Youth Program. The awards ceremony was attended by many individuals and leaders from our community including FSO board members, program volunteers, educators, city councillors, the chief of police and the mayor. Following the awards ceremony, the ILID staff team was featured in an interview on Rogers Daytime Ottawa. ILID is a teen dating prevention program offered in partnership with the OCDSB and the OCSB. The program is based on youth empowerment and engages Ottawa teens to be leaders in the effort to reduce dating violence. In almost 20 years of service, ILID has impacted over 340,000 students.

# SOME HIGHLIGHTS OF OUR WORK

## FSEAP

FSEAP has had an outstanding year, providing services to thousands of employees across the country. In particular, fseap Ottawa implemented a call centre that provides 24/7, 365 days a year, bilingual services for our national fseap network. We have had a busy and active spring, receiving over 7500 calls and requests for services from employees since January 2017. Our network of affiliates and providers across the country continues to grow with vigor to meet the demands of the employees we service across the country. This spring fseap Ottawa welcomed Zara Canteenwalla as the EAP Program Coordinator. Her role is to manage the call centre and provide clinical direction to the intake team, which has allowed our Director, Michel Vallée, to visit corporate client work sites across Ontario and Quebec, providing orientation seminars and speaking to the vast services available through fseap.

Although any given day at the call centre can see a host of concerns and issues as presented by the caller, most of our calls indicate issues of general mental health, such as workplace stress, work-life balance, anxiety, depression, and grief and loss. As well, the other significant area of support sought from FSEAP is family related issues such as relationships, separation/divorce, and child related issues.

fseap Ottawa serves employers of all sizes; we can meet the needs of any size workplace, from small local non-profits with 5 employees to national corporations with over 15,000 employees. If you know of a workplace looking for information on how to support their employees' mental health, please contact us.



# SOME HIGHLIGHTS OF OUR WORK

## Anti-Violence Program

The abused women we served this past year showed tremendous courage, determination, and hope, in the face of increasingly complex challenges in leaving their abusive relationships. These challenges included lack of sufficient income and housing; prolonged court cases, often without representation of a lawyer due to cutbacks in legal aid, in which high risk custody and access issues were at stake. This left many women fearful of exposing their children to more harm if left unsupervised with their abusive partners. The use of Technology and Cyber Violence has increased tremendously over this last year. As a result, staff have had additional training to enable them to provide appropriate safety planning to know where to obtain resources in this area of abuse.

We are deeply committed to serving our diverse populations. To this end, our Children's Staff co-facilitated a ten week group for immigrant women survivors of women abuse, in partnership with Immigrant Women's Services called: "Parenting in Canada". Several cultural interpreters were part of this group and lively discussions amongst women from many different countries could be heard! The focus was on finding ways to help their children be safe and free of violence in Canada by providing support, education, and resources. Due to its success, this group has become a yearly event. According to one member, *"The group helped me to release the burden of newly parenting in Canada"*. Staff also provided workshops to Syrian refugees, addressing parenting skills, cultural differences/similarities, and keeping children safe. There are more workshops to follow.

Systemic change is an integral part of the Anti-Violence Program, alongside group and individual counselling. The Anti-Violence Staff made several presentations in the community on responding to Woman Abuse and its impact on children i.e to medical students; lawyers and mediators and recorded a podcast for The Sexual Assault Network.

Over 300 abused women, children exposed to their mothers' abuse, and mothers themselves were served in this Program. Gratitude expressed for our services was high, ongoing, and remarkable! i.e. *"The journey was long and unpredicable, but I thank you for being there and letting me talk about it in a safe and sound place. My path is clearer now."*

# FSO IN THE COMMUNITY



FSO staff, families, & board members walking in the 2016 Capital Pride Parade – they did not let the weather stop them from spreading their sparkle!



FSO competing in the 2016 Dragon boat festival



Staff and clients can enjoy this beautiful artwork that was gifted to FSO by local artist, David Galbraith, in celebration of his 90th birthday.

# FSO IN THE COMMUNITY



Families at the 2016 Family Pride Picnic



The FSO team and their families volunteering at Westfest



# MUSIC ON A MISSION 2016



STAY TUNED...



A spectacular evening of music and fun!

October 27th 2017

Tudor Hall

3750 North Bowesville Road  
(near Hunt Club and Riverside)

Ottawa, ON K1V 1B8

[www.musiconamission.ca](http://www.musiconamission.ca)

# FINANCIAL STATEMENT

## Revenue

United Way	\$ 275,533
Government	2,563,445
Earned Income (EAP, Client Fees, Consulting)	1,236,105
Donations & Fundraising	86,603
1CP Income	46,172
Fundraising, Grants & Interest	<u>259,471</u>

4,467,329

## Expenses

### Counselling Programs

General Counselling	495,246
Mental Health	638,508
Anti Violence	442,032
EAP	1,086,719
Walk-in Clinic	83,270

### Community Programs

Parenting Program	97,439
In Love in Danger	54,376
Supervised Access Program	212,901
Art Studio	19,109
Around the Rainbow	91,332
Alternative Dispute Resolution	525,437

Administration 543,868

Social Enterprise, Fundraising and Education 60,196

Amortization 21,360

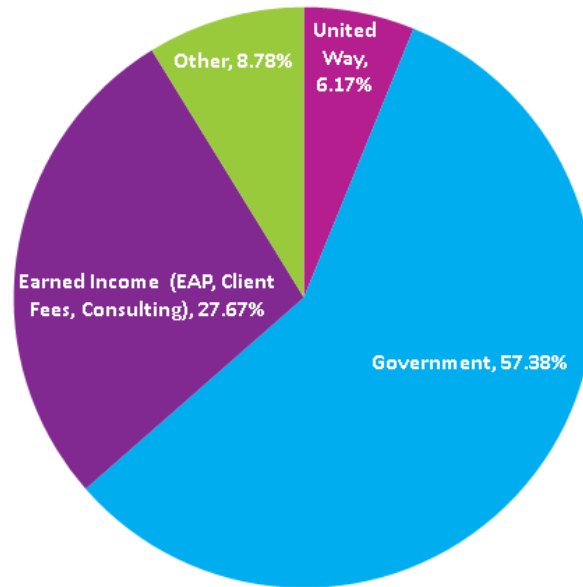
Internally Restricted Funds allocations and expenses (4,050)

4,367,743

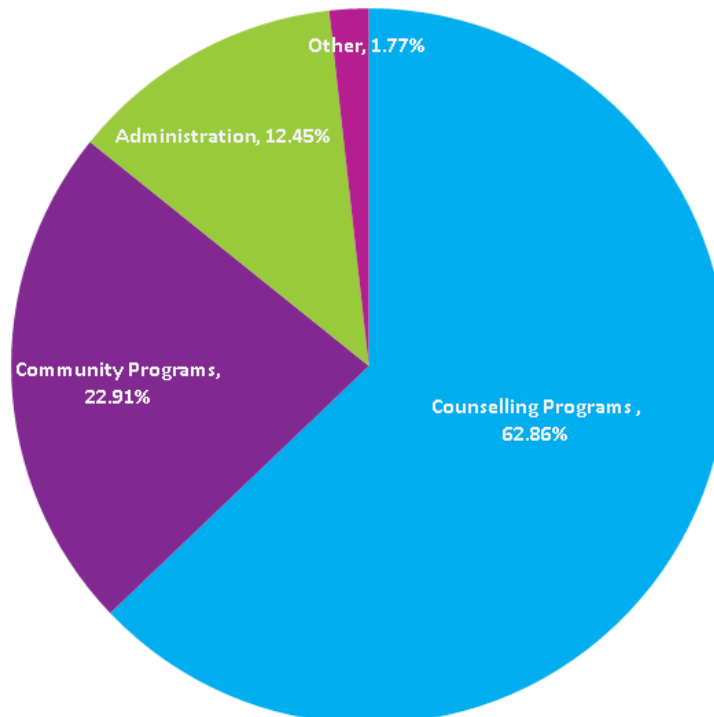
Surplus (Deficit) \$99,586

# FINANCIAL DATA

## Where the money comes from...



## How It Is Spent...



# JOAN GULLEN AWARD

The Joan Gullen award was established 19 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 OCTEVAW

The Ottawa Coalition to End Violence Against Women (OCTEVAW) is a non-profit, non-partisan coalition of organizations and individuals in the City of Ottawa and surrounding regions. Founded in 2008 by Joan Gullen, OCTEVAW members and partners include women abuse and rape crisis agencies; victim services; child protection services; representatives of area hospitals; representatives of the justice system, including the police, the Crown, and probation and parole services; health and counselling services; academic researchers; and other concerned community members.

OCTEVAW plays a vital coordinating role in addressing violence against women and their children and gender-based violence. OCTEVAW does so by bridging the gaps between front-line service providers, policy makers, and the justice system, working collaboratively to address problems, developing tools and educational programs and serving the community through political action and advocacy.

# ROSEMARY LAURIN AWARD

In 1999 the Rosemary Laurin Award was introduced to recognize outstanding volunteers at FSO, named after an extraordinary volunteer whose belief and commitment to FSO was immeasurable. This year's award winner is Judy Willoughby



Judy started volunteering at FSO 8 years ago. Each year at FSO's annual fundraiser, Music On A Mission, Judy generously gives her time and talents to the Sweet Therapy bake sale table. Judy is an integral part of the planning, preparation, baking, set-up, and support to the volunteers. Her wonderfully creative creations, and fine attention to detail have contributed to the renowned reputation that the Sweet Therapy table has.

Thank you, Judy, for your positivity, loving spirit, and willingness to go above and beyond for FSO (I know there were many hours in the kitchen), and the many delicious contributions!

# 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 2017 award winner is Theresa Willoughby.



Theresa goes above and beyond in many ways. Her contribution to FSO is immeasurable - the Sweet Therapy bake sale table she organizes each year at Music On A Mission is always a huge success, and sets a wonderfully warm and friendly tone for the evening. Theresa's enthusiasm for her work, her creativity, her compassion, and her wonderful sense of humour have strongly contributed to making this agency a better place to work. Theresa is often helping out with social activities, and is a fantastic team member, and always willing to help out fellow co-workers with humour and kindness. She has brought warmth, personality, and laughter to FSO for the past 10 years, and we could not be more thrilled to present this award to her!

# OUR GENEROUS FUNDERS

**Champlain Local Health Integration Network (LHIN)**

**City of Ottawa**

**Community Foundation**

**Crabtree Foundation**

**Crime Prevention Ottawa**

**Department of Justice**

**Law Foundation of Ontario**

**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**

**Rainbow Health Ontario**

**United Way**

# WE ARE GRATEFUL

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

## AALEN

Abraham Van Dam

Action Canada

Adva Somer Cohen

Advantage Audio Visual LTD

Alanna Sterling

Alex Burlacu

Aline Ullett

Angus Fraser

Anthony Esposti

Barbara McInnes

Bob Gauthier

Boyd McBride

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Catherine Wilkinson

Christine Roy

Cindy Moriarty

Connaught School

David Galbraith

Debbie Hoffman

Debra Frazer

Diane & Gary Arkin

Doherty & Associates

Elite Email

Essential Relaxation

Evelyn Stone

## FANCY BOYS

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Friends of the National Arts  
Centre

Greenmelon Inc.

Gustave Goldmann

Harry Binks

Heather Tait

Imprimerie Orleans Printing Inc.

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Kathryn Ann Hill

Katie Kelly Photography

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Les Fougères

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Norine Hum

Old Dutch

ORIGIN TRADE

OTTAWASTART

PHILIPPE DANDURAND WINES

Pierre Lavoie

Pizza Pizza

Purdys CHOCOLATIER

Rita Valerie Johnson

Sabine Modder

Sarah Gaudet

Sherif Nour

Siobhan Arnott

Soreya Dali

Spicers

Stephen J. Churchill

SWISS CHALET

the bytown group

THE WORKS

Todd McCallum

United Way Donations

Valerie Lavergne

VOLUSPA

VOSS

Wafa Al Dada

Westfest

White Bird Photography

# WE ARE THANKFUL FOR OUR VOLUNTEERS

Adriana Oatu	Emma Muir	Kim Brown	Paul Buchanan
Adva Cohen	Gord Aitken	Kristen Hale	Peter Ferrell
Al Greer	Grace Mpofu	Kristen Sturkenboom	Pierre-Luc Dawkins
Alex Bender	Greg Laforce	Kristy Donnelly	Rebecca Janzen
Alex Weinert	Hope Dalton	Lashawna Phillips	Rebecca Saab
Alisha Nash	Ina Requard	Laura Bonacci	Rebecca Tacoma
Amber Ashton	Isabelle Sirois	Laurie Rektor	Ricki-Lee Williams
Anna McCready	Jacob Wright	Linda Merali	Rob Irvine
Bara Al-Gafari	James Crocker Fitzpatrick	Lisa Nganwa	Sabrina Allam
Becky Graham	Janine Kowalczyk	Lizzy Fader	Sabrina Fontaine
Bianca Pama	Jenna Sylvester	Lynn Spicer	Schone Greer
Brian Wilson	Jennifer Ashton Greer	Louise Rachlis	Sebastian Callendar
Brittany Smyth	Jennifer Grindon	Mailyne Briggs	Sherif Nour
Carolyn Calder	Jeronimo Ramirez	Margo Sargent	Sherri Caves
Caroline Groulx	Jessica Inglis	Marianne Moore	Simonette Binning-Jones
Cassie Lefebvre	Jessica Morden	Mark MacAulay	Singshan Bruleigh
Ceilidh Parsons	Jillian Mannella	Mashal Ali	Stephane Paquette
Christine Rainey	JoAnne Glover	Maya MacAulay	Tammy Seguin
Christine Sanasie	Josee Lambert	Megan Burwash	Taylor Apperley
Claudyves Bistraite	Josh Hulley-Carroll	Megan Gorniak	Taylor White
Colin Stokes	Judy Willoughby	Megan O'Donoghue	Tea Vaskovic
Courtney Monk	Julian Synnett Trifiro	Melanie Winwood	Theresa Willoughby
Danielle Flemming	Kae Cristobal	Melissa Lepine	Vanessa Cote
Daniel Adu-Gyamfi	Kaitlyn Ahee	Michel Vallee	Vanessa Luis
David Kwizera	Karoline Achille	Morgan McLaren	Vanessa Zubrowski
Emily Clarkson	Katherine Park	Nathalie Pepin	Zack Partington
Emily Porter	Kelsey White	Nathanael Laraochette	Zeynep Guzide
Emma Hennigar	Kenny Benard	Nina Biancardi	Zoe Guzman-Poole

# 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.



**2700** Volunteer Hours +  
**67,000** hours of service = 13,100 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.

**658** students empowered with dating violence prevention training.

**Donate today at**

[familyservicesottawa.org/donate](http://familyservicesottawa.org/donate)

**FSO | SFO**

Family Services Ottawa | Services à la famille Ottawa

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



## **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](http://www.familyservicesottawa.org)**

