



# Family Resource Centre

Counselling and Family Services

2020-2021  
Annual  
Report

# Annual General Meeting

September 21<sup>st</sup>, 2021 @ 12:00 PM

Via ZOOM

## Agenda

- Welcome
- Minutes from 2019-2020 AGM
- Business Arising from Minutes
- Financial Report – Brett Mitchell, BDO Canada LLP
  - Acceptance of Financial Statements
  - Appointment of Auditor, BDO Canada LLP
- Chairperson’s Report
- Staff Reports (see Annual Report)
- Questions
- New Business
  - Nomination Report
  - Election of Directors
- Adjournment

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## Current Board of Directors 2020 - 2021

Barbara Keith	Susan Lehman
Debra Law	Kylie Walman
Shanna Rowney	Melanie Prince
Kim Shippam	

### **Nominations for One Year Term**

(Term ends Sept. 2022)

Kim Shippam  
Kylie Walman

### **One Year Remaining in Term**

(Term ends Sept. 2022)

Barbara Keith  
Susan Lehman  
Melanie Prince  
Shanna Rowney

### **Nominations for Two Year Term**

(Term ends Sept. 2023)

Debra Law

### **Term Completing in 2021**

Debra Law  
Kylie Walman  
Kim Shippam

## **OUR PURPOSE**

Building a resilient community by empowering  
one child, one individual,  
one family at a time.

## **OUR MISSION**

Family Resource Centre is a non-profit agency dedicated to providing  
affordable counselling and support programs to children,  
individuals and families in the North Okanagan.

## **OUR VISION**

To be a sustainable, innovative non-profit agency providing  
compassionate and accessible counselling and support programs.

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# Board Chair Report

## Highlights for 2020 - 2021

This past year has been another challenging one for the staff of FRC and its clients. We are fortunate to have such dedicated and highly innovative people at the helm to ensure the safety and continuity of care of the clients who now more than ever depend on the support of our agency. The mental health issues as a result of this confusing and ever-changing world have been enormous and I would like to thank the FRC admin staff, counsellors and volunteers who have gone the extra mile to keep FRC going during these turbulent times.

Following the AGM of September 2020, the FRC Executive Director and Board set goals in the areas of fundraising, accommodation of FRC offices and staff safety in terms of COVID and service to clients. Real estate options are being examined to find a location that would provide more space to enable the expansion of services and ideally at a lower cost. Secondary goals are to shorten wait lists and align salaries with those of Interior Health. Jim has made staff relations a priority and has made a concerted effort to build relationships with counsellors and sends weekly updates to all staff.

By November 2020 the demands were escalating due to COVID. Jim presented a marketing plan designed to elicit funds to the Board of Directors. He actively started fundraising efforts with personal phone calls, grant applications and a proposal to Interior Health. Jim feels there is potential for 18 to 20 grants per year.

In December 2020 Shanna Rowney joined the Board of Directors. Her background and experience will be a great asset to FRC as we move forward.

In February 2021 Debra Law, Board Treasurer reviewed our nine-month financials in a twelve-month cycle and the review was extremely positive. The Provincial Health Ministry guidelines and requirements became more stringent necessitating the use of Zoom by most groups.

In March FRC received \$20,000 from Gaming as well as the \$35,000 in retention which will assist in reducing wait lists and assist with training.

In April Jim presented his completed Marketing and Retention Plan for 2021 - 2022 which was approved by the Board of Directors.

In May the FRC Board Treasurer reviewed the balance sheet and expense report. \$50,000 was received from Interior Health plus employee retention funds. Additionally, \$5,000 was received from Kal Rotary for IT support and \$16,700 for refugee support. The Executive Director addressed increased need to build capacity and flexibility with staff to meet increasing client demands.

In June 2021 FRC continued to be in a good financial position. Jim reported that wait lists continued to increase due to domestic COVID stress. He and the FRC staff brainstormed to develop innovative ways to meet demand.

By August, the wait lists continued to rise, and this will probably continue into next year. The new LGBTQ program is going very well, and Jim is looking into launching Kids Online.

September 30, 2021 has been designated The Day of Truth and Reconciliation and will be a paid statutory holiday.

I would like to again emphasize the extraordinary effort that has been made by everyone to see the Family Resource Centre through these unprecedented times. I have also been very fortunate to have a strong board of directors who have stepped up their support and given their time, experience and skills as we move forward into our new vision for FRC.

We all live in hope of a better tomorrow and the work done here today will help many people to weather the storm and give them the support they desperately need right now.

Thank you,

Barbara Keith, Chair  
on behalf of the FRC Board of Directors

## **Executive Director Report**

This year was one of both significant challenges and exciting growth at the Family Resource Centre. COVID created a challenge to keep our staff and clients safe, while continuing to deliver essential mental health counselling and programming. This at a time when COVID and the lockdown were creating greater numbers of clients reaching out for mental health support, increasing our waitlists.

The Family Resource Centre staff responded with dedication to the challenge. We moved much of our counselling to phone and online but continued to safely see clients in person if the therapeutic need was there. We moved group programming online where we could, offering our CBT course through Zoom. But again, where the need was there to meet in person, we accommodate our client. Our Moving Forward group for women who had complete our trauma counselling program continued to meet in person.

We met the challenges by restructuring our community programming. Instead of bringing seniors in for activities, we created Activity Bags that could go out to Seniors. We supported parents with children under 6 by providing Self Care Bags. Instead of bringing people in to cook, we sent out bags with recipes and all the ingredients.

And despite the challenges of the year, we launched new programming. We launched our Outreach Program for Newcomer Women. We created a LGBTQ+ youth advisory group - My Cool Gay Cousins - to let us know what the community most needed.

We grew our funding sources this year, which will allow us to expand services even more next year.

We upgraded our IT systems to make us more secure and ready to act as a mobile workforce if COVID or other emergencies required us to leave our office for a period of time.

We reviewed our language - renaming programs to empower clients and revising our website to make it applicable to all, whether male, female, or non-binary.

And through it all staff did what they do best - delivered professional mental health services to a community deeply in need of what we do. We have a team here that it is my privilege and joy to work with.

Jim Swingle, Executive Director

## Donors and Supporters

A.C.T. / UCT Kelowna West Council #1003  
Anonymous by Request  
Avril Paice  
Barbara Keith  
Canada Helps Donations  
Catholic Women's League Our Lady of the Valley  
Charlie and Cindy Veaudry  
Christmas Hamper Contributors  
Client Donations  
Cory Johnston  
Debra Law  
Harold Schroth  
Heather Taylor  
Janis Lauman

Jennifer Morrison  
Jim Swingle  
Jo-Anne Burge  
Knights of Columbus (Mother Teresa)  
Leigh VanDyke  
Lesley Hayes  
Macy Burke  
Nythalah Baker  
Prov. Employees Community Serv. Fund  
Scott and Raeleen Manjak  
Shirley Cocking  
Susan Armstrong  
Vernon Lions Club  
William and Arlene Spearman

## Volunteers

### **Board of Directors:**

Barbara Keith	Melanie Prince
Debra Law	Shanna Rowney
Kim Shippam	Stephanie Wade (until Sept 2020)
Kylie E. Walman	Susan Lehman
Lindsey Valair (until Sept 2020)	

### **Advisors:**

Lidstone and Company, Legal Advisors  
BDO Canada LLP

### **Community Support Volunteers / Senior Support Volunteers**

These volunteers generously shared their time and talents with the Family Resource Centre, contributing countless hours of valuable service and support. We are grateful for their ongoing commitment to the Centre and its successes. Thank you!

## 2020 - 2021 Programs and Staff

<b>Executive Director</b>	Jim Swingle Scott Manjak, BAJus, SSW (until Sept 2020)
<b>Financial Manager / Office Manager</b>	Lori Schweb
<b>Payroll / Payables Clerk</b>	Edith Thoreson
<b>Executive Assistant to the E.D.</b>	Danna Nickel (until Sept 2020)
<b>Marketing Coordinator</b>	Carla Jean Stokes
<b>File Management</b>	Edith Thoreson
<b>Intake Coordinator</b>	Danna Nickel
<b>Reception</b>	Carol Dorscher Michelle Easterbrook (until Aug 2020) Jo-Ann Burge & Linda Conrad (Casual)
<b>Community Counselling Program</b>	Avril Paice, MSW, BSW, RSW Hellmut Noelle, MA, CCC, RCC, CCC-S River Riemer, MSW, RSW Sanne vanVlerken, MC, RCC Michael Patzer, MSW, RSW
<b>Family Support Worker Program</b>	Adrian Preece, B.Sc – Hons Psych. Jessica Stranks, BA Psych. Kelsey McLoughlin, BSc. Alix Longland, MSW Michael Patzer, MSW, RSW
<b>Post-Partum Program</b>	Sanne vanVlerken, MC, RCC
<b>Program Manager</b>	Avril Paice, MSW, BSW, RSW
<b>Rainbow Counselling Program</b>	Avril Paice, MSW, BSW, RSW River Riemer, MSW, RSW Michael Patzer, MSW, RSW
<b>Sexual Abuse Intervention Program</b>	Kara York, BA Psych.
<b>Sexual Abuse Recovery for Men</b>	Hellmut Noelle, MA, CCC, RCC, CCC-S Elaine Pelletier, BFA, MSc, DVATI, RCC Sanne vanVlerken MC, RCC
<b>Women's Trauma Program - Sexual Abuse Recovery for Women</b>	Elaine Pelletier, BFA, MSc, DVATI, RCC Jody Wettig, BSW Sanne vanVlerken, MC, RCC
<b>Therapeutic Counsellor Program</b>	Kelsey McLoughlin, BSc Jessica Stranks BA Psych.
<b>Volunteer Services Program</b>	Edith Thoreson Tracy Anderson
<b>Healthy Families Programs</b>	Anne McMeeking-Walsh, ECE (until Jan 2021) Debra Large Jenny Brown Kristina Gordon

## Administration

Administration team consists of:

<b>Lori Schweb</b>	Financial Manager/Office Manager
<b>Danna Nickel</b>	Executive Assistant (until Sept 2020) /Intake Worker/Health & Safety
<b>Carol Dorscher</b>	Reception/Health & Safety - (Started August 2020)
<b>Michelle Easterbrook</b>	Reception/Health Safety Leader (till August 2020)
<b>Edith Thoreson</b>	Statistics / Bookkeeper
<b>Linda Conrad</b>	Reception - Casual
<b>Jo-Anne Burge</b>	Reception - Casual

The administration team worked collaboratively throughout the year to manage unprecedented and ongoing change due to the COVID 19 pandemic. Day to day operations were focused on changing processes and shifting the way we provide service as an agency. At all times the Centre met or exceeded the Provincial/Federal recommendations and guidelines with the Health and Safety of staff and clients always at the forefront. Staff members did not hesitate to take on new and extra tasks and responsibilities to ensure that the Centre continued to run as efficiently as possible for the good of our clients and the community.

The Family Resource Centre was deemed an essential service early in the pandemic so although we had to change process about day-to-day interactions with staff members and clients, the office continued to be "open" to phone calls and ongoing support to the community. The Centre once again began seeing clients in person as of July 2020 under the guidelines of 50% capacity, with some counselling staff working either from home and/or continuing to provide service by phone. There continued to be a busy flow of client appointments, phone calls, general administration, program and staff support for the Centre.

As the fiscal year closed, our services continued to be challenged by the COVID 19 pandemic and all the fluid guidelines that continued to be directed by the Provincial Health Officer. The administration team continued to play a key role in planning and developing new office protocols, developing policies and procedures, and managing office space logistics to meet the new required standards for safe service delivery. Regardless of what the year ahead brings, we will continue to work as a strong and resourceful team in support of FRC.

Submitted by: Lori Schweb and Danna Nickel

## Information Technology

The Family Resource Centre made major improvements in our IT. We enhanced network security and we supplied all staff with laptops, allowing staff to work from home as necessary to respond to COVID and other emergencies.

## **Children's Services - Family Support Worker Program**

*Funded by: Ministry of Children and Family Development*

The Family Support Worker (FSW) program continued as an independent program with a similar mandate as in the previous fiscal year with new procedures put in place due to the COVID pandemic. Due to safety protocols, more clients were provided support over the phone rather than in the office and more individual sessions were booked rather than families in session.

The FSW program focused on parental support for children and youth. Our program used Emotion Focused Family Therapy to support parents to be able to coach their child or youth through emotions. This model supports parents who struggle with their child's mental health or emotional dysregulation and empowers the parents to respond. This program has been a big success and parents have reported feeling supported and gaining a better relationship with their child or youth.

Another way that the FSW program supported parents was our parenting program (Parenting Through Emotion). This program was offered monthly through an online platform. This was a successful transitioning from in person to online.

The FSW program worked with teens and sometimes children under 12 when there was a loss of a family member for individual services. Otherwise, family counselling was provided for children under 12.

Referrals to the FSW program came from the community as well as Child and Youth Mental Health and within the Family Resource Centre. Counselling in the FSW program focuses on mild to moderate mental health, emotional dysregulation, life changes, family conflict and grief and loss.

The counsellors in the FSW program for the 2020/21 fiscal year were Jessica Stranks, Kelsey McLoughlin, Adrian Preece, Rachel Riemer, Michael Patzer, Kara York and Alix Longland.

Sincerely,

Jessica Stranks

## **Children's Services - Sexual Abuse Intervention Program**

*Funded by: Ministry of Children and Family Development*

The Sexual Abuse Intervention Program (SAIP) provides counselling for children under 19 years of age who have disclosed sexual abuse, or where sexual abuse has been reported to the RCMP or Ministry of Children and Family Development (MCFD) on their behalf. SAIP also serves children under 12 years of age who exhibit sexually inappropriate behaviours. Ongoing support is also provided to the parents or caregivers of the children receiving counselling.

Therapeutic strategies for child, youth and families that participate in the SAIP program typically follow the three-stage model of trauma counselling with stage one being the primary focus of the program. Stage one includes creating stabilization and coping strategies and providing psychoeducation to address the immediate symptoms of sexual abuse and trauma. Stage two which includes trauma exploration and processing is sometimes explored with clients whose experience of sexual abuse is more historical and if they are successfully using their coping strategies. Often SAIP clients will have access to Crime Victim Assistance (CVAP) funding and are referred to CVAP counsellors to complete stage two and three of the trauma model. Therapeutic strategies used in the SAIP program include directive and non-directive expressive therapies such as art, play and sand tray. Strategies from mindfulness, CBT, DBT, and somatic experiencing are also used.

Within the role of the SAIP counsellor, Kara works to provide outreach services to the community which includes case consultations with other community partners such as the Oak Centre, MCFD, Child and Youth Mental Health and School Counsellors. Kara also creates, presents, and distributes educational and promotional materials to service providers such as daycares, schools, and family serving community partners in effort to prevent sexual violence. In 2020 Kara partnered with the counsellors from the Family Resource Centre's Family Support Worker program and presented education material to a group of fosters parents from around the Okanagan. The content included the material from Parenting Through Emotion, and Kara presented on the topic of sexually intrusive behaviours. Kara partnered with the Oak Center this year to plan a support group for non-offending parents of children who have experienced sexual abuse. This planning was interrupted due to some staffing changes, but the group will be revisited in 2021.

The COVID-19 Pandemic created challenges for the delivery of the SAIP program this year. Most services at the Family Resource Centre moved to phone and virtual services, but these options were not accessible to all SAIP clients, particularly the younger children, and those who needed the safety of the office to explore their trauma. During the time of lockdown, the younger SAIP clients either had their services suspended or support was offered to their parents instead. The response to COVID-19 pandemic of having less in office appointments available, and increased cleaning and social distancing protocols meant many of the children's appointments were held outside or in a large room in the basement of the People Place building. These practices meant more time was given to setting up each child session, and therefore less clients can be carried on the SAIP counsellor's case load.

The Pandemic also interrupted Training plans for the SAIP counsellor. The course Kara required for completion of the Justice Institute Certificate in Complex Trauma and Child Sexual Abuse was canceled, as well as the Justice Institute play therapy course. Kara did participate in online trainings which include: Sany'as Cultural Competency Training, conference on Eating Disorders, Play Therapy, Play Therapy for the Grieving Child, and Sandplay.

Kara worked in partnership with the Programs manager to complete a grant application for increasing accessibility to the Family Resource Center services for children and youth with disabilities. Kara and Avril were successful in getting this grant and were able to purchase sensory equipment for all four children's counsellor offices, and for the calm kids group. The sensory equipment will help children with disabilities increase their emotional regulation and make counselling more successful.

Respectfully Submitted By: Kara York B.A. Psych

## **Children's Services - Therapeutic Counsellor Program**

*Funded by: Ministry of Children and Family Development*

The Therapeutic Counsellor Program (TCP) provides counselling services to children, youth, and their families, who have been assessed by Child and Youth Mental Health (CYMH) and are experiencing moderate to severe psychiatric, social, behavioural and/or adjustment disorders. The referrals are made for individual, group and/or family counselling.

Our program goals are to provide a normalizing experience for children and adolescents through opportunities that help build confidence, develop emotional and social skills, and build on existing strengths. With this approach, clients are better able to manage their mental health challenges and eventually maintain a sustainable level of wellness.

Typically, one to one support is provided to clients in the office or community however, with the Covid safety restrictions put in place at the beginning of the fiscal year all services transitioned to phone-based sessions. As it was deemed safe to do so, services became available in office or outdoors at a reduced capacity and following new safety measures. While many TCP clients prefer in person services the transition to virtual options made services more accessible for some clients.

In addition to providing individual and family counselling, the TCP counsellors usually facilitate anxiety groups for children 6 to 8 and 9 to 12 years of age. Providing in person groups was not possible so resources and activities were created for families to take part in an online self-directed format. While this provided support to some families, we look forward to being able to provide in person groups again in the future.

The TCP counsellor were Kelsey McLoughlin and Jessica Stranks.

Respectfully submitted,

Kelsey McLoughlin

## **Community Counselling Program**

*Funded by: Interior Health Authority - Adult Mental Health*

The Community Counselling Program (CC Program) has seen a major increase in the number of adults seeking help for mild to moderate mental health concerns (such as anxiety and depression) as well as an increase in people seeking counselling for issues such as relationship problems, workplace challenges, and grief and loss.

This year provided special challenges due to COVID 19. Our usual way of providing services was altered include counselling by phone with counsellors working in the office or at home. Just over 50% of the 1,200+ client hours were by phone. FRC and this team demonstrated resilience, creativity, flexibility, and stamina as they walked this difficult road with clients and each other during a time when substance abuse, depression, anxiety, anger, fear and other hardships escalated.

The CC Program sees both individuals and couples/family units. Self-referral is the most frequent way that clients seek services, and we also receive many referrals from medical professionals, Interior Health Authority/Adult Mental Health, churches, family members and friends, other clients, and other community services agencies.

In addition to individual and couples/family counselling, the Community Counselling Program normally offers numerous group programs. This past year, we only offered the 6-week Cognitive Behavioural Therapy group, which is an educational skill building course that helps people to better understand and manage their own thoughts, feelings, and behaviours to increase their wellbeing. This group was offered virtually with the remainder of our groups being placed on hold.

There have been 5 counsellors on the Community Counselling team this past year:

Hellmut Noelle and Sanne vanVlerken for the entire year

Avril Paice (until August 2020)

River Reimer (until December 2020)

Michael Patzer (starting in November 2020)

Each of us have a master's degree in either Counselling, Psychology, or Social Work.

Erin Silke-Anderson and Carolyn Hladik finished their master's practicums by summer. Later in January Sarah Smith started her practicum for her Master of Counselling Psychology. All three were helpful additions to our Community Counselling team.

One of the counsellors started a thought-provoking online course by the Gottman's on "Treating Affairs and Trauma."

Clients who participate in the Community Counselling Program inspire us with their resilience and commitment to healing and personal growth. We are both humbled and inspired as we participate in their current life's journey.

Respectfully submitted,

Hellmut Noelle

## **Postpartum Depression Counselling Program**

*Funded by: United Way SIBC Community Funds and Province of British Columbia*

During the 2020-2021 fiscal year, Sanne vanVlerken provided counselling support in the Postpartum Mental Health program. Counselling services continued to be provided virtually by phone throughout the global pandemic. Many new parents experienced heightened challenges resulting from lock down and limited family support, which impacted their mental health and well being. Services provided included one-on-one individual counselling sessions, as well as the inclusion of the other parent and partner where appropriate. Resources and support were also provided to families in collaboration and consultation with the Early Years coordinator. New parents and families were appreciative of the continual support and resources offered. Clients received counselling services as soon as their referrals and intakes were completed.

Referrals continued to be received from public health, family physicians, Interior Mental Health, Healthy Families, and other community programs.

Sanne vanVlerken (MC, RCC)

## **Practicum Student**

As a practicum student, I have experienced the efforts of administrators, counsellors, and management at the Family Resource Centre as contributing to an environment of acceptance and learning. While I feel I have gained valuable insight on the nuances of the therapeutic relationship from the FRC's team of counsellors (most notably Hellmut and Elaine), as someone new to the world of filing cabinets, phone extensions, prox cards, and paper shredders, Edith, Danna, and Carol have helped bring structure to an otherwise creative and (often times) chaotic practice. While it is without doubt that I would have gained knowledge and insight irrespective of my practicum placement, the kindness, understanding, and willingness to connect are qualities that I may not have experienced in other placements and which, I feel, have expedited my growth as a new counsellor. This is especially true of my supervisor, Hellmut Noelle, who was always available for discussion in spite of difficult circumstances in his own life, and who helped to keep me on task with honest feedback and informed direction. Thank you to everyone who helped contribute to this essential milestone in my education.

Submitted by: Sarah Smith

## **Rainbow Counselling Program**

*Funded by: Shuswap North Okanagan Division of Family Practice and Trans Care BC*

The Family Resource Centre launched a youth leadership team - called My Cool Gay Cousins - to provide input into our programming for the young LGBTQ+ community in Vernon. We also put out a survey to gather information on the needs of the community.

Based on the feedback from My Cool Gay Cousins and the community survey, we pursued new funding sources to grow our Rainbow program in the following year. We have applied for funding to continue providing counselling services. In addition, we are pursuing funding to offer peer groups for LGBTQ+ youth and LGBTQ+. And finally, we are pursuing funding to launch an LGBTQ+ Sex Ed class for high school students. In addition, we have sent two counsellors to receive training in supporting individuals who are transitioning.

This year was spent ensuring that our Rainbow Program was set up to be a long-term sustainable part of the Family Resource Centre's program offering, and that the program met the needs of the community.

Jim Swingle, Executive Director

## **Sexual Abuse Recovery for Men**

*Funded by: United Way SIBC Community Funds, BC Gaming and Family Resource Centre*

Few intrusions in life as are devastating, multi-dimensional and long term as sexual abuse. We have discovered that both men and women can be victims and the perpetrators can be male or female, adults, teens, or children. From our client base, less than 5% have ever seen even one of their perpetrators convicted and even though over half the men have been abused by at least one female, none in this program have ever seen a female even charged for her crime.

The S.A.M. Program provides specialized therapeutic counselling for male survivors of sexual abuse and other forms of trauma. The counselling provided is prompt, confidential and appropriate to the client's needs. During the fiscal year, 32 clients received services through this program. Clients range in age from young adults to senior citizens.

The S.A.M. Program is a professional counselling program available at the same low sliding fee scale as the Community Counselling Program. This program allows men to explore how abuse changed their lives and lets them know that they are not alone in dealing with this issue. Our goal for clients is to experience a 50% decrease in post-traumatic stress symptoms, to improve their relationships and diminish traumatic thinking.

This fiscal year saw some unique challenges and developments. The most significant challenge was trying to implement the changing safety parameters around COVID 19. The face of counselling altered. Prior to COVID we only did in person counselling. During this year we embraced "virtual" counselling by phone which accounted for just over 45% off our 450+ hours of client time. With this came new challenges for both the client and the counsellor. In society we also saw a significant increase in anxiety, fear, depression, relationship conflict, drug overdoses and suicidality. The team support at FRC became more essential than ever before.

A positive cultural shift was also observed. Prior to this year, only one client has ever been approved for CVAP (Crime Victims Assistant Program). This year, I saw 4 approvals that included historic trauma, spousal assault, and sexual assault by a female against a male.

The program has adapted to changes by including two other counsellors, Elaine Pelletier and Sanne vanVlerken. We also had a female client who wanted to talk to a male counsellor about her trauma.

The greatest reward in doing this program is seeing men moved from being victims to seeing themselves as survivors. After this we strive to help them thrive and enjoy life in a way they have never experienced. The past can't be changed but a person can heal, let it go, forgive, seeing people and this world differently than before. This year we were able to take this message into a larger sphere, when Hellmut was invited to do a virtual presentation for the Canadian Counselling and Psychotherapy Association's annual conference.

S.A.M. receives referrals from a wide range of community organizations including Mental Health, family physicians, the Howard House, RCMP, churches, other community programs and counsellors.

The financial support of both Gaming and the United Way has been essential to the continued existence of this program. Our agency also fundraises to cover costs for counselling, including funds allocated to the S.A.M. Project.

Hellmut Noelle, M.Div., MA, CCC, CCC-S, RCC

## **Women's Trauma Program - Sexual Abuse Recovery for Women**

*Funded by: Ministry of Public Safety and Solicitor General and United Way SIBC Community Funds*

The Women's Trauma Program (WTP), formerly the Women Victims of Violence (WV) Sexual Abuse Recovery Program, provides adult sexual abuse and other trauma therapy for women, including people who identify as a woman. The vision is for the WTP to continue providing trauma therapy services for women who have experienced recent or historical sexual abuse or sexual assault and to begin also addressing non-sexual traumas.

Clinicians in the WTP use a variety of trauma informed approaches to assist women in exploring how trauma and abuse may have impacted their life, while helping them to develop skills that enhance an overall sense of well-being. Requests for service come mainly from the women themselves, although many women have said their psychiatrists or physicians suggested this Family Resource Centre service to them. Upon referral to the program each woman is offered a brief intake assessment which offers them information about the service, ensures suitability for our mandate and may connect them to other local resources while they wait for therapy in our program. This process also allows clinicians to prioritize the waitlist and gauge which clinician will be the best fit for each client. Referrals increased over the fiscal year, and due to the unease of many clients had about the pandemic we were unable to discharge within the usual timeframe. Thus, our wait list increased from two to three months to eight to ten months over the fiscal year.

One-on-one therapy is provided to help heal the effects of sexual abuse/assault. During counselling, women are often affected by real life challenges such as illnesses and accidents, financial losses or family tragedies taking place. In such situations, we provide clients with self-care skills to promote healing while coping within their current context. Some clients are well resourced and possess strong resiliency skills meaning they may only require therapy for a short period of time, while others have more complex trauma and challenging current circumstances which may require longer term therapy.

The new *Phase 3 Trauma Therapy Group*, for women who have completed phases 1 and 2 trauma therapy within the WTP program, was pilot tested for five sessions in September and October 2020. This group was funded by the Canadian Women's Foundation (CWF). This pilot went well. The clients wanted the group to continue and chose to rename it *Moving Forward*. We began two *Moving Forward* groups on alternate Monday evenings with funding from the CWF, and one *Moving Forward* group every second Wednesday afternoon with funding from the Stopping the Violence contract. These groups ran from October 2020 to the end of the fiscal year and continue into the 2021-22 fiscal year.

During the fiscal year there were three trauma therapists working in the Women's Trauma Program, taking part in both individual and group therapy sessions. Jody, Elaine, and Sanne are looking forward to a dynamic year building on their creativity and insights as they continue this important and rewarding work.

Respectfully Submitted by,

Jody Wettig, Elaine Pelletier, and Sanne vanVlerken

# Volunteer Services

## Senior Support Volunteer Program

*Funded by: Interior Health Authority - Adult Mental Health and Donations*

The Senior Support Volunteer (SSV) program is a partnership between the Family Resource Centre (FRC) and Interior Health Association's Seniors Mental Health team. The SSV's role is to deliver strong support through both direct client and outreach hours in a variety of activities and programs.

The SSV's were faced with the challenge to adjust how to deliver support in a time of a pandemic. In regular programming, Busy Bees was a weekly social group for senior women, who are clients of the Seniors Mental Health team. The volunteers would drive clients to the group, provide snacks for the participants, and assist with a variety of activities designed to promote client socialization. Since the arrival of Covid19, Busy Bees was suspended, and we have moved to a different delivery support for our seniors.

We now provide 100 Senior Activity Bags each month to support the Senior Mental Health team and their clients. In each bag we provide; snack, beverage, song sheet, puzzle sheets (crossword, word search, etc.), a coloring sheet, and craft activity. We have worked over the past year to build up their craft supplies and choose items they can give as gifts if they wish.

We have volunteers who come in every month to pack the bags for us. We even have one client who was receiving bags turn into one of our volunteers! The activity bags are delivered to Interior Health and the IHA team delivers to their clients. The seniors look forward to receiving the bags as their living restrictions have imposed a new level of boredom, anxiety and depression. These bags bring important connection, support and fun through their case workers deliveries.

Our SSVs continue to support clients through individual phone calls while in person visits stayed restricted. The primary purpose is to increase social contacts and independence for seniors who are receiving services from the Seniors Mental Health team. Volunteers and clients are encouraged to enjoy connecting through weekly check-ins.

## Community Support Volunteers

*Funded by: Interior Health Authority - Mental Health Services & Southern Interior BC United Way*

The Community Support Volunteer (CSV) program is a very valuable program where trained volunteers take appointments with clients to support community members with grief, loss, self esteem, life transitions and relationship concerns. This program was impacted with the arrival of the pandemic and the cancellation of in person visits. We lost many volunteers who needed to isolate due to their own health concerns as well.

Unfortunately, we also had just started a training session to recruit more volunteers into the CSV role. Volunteer recruitment was done using Volunteer Bureau lists, posters in the community, social media, and the FRC website. We had just engaged in a print campaign to share our volunteer opportunities and engage community. Recruitment of volunteers for the CSV program is ongoing and we look forward to hosting a virtual training this fall.

FRC continues to work in partnership with the University of Victoria's Institute on Aging and Lifelong Health. This year FRC has shared virtual courses with our community. Chronic Pain, Diabetes, and Cancer self-management programs have been offered. These programs were usually held in person with support from our CSV volunteers. We look forward to returning to this format in the future.

We worked with the UBC Faculty of Pharmaceutical Sciences for the first time this year. We brought on a volunteer as part of her community volunteer hours to assist our virtual programming needs. The volunteer worked with FRC staff to assist in managing ZOOM platforms for the Cognitive Behaviour Therapy sessions.

**Thank you** to all our amazing volunteers who so generously share their time, talents and compassion to make all these programs possible. This has been a very challenging year for our community and we appreciate all the volunteers who support the work we do.

Respectfully submitted by: Tracy Williamson and Edith Thoreson

## FUNDING SOURCES



## Number of clients served by PROGRAMS



## Program Statistics

### Program Hours

	Contracts	Population Served	Clients	Individual Service Hours Provided
CC	Community Counselling Program	Adults	218	1476.25
FSW	Family Support Worker program	Children & Youth	129	1245.25
RCP	Rainbow Counselling Program	Youth & Adults	17	182.00
PPD	Postpartum Depression Counselling Program	Adults	10	170.5
SAIP	Sexual Abuse Intervention Program for Children	Children & Youth	57	711.50
SAM	Sexual Abused Recovery for Men	Men	27	404.00
TCP	Therapeutic Counsellor Program	Children & Youth	13	337.25
WVV	Sexual Abuse Recovery for Women	Women	70	1342.5
STAFF	Staff – Volunteer Hours	-		1.0
	<b>TOTALS</b>		<b>541</b>	<b>5870.25</b>

### Volunteer Hours

Direct Client Hours	Individual Clients	Service Hours Provided
Community Support Volunteers	3	7.0
Senior Support Volunteers	2	13.5
<b>TOTALS</b>	<b>5</b>	<b>20.5</b>

Outreach Hours	Volunteer Hours
Community Support Volunteers	55.0
Senior Support Volunteers	23.5
<b>TOTALS</b>	<b>78.5</b>

Staff Volunteer Hours	Volunteer Hours
Photography	1.0

## Group Hours

(due to fiscal year reporting, some groups show only partial attendance)

Adult Programs	Dates	# of Clients Registered	# Hours Per Session	Total Hours Registered	Total Hours Attended
CWF-Phase 3 Trauma Therapy	Sep 21/20 – Nov 16/20	6	1.5	45.00	33.00
CC-Cognitive Behavioral Therapy	Jul 28/20 – Aug 11/20	3	2.0	18.00	14.00
CC-Cognitive Behavioral Therapy	Sep 08/20 – Sep 22/20	3	2.0	18.00	10.00
CC-Cognitive Behavioral Therapy	Oct 22/20 – Nov 03/20	3	2.0	18.00	16.00
CWF-Moving Forward #2	Nov 23/20 – Apr 30/21	6	1.5	81.00	34.50
WVW-Moving Forward #3	Dec 02/20 – Mar 31/21	6	1.5	81.00	30.00
CWF-Moving Forward #1	Nov 30/20 – Mar 31/21	6	1.5	75.00	40.00
CC-Cognitive Behavioral Therapy	Jan 19/21 – Feb 02/21	6	2.0	36.00	30.00
CC-Cognitive Behavioral Therapy	Dec 01/20 – Dec 15/20	2	2.0	12.00	4.00
CC-Cognitive Behavioral Therapy	Mar 16/21 – Mar 31/21	9	2.0	54.00	42.00
<b>TOTALS</b>		<b>50</b>		<b>438.00</b>	<b>253.5</b>

Children's Programs	Dates	# of Clients Registered	#Hrs Per Session	Total Hours Registered	Total Hours Attended
FSW-Parenting Through Emotion	Jun 09/20 – Jun 23/20	11	2.0	66.00	40.00
FSW-Parenting Through Emotion	Jul 7/20 – Jul 21/20	8	2.0	48.00	38.00
FSW-Parenting Through Emotion	Aug 18/20 – Sep 01/20	6	2.0	36.00	30.00
FSW-Parenting Through Emotion	Sep 29/20 – Oct 13/20	9	2.0	54.00	44.00
FSW-Parenting Through Emotion	Oct 13/20 – Oct 27/20	9	2.0	54.00	40.00
FSW-Parenting Through Emotion-Foster Parents	Dec 01/20 – Dec 10/20	22	2.0	176.00	118.00
FSW-Parenting Through Emotion	Nov 10/20 – Nov 24/20	9	2.0	54.00	52.00
FSW-Parenting Through Emotion	Jan 20/21 – Feb 03/21	11	2.0	66.00	46.00
FSW-Parenting Through Emotion	Mar 09/21 – Mar 23/21	8	2.0	48.00	30.00
<b>TOTALS</b>		<b>93</b>		<b>602.00</b>	<b>438.00</b>