

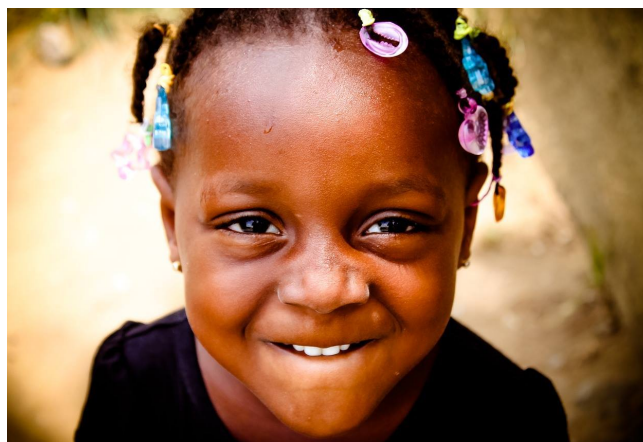
FSO | SFO

Family Services Ottawa

Services à la famille Ottawa

ANNUAL REPORT

2018 - 2019





Our Mission

We provide services and programs that help make lasting improvements in people's lives.



Our Mandate

To achieve this we:

- Welcome individuals and families in all their forms
- Provide a wide range of counselling services, educational and supportive programs to enhance mental health
- Collaborate with others who share our vision
- Advocate for change that will help make everyone's lives better

Family Services Ottawa commits to working in ways that demonstrate:

- **Humanity**
- **Diversity**
- **Accessibility**
- **Effectiveness**
- **Relevance**
- **Collaboration**
- **Accountability**
- **Social Justice**



Our Values



Table of Contents

Our Mission, Mandate and Values	4
Message from ED & Board President.....	5
FSO Board of Directors.....	6
Program Feature Around the Rainbow.....	7
Program Feature Counselling.....	8
Employee Assistance Program.....	9
Recognition Awards.....	10
What Our Clients Are.....	11
Financial Summary.....	12
Funding and Expenditures.....	13
Our Funders and Our Donors.....	14
Our Volunteers.....	15

Message from the ED & Board President

Since 1914, Family Services Ottawa has been working quietly in our community to provide mental health support to children, adults and seniors. We have been providing services through educational programs, individual and couple counselling and community partnerships.

Our neighbors, our co-workers, our family or maybe even you, have experienced mental health challenges. There is nothing worse than feeling like you have nowhere to turn. That is where Family Services Ottawa comes in and provides a lifeline.

People want to talk, and we want to listen and help to develop a path forward. In 2018 we listened and supported over 10,549 individual and couple counselling and community partnerships.

Whether through one-on one counselling, workshops or art therapy, people are reaching out to deal with various stressors in their lives. Over 54,000 direct service hours were provided this year.



Our friends and family want to live better lives. They want to be free of postpartum depression so they can enjoy every moment of their child's life. They want to learn how to live a full life while discovering their own sexual orientation. They want to learn how to be the best parent they can be and break the cycle of abuse they may have experienced as a child. They want to talk about their financial pressures and the loneliness of being a senior. They want to talk about the challenge of living in a new country.

From mild to acute mental health challenges, the road can have many twists and turns. When we have the opportunity to work with someone with a chronic mental health issue, we know there is no magic switch.

We know it is a long journey. Whether it be anxiety or depression, our qualified and understanding staff are there.

Our walk-in clinic is very popular as a way people access the listening ear of a professional. Our art as therapy program is a great alternative for someone who has a difficult time expressing themselves through words. Our couples' therapy is a way for two people to work through the pressures of everyday life including,

communication and intimacy of financial stress. Hearing the voices of a young family leaving a counsellor's office saying "this was the best ever, bye, see you next week!" lets us know we are changing lives.

Family Services Ottawa helps many people on a daily basis. We see firsthand people walk through our doors in distress. We witness the pain they are experiencing through their mental health challenges. We also see their successes, their triumphs and receive notes of gratitude. "The counsellor was amazing, attentive and helpful, understanding and non-judging".

The reality is, we know we can help even more people overcome their mental health challenges. This is where you come into the picture. We invite you to join us in supporting our community, friends and families. Visit our website to see how you can help!

Please enjoy reading this report, which highlights some of our successes and achievements in 2018-2019.

Executive Director - Deirdre Speers

Board President- Anthony Esposti

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

On top of attending monthly meetings the Family Services Ottawa Board members are an incredible group of people that attend events, develop the strategic direction and support staff .

This group sincerely cares about the well-being of the agency and its future, while continuously working with dedication and passion to contribute positively to our community.

Family Services Ottawa Board of Directors

EXECUTIVE

Anthony Esposti

President

Josef Raffai

Vice-President

Jane Trakalo

2nd Vice-President

Kathleen Wright

Secretary

Amirah Fayek

Treasurer

DIRECTORS

John Petitti

Harry Binks

Sherif Nour

Gustave Goldmann

Siobhan Arnott

Kim Hayes

MaryAnn Notarianni

John Mbakulo

Neha Ruth D'Souza

**Thank You to all of our wonderful Family
Services Ottawa Board Members!**





Creating Space for and Supporting LGBTTTQ+ Families and Individuals

Since 2004, Around the Rainbow has been providing services to LGBTTTQ+ communities and growing and evolving to meet their changing needs.

Around the Rainbow (ATR) provides LGBTTTQ+ services and resources to our communities to support both families and individuals. The program includes training and public education about sexual orientation, gender identity and human rights, groups for LGBTTTQ+ families and individuals and information and referral services.

In 2018 ATR provided 9,378 hours of services to our community including 2,200 individuals.

Supported over 500 people with our three groups – *LGBTTTQ+ Rainbow Families, Support Group for Parents and Caregivers of Gender Creative, Trans and Non-Binary Children* and the *Transcend Youth Group*.

Delivered training sessions to 1,500 individuals, including the *Boys and Girls Club of Ottawa, Ottawa Distress Centre, YMCA/YWCA Ottawa, Amethyst Women's Addiction Centre, the Canada Revenue Agency, Immigrant Women's Services of Ottawa, Carleton University and Hillcrest High School*

ATR PARTICIPANT OUTCOMES

Report increased feelings of empowerment

84%

Report increased knowledge of how to support LGBTTTQ+ individuals and families

98%

Report increased knowledge of the difference between gender expression / gender identity

95%

ATR PARTICIPANT SATISFACTION

State the services met their needs

96%

Would use our services again

98%

Felt they were treated with respect and were respected

98%

What People Are Saying about ATR:

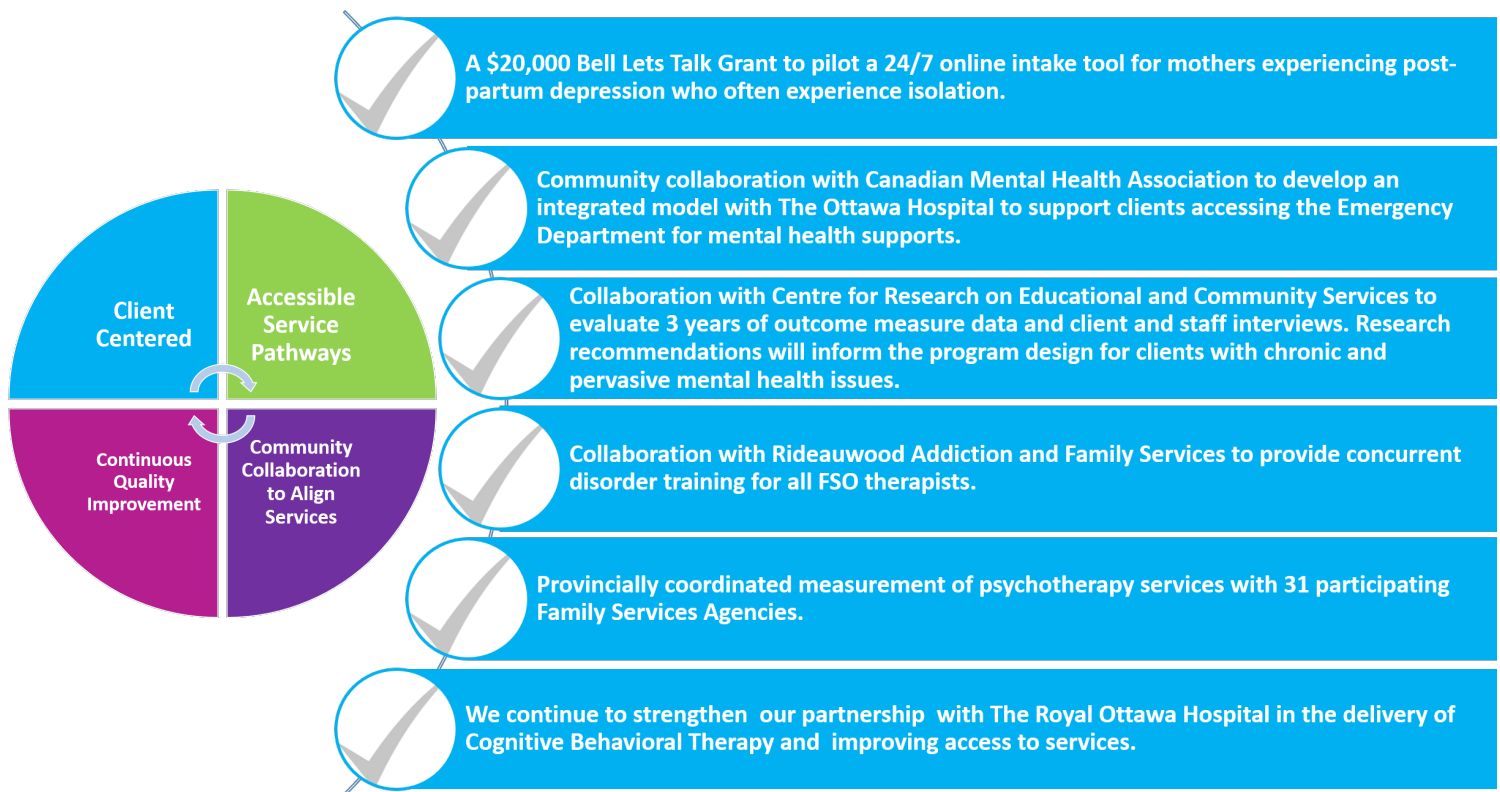
- "Thank you for making the world better."
- "ATR staff member is incredibly open and well spoken. She did an excellent job of teaching us and her knowledge and passion for this topic is very obvious and I appreciate what she had to share."
- "The training was amazing both in content and format. I feel better equipped to talk and understand gender identity and expression."
- "Very engaging speaker. Created a safe space to have a good discussion. This discussion was extremely valuable."

Innovation & Collaboration

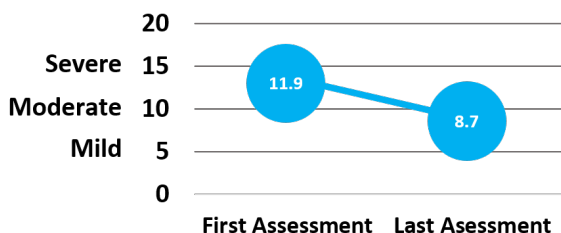
Supporting Improved Pathways to Access Ottawa's Mental Health System

Family Services Ottawa has been providing community based mental health services for over 40 years. Our five (5) mental health programs support a stepped model of care; providing the right service, at the right time in a cost effective manner. For example, nearly half of the clients referred from The Ottawa Hospital Emergency Department were youth between the ages of 18-30. FSO is an alternative pathway for youth to access mental health services. Our outcome evaluations demonstrate the positive impact short-term interventions (average of 4 sessions) have for these clients. We are proud of our outcomes but there is much more we can do to improve timely access to services. We have a laser focus on building and enhancing our community partnerships, identifying ways in which technology can support client access, and applying the principals of continuous quality improvement initiatives to support evidenced based clinical interventions and client centred services.

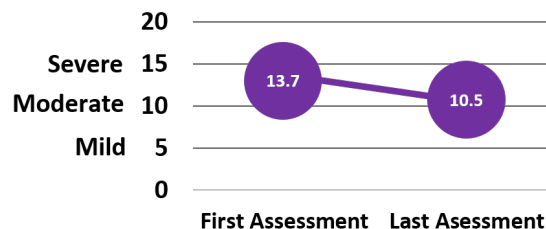
Counselling Programs



Anxiety decreases after therapy at FSO agencies (n=463)



Depression decreases after therapy at FSO agencies (n=481)



FSO was much better about this than any other therapist I've visited (i.e. hospitals, private counsellors, etc.)

Recognition Awards

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 who has been supporting FSO through his work in our Supervised Access Program: **Alex Weinert.**

"Alex has been a dedicated volunteer in the Supervised Access Program since 2016. His commitment to the program and to the families that we serve is exceptional. His priority is always the safety and comfort of the children that participate in the program, and they truly appreciate him. In addition to his regular volunteer duties, Alex is always willing to step in and help out wherever he is needed. He is incredibly dependable and always goes above and beyond for the families in our program. Without the commitment of volunteers like Alex, the Supervised Access Program would not exist. Thank you Alex for all that you do for the children and their families in the Supervised Access Program".

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 2019 recipient of the Gus Fraser Award **Lynn Spicer.**

"Lynn has been with FSO as our Intake Worker 2016. She is the person that people looking for services speak with, and she plays a critical role in offering the best possible service to the folks who are looking for help. Lynn spends most of every day on the telephone, talking with, guiding, comforting and supporting the thousands of people who call FSO every year. Lynn is also being recognized by her peers for her outstanding contribution to team spirit and creating a positive workplace environment for everyone. Thank you Lynn for your ongoing commitment to our workplace: for your very real embodiment of the best possible spirit of Family Services Ottawa.

Joan Gullen Award

The Joan Gullen award was established 17 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 recipient has made significant contributions to the progress of Social Justice in Ottawa: **Siobhan Arnott.**

Siobhan joined the Family Services Ottawa Board in 2016 and is a passionate advocate for the arts and mental health. An award-winning volunteer, Siobhan has designed and held events to support public school, arts, athletic and mental health programming.

This year Siobhan has been a champion for enhancing the philanthropic efforts of FSO and the Board. She spearheaded a new event, Artistic Resilience, to support our Art Studio and art as therapy programs which will launch in 2019 and she advocated with family and friends to support our programs raising over \$3000 and that does not include the final outcome of the June 20th Artistic Resilience event. Siobhan approached the performing artists, secured the location, created the plan for the logistics, handled the marketing and communications and negotiated to get us the best supports possible. We all need volunteers like Siobhan.

Welcome to Michael Machan

I would like to take this opportunity to introduce myself as the new Director of Family Services Ottawa's Employee Assistance Program; I am thrilled to join FSEAP Ottawa after over 20 years working in EAP.

FSEAP is Canada's only national, not-for-profit EAP provider and the only Canadian EAP provider structured as a social enterprise. Choosing FSEAP is not only good business, it is also good for our communities. Our FSEAP counselling service is designed to help people understand and deal with life's challenges. We also offer other services within FSEAP including: mental health in the workplace; childcare and eldercare information; financial and legal consultation; and nutritional and wellness programs.

I also want to formally thank our over 50 corporate clients: it has been our pleasure to serve your company and your employees over the past year, and we want you to know that we truly value your business. We look forward to many more years of working with you, and wish your company the success that it deserves.

Thank you for choosing FSEAP Ottawa as your provider. It is our honour to serve you and your employees.

Evidence demonstrates that investing in a quality EAP program will help your company increase its return on investment – let us work with you in supporting your employees. If you are interested in learning more about how FSEAP can help your workplace, please contact me:

Michael Machan

mmachan@familyservicesottawa.org

613-725-3601 x148

Family Services Employee Assistance Program

fseap Now we're
talking.

"The course was very helpful. It showed me a better approach to parenting"

"Thanks to Family Services Ottawa, my spirit, once broken, is slowly returning. I found my voice. I have strength, courage and enthusiasm for my life. Thank you."

"FSO provides invaluable services."

"I was able to get through my anxieties with support from the counsellors and peers. I have been able to release my shame and my feelings and it's given me tools to work with during anxious moments."

"I am not alone. Being able to openly admit I suffered from Postpartum Depression and Anxiety."

"I could not be here, now alive, if it wasn't for Family Services Ottawa"

**What our
clients are
saying**

"Thank you for your personalized approach to individual needs."



Financial Summary 2018-2019

Financial Summary for 2018-19 Annual Report

Revenue

United Way	\$ 281,373
Government	\$ 2,956,593
Earned Income (EAP, Client Fees, Consulting)	\$ 1,383,642
Donations & Fundraising	\$ 90,037
1CP income	\$ 38,862
Fundraising, Grants & Interest	\$ 158,703

4,909,210

Expenses

Counselling Programs

General Counselling	458,895
Mental Health	679,072
IASP/CBT	414,260
Anti Violence	378,008
EAP	1,323,455
Walk-in Clinic	105,975

Community Programs

Parenting Program	89,683
Regional Planning Table	74,540
Supervised Access Program	188,622
Art Studio	10,006
Around the Rainbow	80,991
Alternative Dispute Resolution	452,580

Administration

561,604

Social Enterprise, Fundraising and Education

89,044

Amortization

34,769

Internally Restricted Funds allocations and expenses

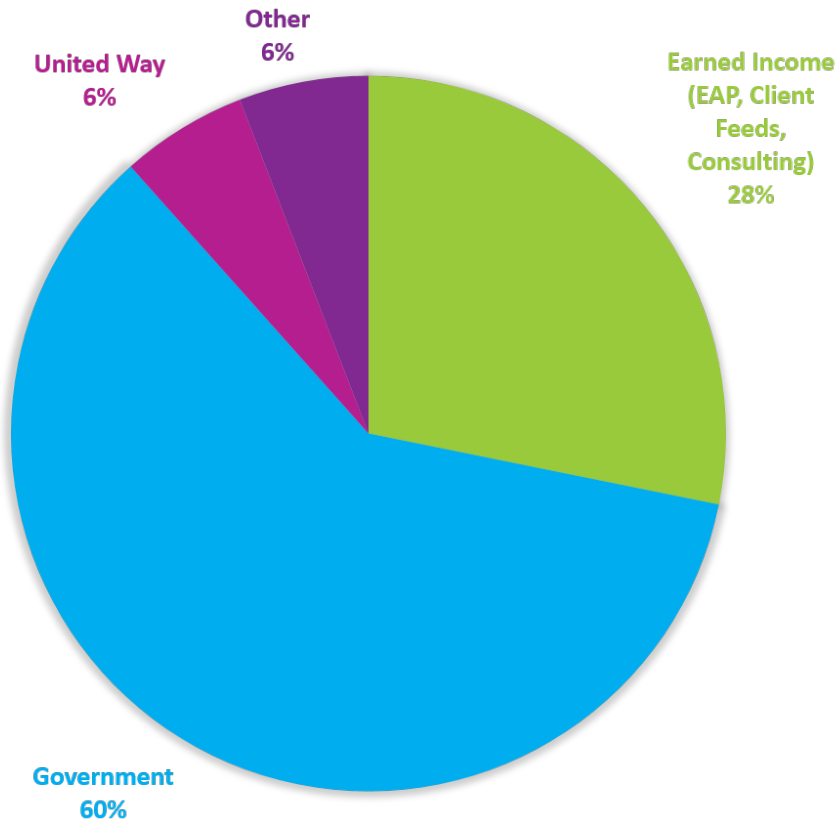
(27,270)

4,914,234

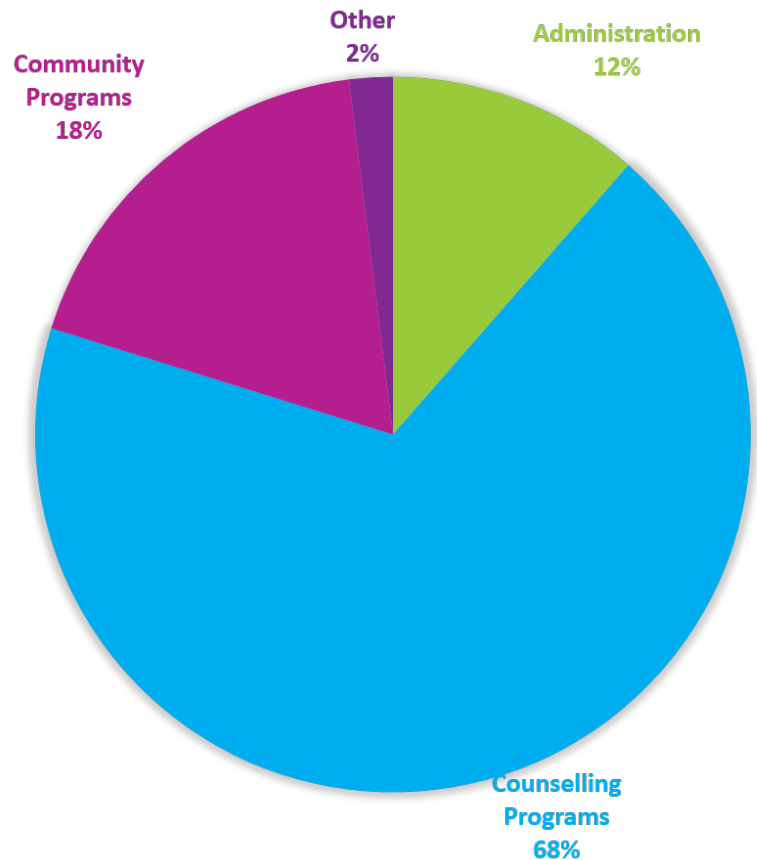
Surplus (Deficit)

\$ (5,024)

Where the money comes From



How the money is spent



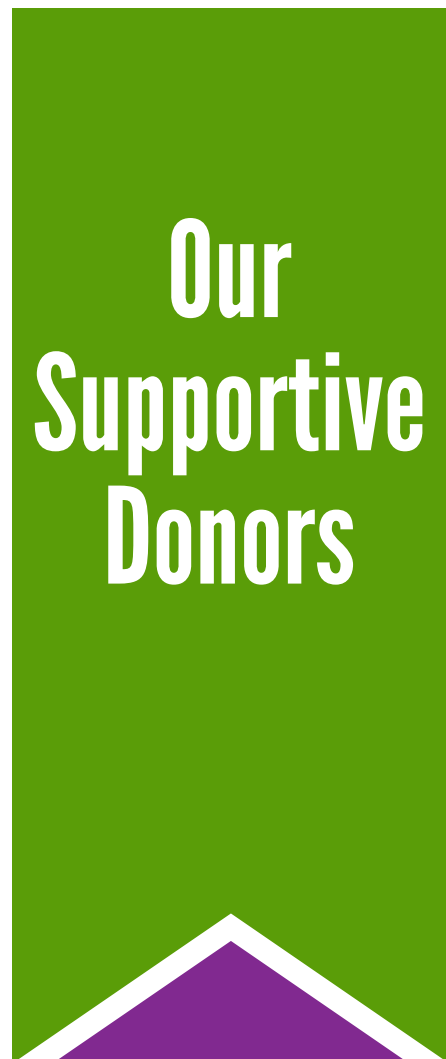


City of Ottawa
Champlain Local Health Integration Network (LHIN)
Community Foundation of Ottawa
Crabtree Foundation
Crime Prevention Ottawa
Ministry of Child and Youth Services
Ministry of Community and Social Services
Ministry of the Attorney General
Ministry of Health and Long-Term Care
Ontario Trillium Fund
The Ottawa Hospital
United Way / Centraide Ottawa

Adva Cohen
Amirah Fayek
Anna Chados
Antony Esposti
Beatriz Sheldon
Betty Telner
Bob Gauthier
Christine Roy
David Pigott
Debbie Hoffman
Deborah Taymun
Deirdre Speers
Derek Rajakumar
Earnest O'Neill
Elaine Herz-Fischler
Elizabeth Latour
Elizabeth Marshall
Emily Chan
Frieda Chados
Gary MacDonald
Gustave Goldman

Guy & Simon Belanger
Harry Binks
Ilene Strong
Jane Trakalo
Jennifer Greer
Jason Smale
Jennifer Greer
John & Terry Davies
John Mbakulo
John Petitti
Josef Raffai
Kathleen Hudson
Kathleen Wright
Kathryn Ann Hill
Kim Brown
Kim Hayes
Lauren Segal
Linda Merali
Linda Frum
Margaret Kelly
Marshall Page

Margaret Fietz
Maryanne Wilkinson
Marie-France Lalonde
MaryAnn Notarianni
Michael Potter
Michael Wilson
Neha Dsouza
Nelly Tomalti
Rachelle Lavergne
Rosemary Lauren
Sentaor Marc Gold
Sherif Nour
Siobhan Arnott
Stacey Lin
Virginia Solomon
Tara Ferguson
Consulting Inc.
Doherty & Associates
Ottawa Logistics
The Paper Love Co.





Our Dedicated Volunteers

Program Volunteers

Alex Bender
 Alex Fustern
 Alex Weinert
 Andrea Prescott-Cornejo
 Aniqah Sheikh
 Anousha Rohanioskoui
 Becky Graham
 Chloe Arsenault
 Crystal Tierney
 Daniel Adu-Gyamfi
 Dorita Lewis
 Emily Steele
 Emma Hennigar
 Evan Klim
 Farrah Helwa
 Iman Haddi
 Ina Requard
 Isabelle Sirois
 Jennifer Scarizzi
 Jillian Perry
 Julia Yudina
 Kaitlin Nisbet
 Katherin Park
 Kristen Hale
 Lashawna Phillips
 Lauren B
 Lisa (Elizabeth) Nganwa
 Maria Peddle
 Mariama B
 Marianne Moore
 Marley Kennelly
 Mashal D
 Megan Fillier
 Michele Tennat
 Michelle Brandon
 Monica M
 Nathalie Harris
 Nereah Felix
 Nisaa Jo
 Nora Jorjani
 Pooneh Montazeralsedgh
 Ricki-Lee Williams
 Samantha Willette
 Samantha Riopelle
 Samderla Joseph
 Sameer Joshi
 Sarah Steeves
 Shannon Derry

Simonette Binning-Jones
 Siye Kiflu
 Spencer D
 Tannis Bujaczek
 Tara Lafleur
 Tara S
 Tea Vaskovic
 Veronique L
 Victoria C
 Zack Partington

Event Volunteers

Adiriana Ouatu
 Al Greer
 Ann Bonacci
 Carmen Sadoway
 Cassie Lefebvre
 Christina Dawson
 Christine Breton
 Clara
 Coleka Masama
 Doreen Kyasiimire
 Ella Corzato
 Erin Flemming
 Gord Aitken

Graydon Paitich
 Itunuolouwa Omoliki
 James Woolley
 Jennifer Greer
 Joe Thibault
 John
 Kae Cristobal
 Kim Brown
 Kristy Nystrom
 Laura
 Laura Bonacci
 Laurie Rektor
 Lindsey Thomson
 Lis Montroy
 Maeve Rose
 Maris Seary
 Mark MacAulay
 Mark Patton
 Maya
 Monique Hess
 Moustafa Hesham
 Nina Biancardi
 Olivia Atskin
 Omar Dewidar
 Rachel Hayton

Rena Lafleur
 Schone Greer
 Sherri Caves
 Sophia
 Sophie Levesque
 Stephanie Wolfert
 Sunita Sandhu
 Tala Salaheddin
 Taylor Oshay
 Theresa Willoughby
 Zeneb Haggard
 Zeynep Guzide

We Listen. We talk.
We help people live together well.



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



Family Services Ottawa

Services à la famille Ottawa

Client Focused Community Focused

Everything we do at Family Services is focused on helping our clients.

Whether it's an abusive relationship, coping with stress and anxiety, or adjusting to divorce or separation, we have programs that can help. By helping the individuals who live in it, we help our community. There is nothing more satisfying than that.



312 Parkdale Ave
Ottawa, ON
613.725.3601

www.familyservicesottawa.org
info@familyservicesottawa.org



