



## 2007-2008 Annual Report

**Family  
Services  
à la famille-  
ottawa**  
Counselling • Education • Support/Appui



Counselling • Education • Support/Appui

*Because everyone matters • Parce que chaque personne compte*

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## **Our Mission**

Family Services à la famille Ottawa is a community agency, grounded in a history of responding to the needs of people in our community. We work with individuals, communities, and families in all their forms who are currently in distress or at risk. We assist people to build on their strengths and move forward by providing counselling, education, and advocacy within a context of systemic change.

## **Our Values**

Family Services à la famille Ottawa commits to working in ways that demonstrate:

### **Humanity**

We respect and show compassion for our clients, staff and volunteers.

### **Diversity**

We are inclusive and responsive to a diverse cross-section of the population.

### **Accessibility**

We make special efforts to ensure access to services for people who face societal barriers.

### **Effectiveness**

We are innovative and use our resources well.

### **Relevance**

We pro-actively identify client/community concerns and address emerging issues.

### **Collaboration**

We work together with our clients, our colleagues and our community.

### **Accountability**

We strive towards a continual evaluation and improvement of our work and maintain ethical standards.

### **Social Justice**

We advocate healthy, safe and just environments free from violence, neglect and prejudice.

## **A Message from the President of the Board and the Executive Director**

It is one of the great pleasures of our respective roles that each year we report to the community on the overall operations of Family Services à la famille Ottawa. The annual report for 2007-2008 demonstrates the long and proud tradition of service excellence and operational success that the organization has enjoyed for many years. Family Services à la famille Ottawa continues to be a vibrant and relevant contributor to the health and well being of the people of Ottawa and we are proud to be associated with the clients, staff and volunteers who participate in the overall success of the organization.

A review of this report will show that over 5,700 individuals and families received our services in the past year, that the vast majority found the experience helpful, and that the impact of our services was far-reaching. The reader will see that we manage our finances responsibly and efficiently, ensuring our ongoing stability far into the future. As importantly, we continue to reflect on our role, challenge ourselves, test our performance, and work to ensure our relevance into the future.

A number of accomplishments from the past year deserve to be highlighted. We were delighted to hear of expanded core funding from the Ontario Ministry of the Attorney General for our Supervised Access Program, and pleased to begin a new partnership service with the Children's Aid Society of Ottawa to coordinate the Alternative Dispute Resolution service for Eastern Ontario. We received our largest single donation from an anonymous donor last year to conduct research and development work which will operate for decades to come. Several other significant, unsolicited donations were received during the year enabling us to expand our work with older abused women, develop specialized children's services, and initiate work with fathers. We launched a new service for women suffering post partum depression and their families, expanded our use of the

creative arts, built our social enterprises, and created new fund raising ventures based on our highly successful Juke Box Mania. Throughout all of these developments our existing core of services maintained its quality and service levels. We continue to be involved in a variety of community coalitions and partnerships to better serve the people of Ottawa, and work to ensure social policies and systems properly serve the community.

Over the past year we have had numerous discussions and retreats to ensure that the founding principles of the organization remain as relevant today as they were 93 years ago. We strive to remain true to our purpose by helping individuals live their lives fully, and by working to improve our social systems. We spent time looking inward, examining our role in the community, the way we communicate, and our ability to be inclusive. We reviewed our internal operational supports; building our team and management functions and enhancing our Information Technology capacity by investing in hardware, software, training and staff support.

Success does not come easy in our current times; demand for service exceeds our capacity, funding is difficult to obtain, costs creep ever higher, and our community is growing and increasing in complexity. It takes incredible effort and unwavering commitment to ensure the continued success of the organization and we are truly fortunate to have such dedicated staff and volunteers serving the community. Our Board continuously demonstrates vision and leadership in guiding the organization's future. We have the support of a host of funders and donors who believe in our services and our philosophy, and we have the trust of thousands of clients who seek our services each year.



Rosemary Laurin  
President of the Board



Timothy T. Simboli PhD  
Executive Director

**Year at Glance  
2007-2008**

- 1 Purpose**
- 12 Languages\***
- 41 Partnerships**
- 75 Volunteers\*\***
- 91 Dedicated & Skilled Staff Members**
- 106 Groups Facilitated**
- 1910 Workshops/Education Sessions**
- 3715 Private Counselling Sessions**
- 5731 Families and Individuals Served**
- 30594 Direct Service Hours**

\* with the use of interpretation services      \*\* Includes Board members

**OUR TEAM**

**Officers and Board of Directors**

<b>President</b>	Rosemary Laurin
<b>Vice President</b>	Peter Crosby
<b>Secretary</b>	Brian Cornelius
<b>Treasurer</b>	Ian Sterling
<b>Past President</b>	Susan Learoyd
<b>Directors</b>	
Casper van Baal	Christine Jackson
Alix Hector	Elizabeth Lamarche
Mary Salegio	Alan Ludlow
Hamid Mousa	Jo-Ann Meloche
Jamie Oxley	Debra Frazer
Michael MacIntyre*	Roberta Pollock*



**Staff**

<b>Executive Director</b>	Dr. Timothy T. Simboli	
<b>Executive Assistant</b>	Zoi Coucopoulos	
<b>Accountants</b>	Julie Schryburt Adva Cohen Holger Ridder	
<b>Program Directors:</b>		
<b>General Counselling &amp; Mental Health</b>		Jan Christensen
<b>Business Development &amp; Fundraising</b>		Mark Arnold
<b>Anti-Violence Program</b>		Linda Merali
<b>Community Programs</b>		Christina Marchant
<b>Administrative Staff</b>		
	Monika Grosser	Jennifer Greer
	Nathalie Viau*	Robyn Blacquiére
	Jeronimo Ramirez	Samantha Henrickson
	Michael Howard*	Donna Wood*

**Counselling & Program Staff**

Maggy Antebi-Wilson	Dianne Beska	Terri Biggs
Irene Cherner	Shar Chowdhury	Tim Deslippe
Judy Dupuis*	Margo Sargent	David Flynn*
Julianna Foster	Pam Johnston	Kathi Kalil
Margaret Kelly	Merelie Kemp	Sandy Milne
Maureen Parker	Mark Patton	Emily Troy
Judith Lamontagne*	Carol Proulx*	Kevin Pickles
Peggy Vogan	Stephanie Piovesan	Alasdair Gillis
Kathryn Wilson	Esther Cesaire	Donna Johnson
Theresa Willoughby	Eoanna Nantsios	Marnie Potter
Jennifer Shaw-Read	Wendy Ireland	Phyllis O'Neil
Melanie Winwood	Jenny Leadbeater*	Brianne Luckasavitch
Bonnie Elliot	Lucille Smeltzer-Legault	

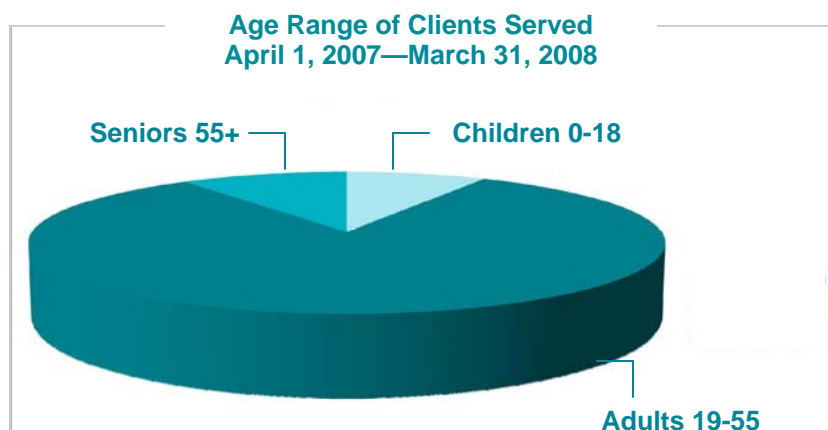
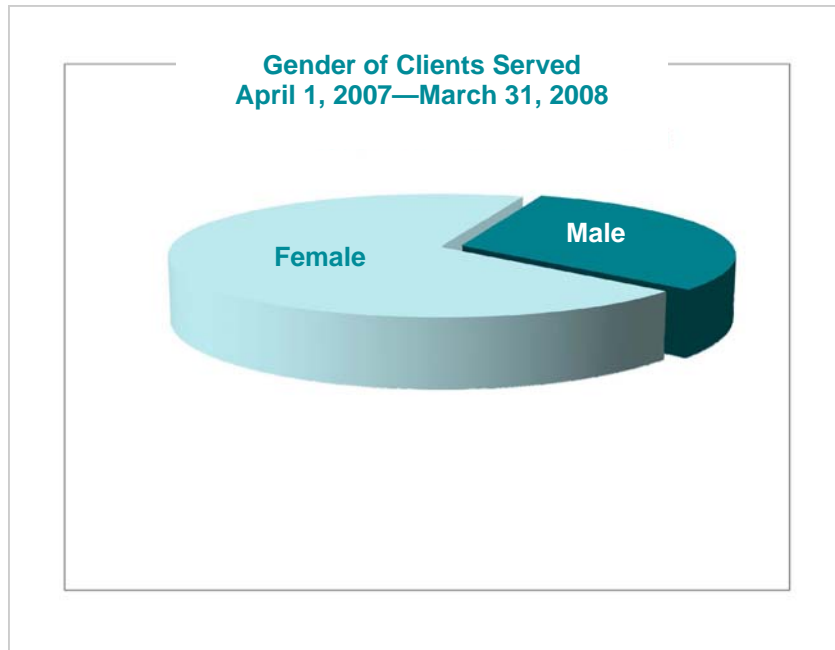
**Casual/Contract Staff and Group Leaders**

Sandra Knapp	Chitra Sekhar	Gus Fraser
Anne Valcov	Sarah Palmer	Rachel Crowder
Jean Murray	Antoine Quenneville	Steve Rose
Rebecca Wallace*	Kate Partridge	Mylene Giroux
Dave Honsberger	Christiane Lessard	Carol Michon
Leanne Given	Catherine Gagne	Joan Rothwell
Alison McBratney	Sian Neilson	Rebecca Ross
Melanie Coyle	Joan Rothwell	Lisa Coy
Randee Greco	Katjana Biljan	Dianna Devlin
Myla Hun	Catherine Gagne	Nancy Syre-Proulx*
Leanne Given	Sherri Caves-Maundrell*	

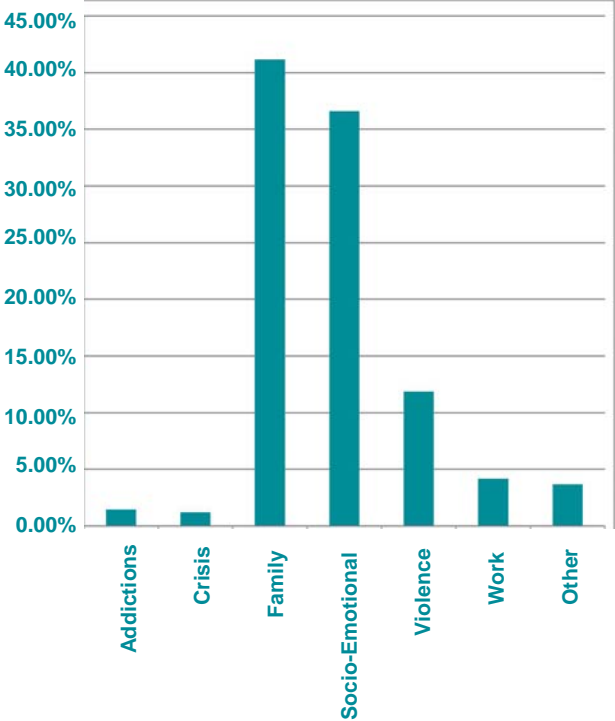
\*Left/On leave 2007/08

## OUR CLIENTS ...

Over 5730 families and individuals were served over the last year.



**Presenting Issues of Clients  
April 1, 2007—March 31, 2008**



## THEIR STORIES ...

### ***Giving Back***

Maria, a single-parent of two pre-teens had been seen in General Counselling to deal with the aftermath of a lifetime of abuse and trauma at the hands of her father and ex-husband. As well in her native country she had witnessed the street execution of her best friend. Maria suffered from Post Traumatic Stress Disorder and received Ontario Disability Support. She experienced some difficult times financially and Family Services provided emergency funds\* to cover some bills. Two years later Maria presented her worker with the \$200 saying she wanted to repay the agency for money they had given her. She had been carefully saving for the two year period and it was very important to her that she make this repayment. Maria continues to make progress in her counselling goals.

*The General Counselling Program at Family Services à la famille Ottawa offers counselling services for individuals, couples, and families. We also offer group services for specific areas of individual and family life. \* The Trudy LeCaine fund is our client emergency fund supported by generous donations and named after a longtime donor of Family Services à la famille Ottawa.*

### ***A Mother's Joy***

Lee, a new mom, contacted the agency in great distress. She felt overwhelmed and lethargic, and was consumed with worry about her baby. Most upsetting, she felt inadequate as a mother and was not able to feel the joy she had anticipated upon becoming a new mom.

Lee joined the MOMS support group and immediately felt less alone and more understood. She experienced a lessening of her distress, a renewal of her energy and an increased sense of confidence in caring for her baby. She connected with other moms



*Names & some details have been changed to protect our client's confidentiality.*

and developed friendships. Participation in the MOMS group encouraged her to take care of herself, to ask for assistance from others and to challenge those popular myths about motherhood which may contradict the sometimes harsh realities of having a new baby. Lee expressed a growing joy in interacting with her baby whom she said she “could watch in awe for hours” and she viewed her participation in the MOMS support group as “a life-saver”.

*The MOMS Group is a 10 week group program for mothers who are experiencing postpartum depression and/or postpartum anxiety. This group is designed for women who are noting the signs and symptoms of distress that go beyond the short-term “baby blues” that many women experience after birth. MOMS playgroup is a warm and welcoming playgroup setting provided by both a counsellor and a trained playgroup facilitator.*

### **Creating Inclusive Spaces**

We know that families come in all shapes and sizes. For children living with one or more parents identifying as gay, lesbian, bi, trans, two spirit, queer and questioning (GLBTTQ), support of their family structure is central to their identity. Our unique training provides spaces for people to discuss and share their thoughts on how to better support these families. We follow this with a creative opportunity to showcase the diversity of family through an art project. Conversations about life and experiences naturally flow from the artistic process permitting a sharing space free from preconceived ideas regarding outcome and expectations. As one participant said, “I hope the final product of the project is not the art but the change...”

*Around the Rainbow is an innovative project that works with the GLBTTQ communities to support diverse families in childcare centres, elementary schools, and the greater community. We work with service providers and teachers to create safe spaces for dialogue and discussion about the unique needs of GLBTTQ families. Over time, our hope is that children and families will feel less isolated and experience less homophobia and transphobia.*

*Names & some details have been changed to protect our client's confidentiality.*

### ***Finding a Voice***

Phyllis was referred to the Family Advocacy Program this past winter. Phyllis uses a motorized scooter to get around and has a ramp in her backyard. With the record amount of snowfall this winter, Phyllis's ramp got completely covered and she was unable to leave her home – she missed appointments, was unable to do groceries or to visit with friends. After being housebound for many weeks, Phyllis was referred to the Advocate at FSFO. The Advocate visited Phyllis at her home and together they decided to find a way out of the snow. Through the collaborative efforts of FSFO and the Causeway Centre her ramp and backyard were plowed and Phyllis was once again able to leave her home. The experience of “speaking up” for herself was a positive one and Phyllis is now considering the possibility of advocating for a by-law that will prevent this type of situation happening to anyone else in the future.

*By training individuals to be their own advocates, by supporting and participating in community coalitions and networks, and by advocating for public policy, the Family Advocacy Program helps to create conditions that help families and individuals to create or maintain stability when facing difficult situations.*



### ***Starting Over***

Lena came to the Anti-Violence Program at FSFO after fleeing her native country and a life of abuse. She joined a support group for abused women and was connected to community resources. Individual counselling helped her deal with the severe impact of abuse in her life and to provide support as she went through the immigration process to obtain landed immigrant status; faced potential deportation and was finally granted Canadian citizenship.

*Names & some details have been changed to protect our client's confidentiality.*

Lena has successfully completed a Personal Support Worker course and has worked in several nursing homes. Recently, her ten-year old son Michael has come to Canada to live with her. Michael has been referred to our Children who Witness Abuse Program to help him deal with the trauma of abuse in his life, as well as help him integrate into Canadian life and activities.

*The Anti-Violence Program provides group, individual, and family counselling to women who have been abused by their partners, to children who have been exposed to this abuse, and to their mothers. There is no cost for this program, and assistance is available for child care and transportation. Services are provided by compassionate professional counselors in a safe and supportive environment.*

### **Balancing Home and Work Life**

Jillian called the EAP line as she was feeling overwhelmed, anxious and guilty. Married, with three children 10, 12 and 15, and the primary care giver for her 80 year-old mother, Jillian works full time and is feeling the stress of balancing the roles and responsibilities of wife, mother, daughter and



employee. Jillian saw an EAP counsellor to assist her in managing her work-life balance issues and the guilt she is feeling about “not being able to do it all”. She also talked with the EAP elder care consultant to learn about resources and services available to help her Mother and to lessen her hands on role.

*The Employee Assistance Program (EAP) was developed several decades ago as local community agencies started seeing a need to offer counselling expertise to workplaces in an effort to develop healthier employees and healthier workplaces. EAP works with employers to ensure their employees and family members have access to confidential counselling, information and support to deal with a variety of situations that impact their lives and affect their health and well being.*

*Names & some details have been changed to protect our client's confidentiality.*

### **Creative Connections**

Imagine a place where you can be creative and express yourself. When you walk into the room any labels, stigma and sense of dysfunction magically melt away. This place is the Creativity Group that runs in the Mental Health Program. For a group of individuals carrying labels from a variety of psychiatric diagnoses this is a safe place for them to explore the world of creativity, to develop social relationships and combat the extreme isolation they may experience when symptoms prevent them from working or joining in mainstream groups and activities.

It is hard to express what creativity means to these clients. As one participant said, *“My creativity allows me to see so many different ways of seeing that I never had the chance to explore when I was depressed. The only thing I ever saw was how depressed I was....”*



Learning to draw or paint or just express oneself opens doors to other possibilities. Creativity connects them - to themselves, to others and to their potential.

*The Mental Health Program supports people living with chronic or acute mental health issues or who have been diagnosed within a range of psychiatric diagnosis. The Creativity Group provides clients the opportunity to expand their strengths and abilities and grow as they find competence and a strong sense of identity in the works that they create.*

*FSFO also works with Canadian Mental Health Association – Ottawa Branch, Royal Ottawa Mental Health Centre, Hintonburg Community Centre, City of Ottawa Community Arts Program, and Psychiatric Survivors of Ottawa to run The Art Studio which is a unique partnership between artists who live with mental illness, mental health professionals, and the arts community.*

These stories provide a snapshot of the work we do at Family Services à la famille Ottawa.

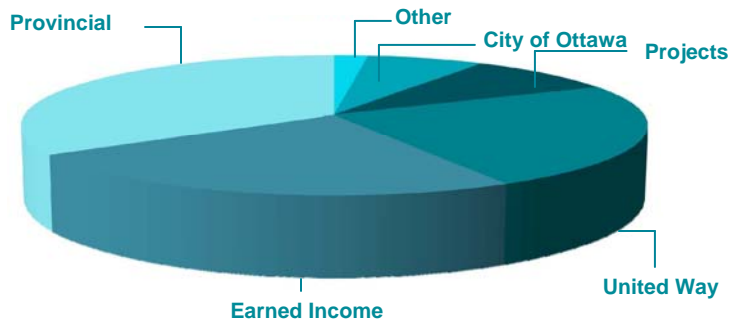
*Our other programs and services include:*

- Family Life Education*
- ◆
- In Love and In Danger*
- ◆
- Families and Schools Together (F&ST)*
- ◆
- Supervised Access*
- ◆
- Alternative Dispute Resolution*

*For more information please visit us at:  
[www.familyservicesottawa.org](http://www.familyservicesottawa.org)  
or call 613-725-3601.*



### *Our Funders and Revenue Sources*



FAMILY SERVICES À LA FAMILLE OTTAWA

STATEMENT OF FINANCIAL POSITION  
AS AT MARCH 31, 2008

	2008	2007
<b>CURRENT ASSETS</b>		
Cash	\$ 282,407	\$ 187,927
Cash held in trust	17,499	18,099
Short term investments	184,167	170,834
Accounts receivable	127,091	209,757
Prepaid expenses	13,841	18,950
	625,005	605,567
<b>LONG TERM INVESTMENTS</b>	24,442	-
<b>PROPERTY AND EQUIPMENT</b>	78,284	75,209
<b>INVESTMENTS IN 1 COMMUNITY PLACE</b>	325,860	324,564
	404,144	399,773
	\$ 1,053,591	\$ 1,005,340
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 185,158	\$ 164,305
Deferred revenue	198,328	177,513
Funds held for future services	110,368	158,228
	493,854	500,046
<b>DEFERRED FUNDING RELATED TO PROPERTY AND EQUIPMENT</b>	22,122	27,630
<b>NET ASSETS</b>		
Internally restricted	455,212	427,708
Externally restricted to Stuart Peterson fund	24,442	-
Invested in property and equipment	56,162	47,579
Unrestricted	1,799	2,377
	537,615	477,664
	\$ 1,053,591	\$ 1,005,340

## FAMILY SERVICES À LA FAMILLE OTTAWA

STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED MARCH 31, 2008

	Budget	2008	2007
<b>REVENUE</b>			
United Way	\$ 700,665	\$ 728,165	\$ 705,515
Regional Municipality of Ottawa	215,383	216,889	204,208
Government of Canada	190,415	180,656	199,399
Government of Ontario			
Ministry of Community and Social Services	435,371	484,340	441,853
Ministry of Citizenship and Immigration	-	267	34,981
Ministry of Health	311,977	309,858	321,905
Ministry of the Attorney General	123,000	158,777	122,043
Province of Ontario Equity Proxy	77,323	77,323	77,323
Employee Assistance Program	597,801	574,728	641,099
Program service fees	64,500	68,526	62,469
Consulting fees	39,450	89,692	18,755
Donations	5,500	13,765	13,827
Interest	8,000	7,355	7,945
Other	102,375	81,948	89,948
Amortization of deferred funding related to property and equipment	-	14,899	11,185
	<u>2,871,760</u>	<u>3,007,188</u>	<u>2,952,455</u>
<b>EXPENDITURE</b>			
Salaries and benefits	2,274,076	2,305,719	2,180,005
Occupancy	178,964	182,253	191,200
Office and general	380,447	460,382	496,088
	<u>2,833,487</u>	<u>2,948,354</u>	<u>2,867,293</u>
<b>REVENUE FROM OPERATIONS FOR THE YEAR</b>	<b>38,273</b>	<b>58,834</b>	<b>85,162</b>
Share of net revenue - 1 Community Place	7,852	1,296	24,502
Net revenue before amortization	46,125	60,130	109,664
Amortization	19,106	24,623	21,579
<b>NET REVENUE FOR THE YEAR</b>	<b>\$ 27,019</b>	<b>\$ 35,507</b>	<b>\$ 88,085</b>

### **Launch of Stuart Peterson Research Fund**

One of the more unexpected 'gifts' enjoyed by FSFO over the last year was a major donation used to establish the Stuart Peterson Fund; an endowment that will fund research and development in the fields of counselling, education and support. While the name is fictitious and the donor has asked to remain anonymous, the impact has been very real and quite far reaching. A preliminary study of clinical outcome has already taken place and a second project to explore the use of creativity began during this fiscal year. The contribution is the largest single donation ever received by the organization\* and the interest will be used to conduct an annual research project using a student in the social services field. In this way the organization will benefit from research and development for decades to come. Our clients and our community are the ultimate beneficiary of such generosity.

*\*A donation of this magnitude was made possible by the favourable tax treatment for donated securities. If you'd like to learn more about this form of donation, or if you or someone you know would like to support the organization's work please contact us by phone or email to make arrangements. All donations are gratefully accepted.*

### **Resource Development**

**Juke Box Mania** is not only becoming the "must attend fun event" of the year for Ottawa it is also becoming an event used by other Family Services agencies across the country. We help them put the game together and they in turn provide us a small percentage of their net revenue.

**Grandma's Attic** is a unique and innovative project launched this year which provides community members another way to support FSFO. By donating collectibles, such as old toys, cameras, pop culture memorabilia, just to name a few you can make a little more room in your "space" and know that you are making a difference. FSFO will sell the donated items either through a web site such as E-Bay or sell them at flea markets. The net proceeds are used to support a variety of programs and services.

***Thank you to the following  
individuals, businesses and companies  
for their generosity to Family Services à la famille Ottawa.  
Your donations and sponsorships  
are greatly appreciated.***

PJ Doherty & Associates Co.Ltd	Hollyhocks Custom Framing
Preston Hardware	JMA Event Planning/Communications
Rocketman Graphics	The Ottawa Citizen
The A Channel	Calian
The Bear	Cognos
Arteeno	Money Mart
Western Union	Podium
Metafore	GameWave
Grace O'Malley's	Springboard Promotions
Starbucks Preston	The Coates Agency
Walmart	Winners
Casa Nicastro Deli	Carling Motors
Bleekers Stereo & TV	Saunders Farm
Bell	Collected Works Bookstore
Ottawa Jazz Festival	Trattoria Caffè Italia
Cosmic Adventure	Winds of Change Day Spa
Fun Junction	Ottawa Folklore Centre
National Arts Centre	Canadian War Museum
Juniper	Great Canadian Theatre Company
Petits Bills Bistro	Ottawa Professional Therapy Centre
Canvas Resto	The Rock & Roll Hall of Fame
Glebe Fitness	Glebe Chiropratic Clinic
Wrigleys	Wild Birds Unlimited
The Foolish Chicken	Canada Science & Technology Museum
Agave Grill	Paul Marcotte
Sleemans	John Gleed
Rosemary Laurin	Kathy Kalil
Terri Biggs	Liam Kelly
Chad Kelly	Mark Kelly
Tim Deslippe	Maggy Antebi-Wilson
Tim Simboli	Mark Arnold
Eoanna Nantsios	Donna Wood
Jennifer Greer	Roberta Pollock
Christina Marchant	Bridgitte Jonke <b>(BBW)</b>
Elizabeth Lamarche	Merelie Kemp
Lucille Legault-Smeltzer	



## **Family Services à la famille Ottawa**

### **2007-2008 Annual Report**

#### **Family Services à la famille Ottawa**

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

*Member agency of:*

**Family Service Canada**

**Family Service Ontario**

**United Way/Centraide Ottawa**

