



# 2010-2011

ANNUAL REPORT

*The Family Centre*<sup>®</sup>  
Where families come first!

*Bringing programs, partnerships and resources together  
to empower and strengthen families and communities*



## PROGRAMS

Counselling & Community Services  
In-Home Family Support & Parent Coach Program  
Family & Child Care Resources  
Family Supports for Refugees  
Family Resource Centers  
Employee Assistance Program  
Families & Schools Together Canada  
Family Preservation  
Education & Training

### FUNDED BY



### MEMBER

Family Service Canada  
Manitoba Child Care Association

**ACCREDITED since 1968**

## MISSION

To bring programs, partnerships and resources together to empower and strengthen families and communities.

## VISION

Healthy families and strong communities

## GUIDING PHILOSOPHY

- to help free and foster the strengths, abilities and assets of individuals, families, groups, organizations and communities.
- to build on existing capacities and competencies.
- to not only see things as they are, but as they can be.



*The Family Centre MANAGEMENT TEAM:  
front row, 1 to r, Holly Puckall (Executive Director), Catherine Thiessen; back row, 1 to r, Rhonda Chegus, Maureen Barchyn and Millie Braun.*

## MESSAGE FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Since our beginnings in 1936, we have provided a broad range of resources for families. Our core programs are strong, vibrant and responsive to emerging needs.

This year, the Family Support Program provided 106,713 hours of in-home support, practical assistance with parenting, household management and life skills to 671 families with young children. The key success factors are careful selection of paraprofessional Family Support Workers and Parent Coaches and provision of extensive orientation, training, support and supervision. Other family serving agencies rely on this resource to meet the needs of families in crisis or under stress.

All six Family Resource Centres (FRC's) in subsidized housing communities continue to produce amazing results. Key success factors are tenant advisory committees that identify and prioritize needs, steering committees comprised of service providers who attempt to meet these needs, and core staff in the FRC's who provide a bridge of trust into these communities and coordinate activities and resources. To name but a few of the successes this year - a new Harvest site at Westgrove, Three Stars and a Wish intergenerational literacy program at Mayfair, Angela, a student from Westgrove Learning Centre, winning the Prime Minister's Award for Literacy in Manitoba, Nobody's Perfect Parenting Groups at St. Anne's and Woodydell, and Walking School Bus/Breakfast Program at Plessis.

Success in Counselling is attributable to our skilled and talented team of counsellors who use state of the art interventions to empower individuals and strengthen families. Counsellors are now working on site in two FRC's. Several therapeutic groups were offered this year. Our partnership with Justice, Domestic Violence Unit, has proven to be an effective means of providing preventive services to families in crisis. Families and Schools Together (F&ST) continues to strengthen families and build a sense of community around selected schools in Winnipeg. We also continue to support F&ST in Brandon and Thompson.

Family and Child Care Resources (FCCR) has become a primary agent for building capacity within the child care system. With a focus on supporting and advocating for children and their families, FCCR staff coordinates a holistic intervention involving consultation, coaching, resources such as group therapy and customized workshops. Child Care Directors enthusiastically endorse this program and report significant growth for both the referred child and child care staff.

Family Supports for Refugees provided services for families who struggle with multiple barriers to settlement. In January, 2011, with funding from CIC and subsequently LIM, we launched a new program, *Enhanced Settlement Services*, to support newly arrived government sponsored refugee families who present with complex needs.

We value the long term partnerships with our core funders, the United Way and the Province of Manitoba. We also thank the many funders who have provided small and medium size grants to enhance our services.

And a special thank you to our visionary board, creative management team, and talented staff, students and volunteers!

You make it all possible!



*(l to r) Holly Puckall,  
Executive Director and  
Chody Sutherland, Board  
President.*

## BOARD OF DIRECTORS

*Lorne Pelletier, Past President  
Chody Sutherland, President  
Sandra Walker-Adolph, Vice President  
Joanna Gustave, Treasurer  
Drew Mitchell, Secretary  
Jim Saper, Honorary Solicitor  
John Stefaniuk, Honorary Solicitor  
David Atem*

- ★ *Janet Campbell*
- Sarah Dann*
- ★ *Dean Schinkel*
- Kerry Single*
- Jennifer Tighe*

★ *Resigned*



**BOARD OF DIRECTORS:** *Front row, l to r, David Atem, Chody Sutherland; back row, l to r, Joanna Gustave, Sandra Walker-Adolph and Drew Mitchell; Absent from photo: Lorne Pelletier, Sarah Dann, Kerry Single & Jennifer Tighe.*

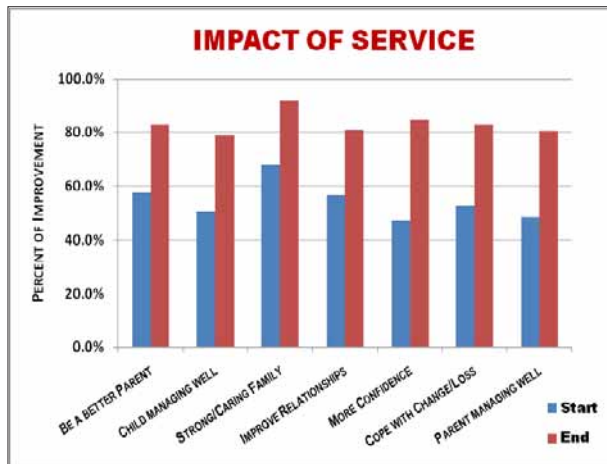
## IN-HOME FAMILY SUPPORT AND PARENT COACH PROGRAM

Approximately 100 Family Support Workers and Parent Coaches work in partnership with families and their Coordinators to provide in-home support during periods of stress. The goals of the program are to:

- provide child care, family support, parent education and household help;
- strengthen parent/child relationships;
- assist families to promote the physical, cognitive, social and emotional development of their children.

### FAMILY SUPPORT PROGRAM

Over the past year 106,713 hours of service were provided to families with young children. All staff in the program work from a foundation of attachment, recognizing the parent/child unit as the primary and most significant relationship for families. It has been well documented that a strong bond between parents and children sets the stage for all other growth and development later in life.



\* Represents progress in family identified goals between start and end of service.

*“I was afraid to ask for help and didn’t think I needed it. I don’t know where I’d be without The Family Centre. The support was invaluable and has helped me get where I am today. I never thought I’d be able to go to school and have goals and dreams for my family.”*

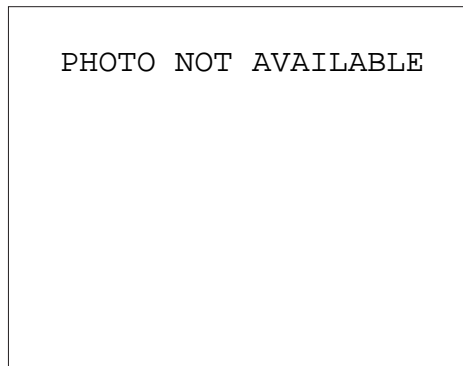
*Family Support Program Client*



**FAMILY SUPPORT/PARENT COACH PROGRAM STAFF:**  
*Front row, 1 to r, Kristina Harrison, Jayne Sinclair, Joy Rae, Linda Sunde, Maureen Barchyn (Program Director) & Sukhy Mann;*  
*back row, 1 to r, Judy Zwarych, Carol Billett, Lea Neufeld-LaRue, Mae Choo-Mah, Mona Klagenberg, Carrie Potts.*

### IN-HOME FAMILY SUPPORT PROGRAM

Family Support Workers provide practical assistance with child care, household management and parenting as well as emotional support and encouragement to assist families during difficult times. They focus on the total family, building on the inherent strengths and skills of each person. Parents identify goals that they want to work on over the course of service and Family Support Workers support them in reaching these goals.



*Family Support Worker Isatta (left) with client family Shauna and her twins Isaac and Isaiah, and Jayne Sinclair, Family Support Coordinator.*

**Family Support/Parent Coach Program is funded by Manitoba Family Services and Consumer Affairs**



*Parent Coach Program staff, l to r, Gale Beattie, Dave Drummond, Jayme Siemens (student) Christine Burke, Corinne Paulishyn, Susan Parcels & Joy Rae (Clinical Supervisor).*

## PARENT COACH PROGRAM

Our Family Education Program was renamed over the past year and is now known as the **Parent Coach Program**. A Parent Coach provides home based support in situations where families have identified the need to learn more in-depth parenting and/or home management skills. Parents choose the areas they want to focus on and the Parent Coach provides the information and resources needed to build their parenting knowledge and skill. Most importantly, they provide the consistent encouragement, mentoring and positive reinforcement that increases confidence and ultimately improves the quality of relationships between parents and their children.

### CLIENT COMMENTS:

*“We benefited from the Family Centre and are still benefiting from the relationship. You provide a good service to the community and helped put us back where we used to be (talking to one another).”*

*Parent Coach Program Client*

*“It was a good experience. It made me open to new ideas and accepting of constructive criticism and positive feedback. It was a helpful learning experience that was beneficial for myself and my girls.”*

*Parent Coach Program Client*

## DIVERSITY

Family Support Workers and Parent Coaches comprise a culturally diverse workforce, who speak more than 41 languages and reflect the community at large. Since many of our staff are newcomers to Canada they have a wealth of knowledge and experience to share.

## STAFF SUPPORT AND TRAINING



*Manicures at Support Worker Appreciation Day, September, 2010.*

Newly hired support workers receive comprehensive orientation and ongoing training throughout their first year of employment. In addition, regular training sessions and support groups are scheduled for experienced staff in recognition of the challenging and often isolating nature of their work. These well attended sessions provide meaningful opportunities for new learning as well as time for workers to collaborate and learn from one another. A **Support Worker Appreciation Day** takes place every fall, providing an opportunity to celebrate the invaluable contributions of these front line workers.

## FAMILY & CHILD CARE RESOURCES



**FAMILY & CHILD CARE RESOURCES PROGRAM STAFF:**  
front row, 1 to r, Odette Mukole, Samir Aboba, Tanya Hoover, Anne Grewar; back row, 1 to r, Soliana Teklehaimanot, Heather Rochon, Edie Martinez, Millie Braun (Program Director) and Martha Elliott.

## BEHAVIOURAL/DEVELOPMENTAL SUPPORTS FOR CHILDREN

Comprehensive supports to children, families and care providers when children in licensed child care programs have challenging behavioural, emotional, cognitive, developmental or communication concerns. Services included the following:

- Assessment
- Observation
- Individual intervention plans
- Strategies and resources for caregivers
- Referrals and advocacy
- Supportive counselling
- Service coordination

*“The staff at The Family Centre have provided our staff with programming ideas & resources, as well as helping families become partners with their child’s caregivers. We have seen this approach bring about marvelous changes to family relationships. When a child struggles the family struggles. This program has helped us provide support to both. We can’t say enough about the positive contributions The Family Centre has brought to our programs and the families we serve and look forward to our continued partnership.”*

*Dawne Doyle, Executive Director,  
Village Child Care, Inc.*

## “H.U.G.” (HELPING US GROW)

A series of facilitated circle time groups with child care staff and children using the four domains of Group Theraplay: Engagement, Structure, Nurture and Challenge. Through this group experience, children develop cooperation and problem solving skills, a sense of identity and esteem within the group. H.U.G. was offered at two sites this past year.

*“HUG offered meaningful experiences to our preschool participants and will continue to be a unique teaching tool childcare staff will use with the children in every day practice. Having worked for many years in the Early Childhood field, there have been only a few workshops/training events which can compare to this very comprehensive training and experience for both child and educator. “*

*Barb’ra Kravetsky, Director,  
Creative Play YMCA-YWCA*



**Family and Child Care Resources is funded by Manitoba Early Learning and Child Care Program**



## SUPPORTING QUALITY ENHANCEMENT IN EARLY LEARNING PROGRAMS

Continued support for enhancing quality in early learning and child care programs was provided to nursery schools in Manitoba. Mentoring was provided to nine nursery schools to help them reflect on their curriculum. A workshop series was developed and six topics were delivered to nursery schools throughout Manitoba:

- Observing for Curriculum Planning
- Invitations
- Documentation and Inspiration
- Creative Art: Why Promote Process Over Product?
- Teaching Parents Through Play
- Journals: Our Journey

Twelve nursery schools were assessed using ECERS-R (the Early Childhood Environmental Rating Scale - Revised) and assistance was provided to develop their quality enhancement plans based on their summary report. Inter-rater reliability was also established with four child care programs.

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*“Thank you for challenging us in order to provide the best care possible for our children.” “Family Centre is a wonderful resource for its great workshops and resources for our staff.”*

*Nursery Program Directors*

## FAMILY SUPPORTS FOR REFUGEES

Comprehensive case management and support for refugee families with multiple barriers who are resettling in Winnipeg. Barriers include factors such as low literacy, low English, single parenting, post traumatic stress, mental and physical health problems, disability, and separation from family. Services included:

- Assessment
- Goal planning
- Service coordination
- Problem solving and supportive counselling
- Referral and advocacy
- Connecting to services and resources
- In-home Family Support and Parent Coaching through the Family Support Program

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*“I arrived in Winnipeg in 2007 completely alone except for my son. I had no family or friends in the city. I came to The Family Centre for help in finding day care for my son. They helped me to find day care and also with many other things. When I became sick, I got a Support Worker who helped me and my son. We got some small things like a thermos and some books. I remember it was special. They also helped me to find help with my finances, to find counselling, to find a job and to choose the right kind of schooling for me.*

*Even now, if I have a problem I can call The Family Centre. I know I can always get help if I need it. This is a very good organization. They are like my parents in Canada. When I saw what they have done for me, I was inspired to get training so that I can also help others. I am proud. When I finished my school, I will help others in the community.*

*I am doing so well now. I have built up my health and myself as a person. I am happy . . . for myself and my son.”*

*Client*

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*Family Supports for Refugees is funded by Citizenship and Immigration Canada and Labour and Immigration Manitoba.*

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## COUNSELLING AND COMMUNITY SERVICES



**COUNSELLING PROGRAM STAFF:** Front row, 1 to r, Sandy Sydor, Kate McGinn, Kim Barber, Meera Rew, Donna Pronishen, Mae Choo-Mah, Lillian DeLaFuente; back row, 1 to r, Rhonda Chegus (Program Director), Kirstin Firth, Joanne Couture, Brian VanWallegghem, Lynda Vorauer, Rod Minaker, Erwin Thiessen, Jennifer Heinrichs and Scott Erickson. Absent from photo: Darlene Wright.

Counselling is provided to individuals, couples, families and groups. Counsellors use a collaborative, family centered approach.

### FAMILY PRESERVATION

The primary goal of the Family Preservation Program is to help families who are reunifying or need counselling to maintain their family unit. The program employs a reflective team and offers intensive family therapy. Family Support and Parent Coaches are also available to provide assistance to many families.

### COUNSELLING FOR FAMILIES IN CRISIS (Manitoba Justice)

This program provides counselling for families referred by Manitoba Justice through the Domestic Violence Support Services Intervention Unit. The goals are to support families following an immediate crisis to engage in problem resolution and reestablishing healthy family interactions.

## COUNSELLING GROUPS

### Anger Group for Men

This group teaches concrete skills of anger management and relaxation in order to recognize and deal with this powerful emotion.

### Resentment Group: Get Mad, Get Even or Get a Life

This group is designed to assist in identifying the benefits and consequences of holding on to anger and enables us to complete the past and create a life of choosing.

### Fathering Group

This group is designed to assist men to discover more fully their gifts of fatherhood and manhood.

### Anger Management Group for Women

This group is for women who are committed to developing self-awareness and self-regulation in connection with anger.

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*“I didn’t expect anything like this to happen to me, let alone my family. I was numb for weeks not really knowing what to do. Thank goodness they were there for me when I needed it.”*  
*Counselling Client*

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## STUDENT TRAINING

Student practicum placements were provided this year for students from the University of Manitoba, Faculty of Social Work and Master of Education and University of Winnipeg, Master of Marriage and Family Therapy. Five students experienced a rich learning environment including peer seminars, live session consultation, and the sharing of multidisciplinary approaches.

*Counselling and Community Services is funded by United Way Winnipeg.*

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## COMMUNITY DEVELOPMENT

We are committed to the values of fostering the strengths, abilities and assets of individuals, families, groups, organizations and communities. A counsellor's presence in a community creates an opportunity for change and expanding capacities. By moving counselling resources into neighbourhood settings, we are able to provide services to families who might not otherwise engage in counselling.

### Community Family Resource Centre (Plessis Road)

Family Therapist, Jennifer Heinrichs, joined the Family Resource Centre team at Plessis in September, 2010. In preparation for supporting on-site counselling, a new office space was built through a grant from The Winnipeg Foundation and Manitoba Community Places. The new office provides a much needed private space within the resource centre. Residents of the Plessis housing unit can request counselling simply by calling, or dropping in at the resource centre. This first year of having an on-site counsellor has been focused on building relationships and establishing trust. Jennifer has also been one of the supports to an adolescent girls' group.

### Mayfair Resource Centre

Family Therapist, Joanne Couture, began one day a week on-site at the Mayfair Family Resource Centre in September, 2010. During this year, Family Resource Centre staff have looked for opportunities to introduce Joanne to the Mayfair community. As a way to facilitate counselling and provide privacy, a "quiet room" was established and decorated within the space. This has allowed for individual counselling, counselling with children and families, and the development of a women's group based on Aboriginal traditions.

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*"The F&ST program is a good chance for newcomer families to enjoy activities with their children and to learn about different cultures."  
F&ST Parent*

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**Community Development is funded by United Way Winnipeg and the Winnipeg Foundation.**



*Annual FASTWORKS event at IMAX in March, 2011.*

## FAMILIES AND SCHOOLS TOGETHER CANADA

The Family Centre has been coordinating the F&ST program in Manitoba since spring, 1997. In August, 2010, the United Nations recognized F&ST as an evidence based, family skills program. F&ST was listed as 12<sup>th</sup> in the world out of 150 programs reviewed. This past year, seven F&ST programs were facilitated in Winnipeg schools. Three rural Manitoba F&ST programs are operated in Brandon and Thompson schools. F&ST families experience many positive ongoing changes in their lives. Following the eight week program, they are encouraged to participate in FASTWORKS where they meet once a month for family fun and to support one another.



*(l to r) Jennifer Heinrichs, Family Therapist at Community Family Resource Centre (Plessis Road), and Joanne Couture, Family Therapist at Mayfair Family Resource Centre.*

**F&ST is funded by Manitoba Education, United Way Winnipeg and school divisions.**

## FAMILY RESOURCE CENTRES

The Family Centre of Winnipeg, in partnership with Manitoba Housing, operates six family resource centres located in Manitoba Housing developments throughout the city:

- Woodydell Family Resource Centre
- St. Anne's Family Resource Centre
- Community Family Resource Centre, (Plessis Rd.)
- Westgrove Family Resource Centre
- Mayfair Family Resource Centre
- Tuxedo Family Resource Centre

Core programming includes community kitchens, family fun nights, drop in, public access computers, used clothing depots, breakfast clubs, information, support and referral. The goal is to have empowered individuals living in healthy families within a well connected, supportive community.

### COMMUNITY FAMILY RESOURCE CENTRE (PLESSIS ROAD)

For the past three years a group of newcomer women have been meeting at the resource centre on Tuesday afternoons to learn English. The program ended with a graduation celebration this past March. Many thanks to our EAL tutor Linda Banman, and the funding from Manitoba Labour and Immigration, which made this program possible.



*EAL class graduation.*

*"I used to be angry at people and see myself as a victim. You have helped me to feel strong. I now know my rights. I have learned how to respect myself. I've learned how to expect respect from others. I now see the anger in other people and it reminds me of where I used to be. But now I am in a different place. I am a winner. I can now help others."*

*Mary Chiengkou, (through interpreter)*

## WOODYDELL FAMILY RESOURCE CENTRE



What's been cookin' at Woodydell? Gingerbread cookies, chicken snack wraps and garden veggie pizza were just a few of the delicious meals prepared by our young chefs. As they washed and chopped vegetables, grated cheese, mixed muffins and rolled cookie dough their confidence grew and new friendships flourished.

Participants went home with new skills and a cookbook of recipes to share with their families. A great big thank you to Wonder+ Healthy Active Kids for funding this program at Woodydell and similar programs at four other resource centres over the past year.

## ST. ANNE'S FAMILY RESOURCE CENTRE



*Family B-B-Q at St. Anne's Family Resource Centre.*

Every summer The Family Centre of Winnipeg hires students to run kids day camps. In 2010, two of the six students hired were from the St. Anne's housing development and another three were hired from other resource centre communities. The students gained work and leadership experience while planning and implementing a fun filled summer of programming for 6 to 12 year olds. These students proved to be wonderful role models and mentors for the younger children in their communities. Thank you to Manitoba Urban Green Team for supporting this program.

## FAMILY RESOURCE CENTRES

### TUXEDO FAMILY RESOURCE CENTRE

*“The theme this evening is the number 3 ... tell us 3 things about yourself, two must be true and the other untrue ... and then we will guess which one is untrue.”*

This is one of many activities that happens at the English Conversation Circle on Wednesday evenings at Tuxedo Family Resource Centre. A group of newcomer women meet to improve their skill at speaking and understanding English. There is much good-natured joking and laughter and new friendships are made as they begin to unravel the intricacies of the English language while sharing and comparing customs and traditions. Thanks to our volunteer, Lynn Thompson, Winnipeg School Division, for leading this group.



*English conversation Circle, Tuxedo Family Resource Centre.*



*L to r, The Honourable Jennifer Howard, Minister of Labour & Immigration, congratulates staff and children at book launch at the University of Winnipeg.*

**Major funders of Family Resource Centres are MB Housing and Community Development, MB Family Services and Community Affairs, and United Way Winnipeg.**

### MAYFAIR FAMILY RESOURCE CENTRE



#### Three Stars and a Wish BOOK LAUNCH

Please help us celebrate on Thurs. April 14<sup>th</sup> from 6:00-7:00 at the Faculty Club on the 4th floor of Wesley Hall (University of Winnipeg)

Please RSVP to Lee @ 947-3401 by April 8<sup>th</sup>

Calling all young authors . . . **Three Stars and a Wish** is an intergenerational family literacy program based on an oral story-telling tradition. Ten children and their parents worked with mentors from the University of Winnipeg & Booth College over a six week period to record a personal or family story and share a wish for one another.

The results of their creativity and hard work were published in a book which was launched at a celebration at the University of Winnipeg Faculty Club. Thank you to our funders: Communities 4 Families, Families Forward, Literacy for Life and the University of Winnipeg.

### WESTGROVE FAMILY RESOURCE CENTRE

*“... literacy skills are the essential building blocks for the development of a vibrant society and economy”.*  
**Premier Greg Selinger**

This past September, Angela Keno, a student at Westgrove Learning Centre, was awarded the Council of the Federation Literacy Award for 2010. Angela and her three sons attended the **“Breakfast of Champions”** on September 28, 2010, where she was presented with her award by Premier Greg Selinger. Funding for the Westgrove Learning Centre is made available through Manitoba Advanced Education and Literacy.



*l to r, The Honourable Diane McGifford, Minister, Advanced Education & Literacy, the Honourable Greg Selinger, Premier, Angela Keno and sons, Norm Koe, Instructor at Breakfast of Champions celebration.*

## EMPLOYEE ASSISTANCE PROGRAM



The Family Centre is part of a national network of sister agencies (FSEAP) who provide EAP services to approximately 500 companies representing over 1,000,000 employees across Canada.

EAP services include counselling for employees and their families, critical incident debriefing, wellness training, mediation, health promotion, management/organizational consultations and telephone advisory services.

Profits derived from our EAP division services are reinvested in the Winnipeg community.

### WINNIPEG EAP CONTRACTS

Federated Insurance  
 Federated Trauma Assistance Program  
 Jewish Foundation of Manitoba  
 MB Municipal Administrators Association  
 Manitoba Public Insurance  
 National Defence  
 Pollard Banknote  
 Princess Auto  
 Victim's Compensation  
 Winnipeg Taxation Centre (CRA)  
 Winnipeg Taxation Services Office (CRA)  
 Winpak

**United Way Agencies' Employee Benefits Plan:**  
 Boys and Girls Clubs of Winnipeg  
 C.E.D.A.  
 C.M.H.A. (Manitoba, SwanValley, Winnipeg)  
 Canadian Paraplegic Association  
 Centre Renaissance  
 Cerebral Palsy Assoc. of Manitoba  
 Community Respite Service  
 Creative Retirement  
 Esther House



*(l to r) Kim Barber & Meera Rew, EAP Coordinators*

*The Family Centre of Winnipeg  
 Immigrant Centre Manitoba Inc.  
 Jewish Child & Family Services  
 John Howard Society  
 L'entre-Temps Des Franco Manitobaines  
 Manitoba Brain Injury Association  
 Manitoba Interfaith Immigration  
 Manitoba Society of Seniors  
 Manitoba Community Services Council  
 Meals on Wheels  
 MIRS/MASW  
 Manitoba League of Persons with Disabilities  
 North East Community Renewal  
 North End Women's Centre  
 People First of Canada  
 Pregnancy & Family Support Services Inc.  
 Reaching E-Quality  
 Riverdale Place Homes  
 Rossbrook House  
 St. John Ambulance  
 Stradbrook Residential  
 United Way Benefits Staff  
 United Way of Winnipeg  
 Villa Rosa  
 Volunteer Manitoba Inc.  
 W.I.S.H.  
 Women's Safe Haven*

### FSEAP NETWORK CONTRACTS

AECOM (ComPsych)  
 Brenntag  
 Certified General Accountants Association of Canada  
 CIMCO Midwest  
 Diageo Canada  
 Dow AgriSciences Canada  
 Flynn Manitoba  
 Hydro One  
 Maple Leaf Foods  
 National Advertising Benevolent Society  
 North American Construction Group  
 North American Construction  
 Praxair  
 TBT Engineering  
 Vantage Foods



**ADMINISTRATION PROGRAM STAFF:** Front row, 1 to r, Audria Clunis, Janet Friesen, Catherine Thiessen (Program Director), Aida delaCruz, Riza Simonson; back row, 1 to r, Yvonne Kilbrei, Shannon Brown, Irene Radley, Allie Lange and Heather Pitt. Absent from photo; Rhonda Dorosch.

## NATIONAL FAMILY WEEK October 4 - 10, 2010

The theme for the 2010 National Family Week, **Families Connecting through Stories**, is a wonderful way for families to spend time together. Whether embarking on a journey to the far reaches of the imagination or sharing the real life experiences and the struggles of great-grandparents, stories have the potential to strengthen bonds and cultivate new memories.

National Family Week has been celebrated since 1985 when it was first proclaimed an official week by the Government of Canada. This week is dedicated to recognizing and celebrating the positives and the strengths of family.

*National Family Week is sponsored  
in Manitoba by*

**The Family Centre of Winnipeg**

For further information, visit the Canadian Association of Family Resource Programs (the national sponsor) at their website [www.frp.ca/nfw](http://www.frp.ca/nfw).

## SERVICE ACTIVITIES

### COUNSELLING PROGRAM

Families Served .....	618
Hours of Service to Families and Communities .....	4,197
Information & Referral (hours) .....	1,366
Community Development (hours) .....	2,231

### IN-HOME FAMILY SUPPORT/EDUCATION PROGRAM

Families Served .....	671
Children Involved .....	1,778
Hours of Service .....	106,713
Information/Referral/Intake Only .....	2,500
FSW/FEW Training Sessions .....	30
Total Attendance .....	500

### FAMILY & CHILD CARE RESOURCES

Children Exhibiting Behavioural/Developmental Concerns .....	113
Child Care Facilities Supported .....	73
Information/Referral .....	238
Quality Enhancement in Nursery Schools .....	12
H.U.G. Program (8 sessions at 2 centres) .....	2
Workshops offered at The Family Centre .....	17
Total Participants .....	286
Workshops offered in the Community .....	44
Total Participants .....	618
Child Care Subsidy Assistance .....	51

### FAMILY SUPPORTS FOR REFUGEES

Families Served .....	85
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### EMPLOYEE ASSISTANCE PROGRAM

Companies Served by EAP .....	28
Families Served by Family Centre Counsellors .....	325
Families Served by Affiliate Providers .....	211
Total Hours of Service .....	2,243

### FAMILIES & SCHOOLS TOGETHER CANADA

#### 2010/2011 School Year

	Winnipeg	Brandon	Thompson
Sites .....	7	2	1
People Served .....	250	80	36
Volunteers Involved .....	298	55	35

### FASTWORKS

People Served .....	478
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### FAMILY RESOURCE CENTRES

Families Served .....	494
Children Involved .....	1,731
Programs .....	301

### EDUCATION AND TRAINING

Student Practicums .....	17
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## ENDOWMENT and MEMORIAL FUND

The Endowment and Memorial Fund was established in 1993 to assist at-risk children and their families, protect children from violence, and to honour the memory of special friends of The Family Centre. If you wish to donate to our Endowment and Memorial Fund, please phone us at 947-1401 or visit our website at [www.familycentre.mb.ca](http://www.familycentre.mb.ca).

*Numerous small grants were awarded by the Endowment and Memorial Fund in 2010-2011 to the Woodydell, Tuxedo, and Mayfair Family Resource Centres. These grants totaled \$1,664.41 and supported programming in the following ways: Alphabet Soup in Motion, bus tickets for youth activities, picnic tables, and a whiteboard and table for an adult learning centre.*

### Thank you to all our donors!

#### Visionary (Over \$10,000)

John Stefaniuk

#### Pacesetter (\$5,000-\$9,999)

Marcel & Verna Baril  
Marvelle & Barrie McPherson  
Provincial All Charities Campaign Donors

#### Leader (\$2,000-\$4,999)

Millie & Dwight Braun  
Elmer & Jennifer Gomes  
Mona & Michael Linton  
Richard Stecenko  
Dr. Lori Stephen-James

#### Partner (\$1,000-\$1,999)

Margaret Ambrose  
David Carefoot  
Russ Chambers & Karen Stevens-Chambers  
Terri Clark  
Judy Kliewer  
Allie Lange  
Dorothy Lindblom  
Jane Markesteyn  
Karen & Lawrence Mercer  
Lorne Pelletier  
Holly & Ken Puckall  
Richard & Lillian Smith  
Catherine Thiessen  
Michael Turner

#### Builder (\$500-\$999)

Robert & Nancy Adkins

Wayne & Anne Barr

Lisa Bower  
Edith Bullen  
Canada Life  
Mae Choo-Mah  
John Corley  
Jean Demianyk  
Nina & Walter Dobson  
Mona Klagenberg  
Leyah McFadyen  
Lucille McLaughlin  
Andrew Nardella  
George Nyman  
Ted Paterson & Janet Handel  
Georges Picton  
Atlanta Sloane-Seale  
Suzanne Stevenson  
Klaus Tibelius  
Brian VanWalleghem  
Tony Wiebe  
Joan Wunderlich

Wayne Adams  
M. Joan Baraget  
Maureen Barchyn  
Brent Boutillier  
Robert Burns  
Douglas Cameron  
Andrew Canvin  
City of Winnipeg Employees  
Roger Clavet  
Barbara Daly  
Sylvia deSousa  
East Kildonan Lions Club

#### Sustainer

##### \$250-\$499

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Philippe Barget  
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Robert Ann Carlson  
Hon. Sharon Carstairs  
Rhonda Chegus-Hjoriefson  
Marion Creaser  
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Ted & Jean Dupley  
Easter Raffles

Darlene Fleming  
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Susan Irwin  
Alyson Kennedy  
Yvonne Kilbrei  
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Jacqueline Meckling  
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Susan Eros  
Elsie Evanson  
Elizabeth Feniak  
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Marcy Keselowksy  
Janetta King  
Lorna Klassen  
Dawn Kletke  
Janice Kosa  
Louise Kozera  
Jodi Kreitz  
Carol Labby

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Elaine Anderson  
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Patrick Bassett  
Ed Bergen  
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Monique Fillion  
Karen Flatt  
Darryl Flatt  
Focus on the Family  
David Fordyce  
Fountain of Hope  
Katherine Furkalo  
Julie Gold  
Harpreet Grewal  
Bruce Grewar  
Pauline Griffith  
Halloween Basket  
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Candace Ingram  
Karen Iwasiek  
Pearl James  
Phyllis Johnson  
Barbara Kaleta  
Marcy Keselowksy  
Janetta King  
Lorna Klassen  
Dawn Kletke  
Janice Kosa  
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John Hildebrandt  
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Candace Ingram  
Karen Iwasiek  
Pearl James  
Phyllis Johnson  
Barbara Kaleta  
Marcy Keselowksy  
Janetta King  
Lorna Klassen  
Dawn Kletke  
Janice Kosa  
Louise Kozera  
Jodi Kreitz  
Carol Labby

Donations received to March 31, 2011.  
Funds managed by The Winnipeg Foundation

#### *In Memory of*

*Mary Isobel Anderson, Anne Barr,  
Doug & Eileen Cassell,  
Jim Demianyk, Jane Evans,  
Edouard Gagnon, Eric Gillon,  
Alexander (Cam) Marshall,  
Christina McMurphy, Edward Miles,  
Doreen (Cassell) Pierson,  
Maurice Roadley, Isobel Rose,  
Anita Simpson, Mary Ann Sine*



## PARTNERSHIPS

Adolescent Parent Interagency Network  
 Family Services Agencies across Canada/EAP  
 F&ST and FASTWORKS:

Child Guidance Clinic; F&ST Families: Parent Partners; **Winnipeg School Division:** Victoria Albert, Carpathia, David Livingstone, Dufferin, Fort Rouge, Norquay, Sister MacNamara, Wellington, and William Whyte Schools; **Seven Oaks School Division:** Margaret Park School; **Louis Riel School Division:** Lavallee, Marion, and Victor Mager Schools; **Brandon School Division:** Betty Gibson, New Era School; **Mystery Lake School Division:** Wapanohk Community School

Family Resource Centres:

**Tenant Advisory Committees** at Mayfair, St. Anne's, Tuxedo, Plessis, Westgrove, and Westgrove Subsidized Housing Communities.

**Steering Committee** for each Housing Community including the following - EIA; MHA; WRHA; WPS; City of Winnipeg (Community Services); LIM (NISW); Needs Inc.; IRCOM; Mosaic; CGC; Schools - Bernie Wolfe, Carpathia, Fort Rouge, Victor Wyatt, Westgrove; School Divisions - Winnipeg, Pembina Trails, River East Transcona; MLA Constituency Assistants for Bidhu Jha, Christine Melnick, Heather Stefansen, Jennifer Howard, Myrna Driedger; Westgrove Children's Centre; Westgrove Community Club; MacDonald Youth Services; Fort Rouge Recreation Centre; Grace Community Church; Westworth United Church; Transcona Memorial United Church; Rady Community Centre; Adult Learning and Literacy; Youville Clinic; YMCA/YWCA Community Initiatives; Boy Scouts; Families Forward; St. Vital P/C Coalition; St. James Assiniboine P/C Coalition; Pembina Trails P/C Coalition

Mosaic Newcomer Support Network  
 Pregnancy and Family Support Services Inc.  
 United Way Days of Caring - Worker's Compensation Board of Manitoba & University of Manitoba  
 Welcome Place  
 Winnipeg Attachment Network  
 Winnipeg Harvest

***This list is not all inclusive and continues to grow.***

## STUDENTS

The Family Centre maintains its commitment to training and learning experiences for students at the Faculty of Social Work, Faculty of Human Ecology, Faculty of Educational Psychology, Faculty of Political Science, University of Winnipeg, Marriage & Family Therapy, Catherine Booth College and Red River College (Urban Circle, Applied Counselling) at both the Bachelors and Masters levels. Students are active participants in all agency programs.

### April 1, 2010 - March 31, 2011

#### Practicums

Amanda Durand ..... F.C.C.R.  
 Christine Perry ..... Family Support Program  
 Marie Mazza ..... Family Support Program  
 Rita Peters ..... Counselling Program  
 Jasmine Paul ..... Family Support Program  
 Laura Peters ..... Counselling Program  
 Karin Rensfelt ..... Counselling Program  
 Kelly Clark ..... Counselling Program  
 Melissa Larkin ..... Family Support Program  
 Leslie Hackett ..... Counselling Program  
 Sheena Kardashinski ..... Family Support Program  
 Michèle Demarcke ..... F.C.C.R.  
 Patrice Cooper ..... F.C.C.R.  
 Cheryl Simoens ..... Family Support Program  
 Cheryl Brule ..... Family Support Program  
 Stephanie Collette ..... Family Support Program  
 Jayme Siemens ..... Family Support Program

#### Summer Employment

Farhiya Warsome ..... Resource Centres  
 Kalé Visor ..... Resource Centres  
 Chelsea Hewitt ..... Resource Centres  
 Jamal Naso ..... Resource Centres  
 Brooklyn Dyce ..... Resource Centres  
 Shai Ross ..... Resource Centres  
 Felisha Hartig ..... Resource Centres  
 Merhawit Hailu ..... Resource Centres

# FUN DAY for UNITED WAY

The Family Centre supports the United Way Campaign each fall, as well as supporting staff morale, by providing a portion of a day for our annual United Way Fun Day, an event that incorporates fun, laughter, team building and fundraising for the United Way.

In October 2010, the committee hosted a game show activity called *“In It to Win It!”* Staff members joined in a number of simple, silly games including a cup stacking race, ping pong ball toss, and balloon volleyball, competing for exciting prizes such as a new pen, a free cup of coffee, a reserved space in the staff fridge for one day.

True to the intent, there was much fun and laughter, and our fundraising campaign was a success for another year! We were inspired by the story of our Sponsored Executive, Choloe Chapple, sponsored by the Department of Health, Department of Healthy Living and Treasury Board. Her honesty and accomplishments after a difficult childhood were meaningful for our staff who help families like hers.

Thank you to The Family Centre Fun-D-Raising Committee members for creating another fun event. Proceeds were donated to United Way Winnipeg.



*(l to r) Choloe Chapple, Sponsored Executive, with Fun-D-Raising Committee members Scott Erickson, Mona Klagenberg, Catherine Thiessen (Chair), Carrie Potts and Tanya Hoover.*



*Family Centre staff members, l to r, Catherine Thiessen, Scott Erickson, Carrie Potts and Holly Puckall at the United Way Winnipeg campaign kick-off plane pull in September, 2010.*

## UNITED WAY DAYS OF CARING

*A “Day of Caring” is a volunteer opportunity where a company, organization or group works with a United Way of Winnipeg non-profit agency and partners to complete a much needed project or hold a special event.*

*Many thanks to the Workers’ Compensation Board of Manitoba for the Day of Caring at Woodydell Family Resource Centre, and to the University of Manitoba for their Day of Caring at St. Anne’s Family Resource Centre in summer, 2010.*



*Volunteer at St. Anne’s Family Resource Centre Day of Caring family B-B-Q in Summer, 2010.*

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## VOLUNTEERS

Over the past year, hundreds of volunteers supported the resources and activities of The Family Centre of Winnipeg through the following:

- Board Governance
- Early Childhood Resource Centre
- Families and Schools Together Canada
- United Way Supplementary Fundraising
- United Way Days of Caring:
  - Workers Compensation Board of Manitoba
  - University of Manitoba
- United Way Campaign Kick-Off Event
- United Way Speakers Bureau
- National Family Week
- Family Resource Centres



*Hilde Ilmer volunteers her time to help with tax preparation at St. Anne's Family Resource Centre. She also volunteers each year at our five other resource centres. THANK YOU, HILDE. WE COULDN'T DO IT WITHOUT YOU!*



*Families and Schools Together volunteers at David Livingstone School F&ST Kids Time.*



*Hand made dolls, mittens and scarves knitted by volunteer Mary Davis and donated to The Family Centre of Winnipeg client families.*



*Young volunteer at St. Anne's Family Resource Centre fall clean up.*



## DEMOGRAPHICS

### Question #1: Do you have any long term disabilities?

	CLIENT	PARTNER	CHILD	BOARD	STAFF
<b>NO (%)</b>	77	88	79	100	99
<b>YES (%)</b>	23	12	21	0	1

### Question #2: What languages do you speak?

DIFFERENT LANGUAGES		
CLIENT	BOARD	STAFF
65	3	41

### Question #3: What is your cultural background?

DIFFERENT BACKGROUNDS		
CLIENT	BOARD	STAFF
97	13	45

### Question #4: Are you Aboriginal or Metis?

	CLIENT	PARTNER	BOARD	STAFF
<b>NO (%)</b>	72	90	78	92
<b>YES (%)</b>	28	10	22	8

	Family Support/ Parent Coach Program	Family and Child Care Resources	Counseling and Community Services
<b>OCCUPATION</b>	%	%	%
EIA/Disability/Medical/E.I.	58	10	45
Student/Training	16	44	8
At Home	11	3	5
Employed	15	37	42
Refugee Program	0	6	0
<b>RESIDENCE</b>			
Winnipeg Core	40	47	36
St. Vital	9	6	7
St. Boniface	7	10	4
Transcona	4	3	3
North Kildonan	4	4	3
West/Old Kildonan/West St. Paul	5	2	6
East Kildonan	4	2	6
Brookland/Weston	1	0	1
Elmwood	4	3	4
St. James/Assiniboia	8	2	10
Fort Rouge	1	3	6
Selkirk/Headingly/Lockport/St. Adolph	0	0	1
Fort Garry/Fort Richmond	5	14	5
Charleswood	3	1	2
Tuxedo	1	1	0
River Heights	2	1	4
St. Norbert	1	0	1
Rural	1	1	1
<b>MARITAL STATUS</b>			
Single	55	37	40
Divorced/Separated	14	2	25
Married/Common Law	31	61	35
Teen/Child	0	0	0
<b>CLIENT AGE</b>			
17 year & under	37	5	6
18 - 29 years	50	51	28
30 - 39 years	10	35	39
40 - 49 years	1	9	17
50 - 59 years	2	0	8
60 years and over	0	0	2

## CELEBRATIONS



*Cathy Hurd (right), Family Support Worker, celebrates 15 years of service at The Family Centre, September, 2010.*



*Maria Petroulakis (right) Family Support Worker, celebrates 10 years of service at The Family Centre, September, 2010.*



*Marlene McPherson (right), Family Support Worker, celebrates 10 years of service at The Family Centre, September, 2010.*



*Joanne Lenz (right), Family Support Worker, celebrates 10 years of service at The Family Centre, September, 2010.*



*Gwen Krahn (centre), Family Support Worker, celebrates her retirement after 18 years of service at The Family Centre in February, 2010. Congratulations, Gwen!*

*Irene Radley, day time receptionist, celebrated 20 years of service at The Family Centre of Winnipeg in February, 2010. Congratulations, Irene!*

## FAREWELL

The Family Centre said farewell to staff and board members who moved on to new challenges this year. Thank you all for your hard work and dedication to The Family Centre of Winnipeg.

*Paula Burleson*, Counselling & Community Services  
September, 2006 - July, 2010

*Janet Campbell*, Board Member  
June, 2006 - January, 2011

*Janie Colvinson*, Family Support Program and  
Counselling & Community Services  
August, 2009 - August, 2010

*Ken Hastings*, Counselling & Community Services  
January, 2009 - October, 2010

*Blanche Martel*, Family Support Program and Family  
and Child Care Resources Program  
March, 1991 - February, 2011

*Sandra Richards*, Administration Program  
August, 2006 - May, 2010

*Dean Schinkel*, Board Member  
June, 2005 - June, 2010

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## FAMILY CENTRE HIGHLIGHTS

- 2010/2011:** Enhanced Settlement Services launched for newly arrived, government sponsored refugees; Adult Learning Centre opened at Mayfair Family Resource Centre; partnership with Manitoba Justice, Domestic Violence Unit, to provide counselling to families in crisis.
- 2009/2010:** Tuxedo Family Resource Centre opens July, 2009; Westgrove Adult Learning Centre opens September, 2009; Neighbourhood Immigrant Settlement Worker funded by LIM joins Tuxedo Family Resource Centre; Winnipeg Foundation funds part-time counsellor at Community Family Resource Centre (Plessis).
- 2008/2009:** Family Supports for Refugees funded by Labour & Immigration (pilot); Minister of Family Services and Housing requests that The Family Centre open Family 3 more family resource centres; Westgrove opens July, 2008; Mayfair in October, 2008. United Way provides a sustaining grant of \$35,000 to the Family Resource Centres.
- 2006/2007:** In partnership with Healthy Start for Mom and Me, Child Development Clinic, and a private therapist, produced a DVD and facilitators guide *"Listening to Baby"* about the importance of parent/child attachment.
- 2005/2006:** At the request of Manitoba Housing and funding support from Manitoba Housing, United Way and Winnipeg Foundation, The Family Centre opens a Family Resource Centre in the Plessis/Robson Housing Community.
- 2006:** Hosted Family Service Canada Conference on *"Celebrating the Power of Families and Communities"* in Winnipeg in September; Pilot "Baby FAST" for teen parents, an intergenerational focus with baby and grandparents participating, funded by WRHA and Healthy Child Manitoba.
- 2003/2004:** Special Needs Family Child Care evolved into Family and Child Care Resources at request of Manitoba Child Care; The Family Centre partnered with Manitoba Housing and United Way to open a Family Resource Centre at 265 St. Anne's Road subsidized housing community; FAST achieves program status with ongoing funding from the Department of Education, Citizenship and Youth.
- 2002/2003:** Pilot Middle Years FAST is implemented with funding from Justice Canada; The Family Centre receives \$15,000 from the McConnell Family Foundation through Family Service Canada to develop a *"Strengths Based Project"* which will help The Family Centre transition to a model which works on individual and family strengths with clients; at the request of tenants, The Family Centre partnered with Manitoba Housing to open a Family Resource Centre in Woodydell Subsidized Housing Community.
- 2001/2002:** Outcomes Report completed using data compiled from programs over the past six years in order to measure whether we are reaching our service objectives and achieving our mission; The Family Centre receives funding from the Winnipeg Foundation, Manitoba Justice and Family Services and Housing to implement Giving Children Hope project.
- 2002:** The Family Centre switches from Council on Accreditation for Children and Families to the Canadian Family Services Accreditation Program.
- 2000:** *"Building Bridges for Non-Violence in a Global Community"* is developed as a resource manual for adolescents by Jane Litchfield based on the film *"You can't Beat a Woman"* directed by Gail Singer; The Family Centre Family Support/Education Workers became unionized under the Manitoba Government and General Employees Union.
- 1999/2000:** FAST (Families and Schools Together) is awarded the Premier's Volunteer Service Award; *"Chill Out"* manual developed by Ray Ali, Family Centre therapist, focusing on anger management funded by Justice. Manitoba Education and Training, Manitoba Employment and Income Assistance, Manitoba Child Day Care, Manitoba Housing and Red River College form partnership with The Family Centre to recruit and train family child care providers receiving EIA to provide family child care for housing developments in Winnipeg.
- 1999:** The Family Reunification Program is renamed the Family Preservation Program.
- 1998/99:** Received funding for *"Services for Chronic Conflict Families of Divorce: Giving Children Hope"* project; implemented cross-agency outcome measures in partnership with Family Service Canada.
- 1997/98:** Partnership with the M.S. Society to provide counseling to individuals with M.S. and their families as well as provide educational seminars; Counselling Program awarded special grants from United Way to assist survivors of the flood of 1997 and to work with multiple violence families; all programs are reaccredited by the Council on Accreditation for Children and Families.
- 1996/97:** F&ST (Families and Schools Together) project get underway with \$400,000 grant from The Winnipeg Foundation and five government ministries and Children and Youth Secretariat
- 1997:** Family Services offers groups in the community for marginalized families.
- 1995/96:** Family Reunification Project funded by Child and Family Innovation Fund in August, 1995; dual goals of reuniting children with their families and training Child and Family Services staff.

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## FAMILY CENTRE HIGHLIGHTS

- 1995/96:** Honoured by Family Service America as a “*Robert Rice Innovations Award Finalist*” in recognition of “*Shortened Hospital Stay for Low Birth Weight Infants*” project by the Family Support Program.
- 1995/96:** Leadership Award received from Service Canada for “*exceptional contributions to the well being of families in Canada.*”
- 1995:** Family Services forms a partnership with Mount Carmel Clinic and Winnipeg C&FS to form Street Connections (later renamed Sage House) to facilitate healthy change and growth for sex trade workers.
- 1994/95:** Department of Justice funds two year “*Learning to Live Without Violence*” project; Agency relocated to more central and accessible location in Portage Place.
- 1993/94:** Family Support Program research project supporting early discharge with community based intervention for low birth weights infants published July 1, 1993 in Pediatrics Journal, Vol. 92.
- 1992/93:** The Family Centre forms the “*Endowment and Memorial Fund*” with the mandate to assist at-risk children and their families, protect children from violence, and honour the memory of special friends of The Family Centre; Family Services Winnipeg Inc. adopts The Family Centre of Winnipeg as its operational name; Homemaker Program is renamed the Family Support Program.
- 1991/92:** Anonymous donation made possible the development of an Early Childhood Resource Centre.
- 1988/89:** “*Shortened Hospital Stay for Low Birth Weight Infants*” project partnership with Health Sciences Centre & MB Health; Winnipeg Parent Support Project - research and report published in Spring, 1990.
- 1986/87:** Piloted Off-Hour Child Care (1988 became a program of the Child Day Care Office); Family Centre inside workers became unionized under the M.G.E.U. employees union.
- 1985/86:** National Family Week inaugurated.
- 1984/85:** Advanced training for Homemakers working with families at high risk for abuse and/or neglect; expanded work with abused women and abusing men and began anger management groups.
- 1984:** Established an Employee Assistance program for profit contracts to support charitable work; groups for children of separation and divorce in public school system (counselling).
- 1982/83:** Hosted the first Family Service Canada Conference “*Changing Structures of Families.*”
- 1980/81:** Inter-professional Workshop for lawyers and social workers.
- 1979/80:** Ad hoc committee to save Legal Aid Manitoba.
- 1978/79:** Family Week in Winnipeg organized by Family Services of Winnipeg Inc.; established inter-agency committee for the treatment of incest and sexual assault; battered women’s committees initiated by Family Services of Winnipeg Inc.;
- 1977/78:** SOLUS - Support group for separated and divorced (counselling).
- 1976/77:** Developed Special Needs Family Day Care for families at risk, funded by Manitoba Child Day Care.
- 1975/76:** December 29<sup>th</sup>, 1975 -The Family Bureau changed its name to Family Services of Winnipeg Inc.; hosted a conference for lawyers and social workers.
- 1974/75:** Research and Report - legal system in relation to marriage breakdown.
- 1973/74:** Parenting courses, workshops for leaders, training for volunteer leaders.
- 1971/72:** Plays for Living - Family conflict, drugs, retirement; integration of immigrant children into recreational program in partnership with Parks & Recreation and Junior League; immigrant families relocation with the International Centre.
- 1970/71:** Parents Own Adoption - Self-help group with lawyers.
- 1968/69:** Accredited by Council for Accreditation of Services for Families and Children Inc.
- 1965/66:** Minus One Club, a service for single mothers (counselling).
- 1960’s:** Pilot Project - Family Day Care funded by The Winnipeg Foundation and Winnipeg Public Welfare; home support to ill, disabled or absent parents.
- 1950’s:** Assistance to families of polio victims.
- 1940’s:** War time support for families and adjustment to peace time.
- 1930’s:** Support to motherless homes.
- 1937:** On January 1<sup>st</sup>, 1937, twenty housekeepers from Children’s Bureau join the Family Bureau.
- 1936:** On October 1<sup>st</sup>, 1936, Family Bureau Counselling Service was established within the office of Community Chest (now the United Way) funded by Junior League, Winnipeg Foundation and Community Chest.
- 1934:** Study of Winnipeg’s social service needs initiated by Junior League and carried out by Canadian Council on Child and Family.

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## **THANK YOU TO OUR FUNDERS**

### **FAMILY SUPPORT/PARENT COACH PROGRAM**

Manitoba Family Services and Consumer Affairs  
Manitoba Innovations Fund  
Manitoba Labour and Immigration  
Manitoba Community Places  
The Winnipeg Foundation  
Communities 4 Families  
Literacy Partners of Manitoba  
Families Forward

### **COUNSELLING AND COMMUNITY SERVICES**

United Way of Winnipeg  
Manitoba Innovations Fund  
Manitoba Justice

### **FAMILY RESOURCE CENTRES**

Manitoba Housing & Community Development  
Manitoba Family Services and Consumer Affairs  
United Way of Winnipeg  
Manitoba Labour and Immigration  
Manitoba Advanced Education and Literacy  
Manitoba Family Services and Consumer Affairs  
(Community Service Delivery)  
Manitoba Healthy Living, Youth and Seniors  
Manitoba Community Places  
Manitoba Community Services Council Inc.  
Healthy Child Manitoba  
City of Winnipeg, City Centre Community Committee  
Human Resources and Skills Development Canada  
Manitoba Science, Technology and Energy  
Wonder +  
The Winnipeg Foundation  
Families Forward  
St. Vital Parent Child Coalition  
The Family Centre of Winnipeg Endowment and  
Memorial Fund  
Kiwanis Club of Winnipeg Foundation Inc.

### **FAMILY AND CHILD CARE RESOURCES**

Manitoba Early Learning and Child Care Program

### **FAMILY SUPPORTS FOR REFUGEES**

Manitoba Labour and Immigration  
Citizenship and Immigration Canada

### **FAMILIES & SCHOOLS TOGETHER CANADA**

Manitoba Education  
United Way of Winnipeg  
Winnipeg School Division  
Louis Riel School Division  
Seven Oaks School Division



## **THANK YOU TO OUR PROGRAM DONORS**

### **FAMILY RESOURCE CENTRES**

The Honourable Christine Melnick  
IBM Canada Ltd. KidSmart Early Learning Program  
Bidhu Jha  
Charleswood United Church  
City of Winnipeg  
Anonymous (in memory of Peter D. Currie)

### **COMMUNITY FAMILY RESOURCE CENTRE/LAR LUNCH PROGRAM**

Bidhu Jha  
Frontier Toyota

### **SUPPORTS FOR REFUGEES**

Immanuel United Church

### **FLASH FLOOD - PLESSIS-DOBSON COMMUNITY JUNE, 2010**

Transcona Memorial United Church, J. David George, The Salvation Army, Calvary Temple, Winnipeg Harvest, Russ Wyatt (City Councillor), Employment and Income Assistance, Access Transcona, Bernie Wolfe Community School, Provencher Appliances, Abundant Life Baptist Church, Love Winnipeg, Bidhu Jha (MLA), Regent SuperValue, Regent Giant Tiger, River East Transcona School Division, William Klymochko, Shawna and Robert Visch, and many anonymous donations including the piggy bank of an eight year old girl.



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 www.bdo.ca

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 700 - 200 Graham Avenue  
 Winnipeg MB R3C 4L5 Canada

## Report of the Independent Auditor on the Summary Financial Statements

### To the Members of FAMILY SERVICES OF WINNIPEG INC.:

The accompanying summary financial statement, which comprise the summary statement of revenue and expenditures for the year ended March 31, 2011, is derived from the audited financial statements of **FAMILY SERVICES OF WINNIPEG INC.** operating as The Family Centre of Winnipeg, for the year ended March 31, 2011. We expressed an unmodified audit opinion on those financial statements in our report dated June 9, 2011.

The summary financial statement does not contain all the statements and disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statement, therefore, is not a substitute for reading the audited financial statements of the Centre.

### Management's Responsibility for the Summary Financial Statement

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in Note 1.

### Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statement based on our procedures, which were conducted in accordance with Canadian Audit Standard (CAS) 810, 'Engagements to Report on Summary Financial Statements'.

### Opinion

In our opinion, the summary financial statement derived from the audited financial statements of The Family Centre of Winnipeg for the year ended March 31, 2011 is a fair summary of the financial statements, on the basis described in Note 1.

*BDO Canada*

Chartered Accountants

Winnipeg, Manitoba  
 June 9, 2011

### Note 1

Management is responsible for the preparation of the summary financial statement. The summary presented includes only the summary statement of revenues and expenditures. It does not include the statement of financial position, the statement of changes in net assets, other schedules, the significant accounting policies and notes to the financial statements.

Copies of the March 31, 2011 audited financial statements are available by contacting The Family Centre of Winnipeg.

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## THE FAMILY CENTRE OF WINNIPEG Summary Statement of Revenue and Expenditures

For the year ended March 31	2011	2010
<b>Revenue</b>		
Province of Manitoba	\$ 4,200,111	\$ 4,064,789
United Way of Winnipeg	799,235	783,564
Government of Canada	91,257	-
Client fees	35,947	45,353
Employee Assistance Program	206,473	271,614
Government employment programs	23,519	12,283
Other service revenue	4,306	4,649
The Winnipeg Foundation Inc.	33,315	2,500
Additional contracts and grants	126,562	90,593
Interest	4,895	7,583
Workshops	-	6,123
Miscellaneous	16,805	4,349
	<b>5,542,425</b>	<b>5,293,400</b>
<b>Expenditures</b>		
Salaries and benefits	581,375	509,519
Counselling	3,105,354	3,069,829
Family support	324,790	275,220
Family and Childcare Resource Program	100,211	66,937
Families and Schools Together - Provincial	126,767	172,185
Employee Assistance Program	436,442	438,592
Management and operation	738,698	698,971
Other direct services	100,214	103,370
Premises	80,688	78,190
Administration		
	<b>5,594,539</b>	<b>5,412,813</b>
<b>Deficiency of revenue over expenditures before change in management estimate</b>	<b>(52,114)</b>	<b>(119,413)</b>
<b>Change in management estimate</b>	<b>37,500</b>	<b>-</b>
<b>Deficiency of revenue over expenditures for the year</b>	<b>\$ (14,614)</b>	<b>\$ (119,413)</b>



# The Family Centre®

Where families come first!

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