



FAMILY SUPPORT
Institute of **BC**
families supporting families



FAMILY SUPPORT INSTITUTE OF BC
ANNUAL REPORT 2019-20

SEE INSIDE! MESSAGE FROM THE PRESIDENT **2** EXECUTIVE DIRECTOR REPORT **3** STRATEGIC PLAN REVIEW **5**
PROVINCIAL NETWORK MANAGER REPORT **6** ABOUT US **8** BOARD OF DIRECTORS & FSI STAFF **9** FSI CORE WORK **10**
PROJECTS, INITIATIVES & PARTNERSHIPS **15** TREASURER'S REPORT **19** DONORS, SPONSORS & FUNDERS **22**



A Message From The President

It's that time of year again, where we prepare for our annual general meeting and reflect back on the past 12 months. What a year it has been, a year like no other in our lifetime.

As a result of the pandemic, our interactions and how we come together to support one another has had to change dramatically. People are feeling uncertain and isolated, but through it all, FSI stands out as a wonderful and accessible resource providing reassurance and connection.

FSI's mission and vision are all about strengthening and building connections, so that people with disabilities and their families feel supported, connected, and part of their communities. As an organization based on creating connections and relationships for families of people with disabilities through peer-to-peer support, we are uniquely prepared to be creative in helping families get connected and access resources despite barriers. I am so fortunate to be part of the FSI family, and to be able to contribute to the organization alongside my fellow board members; and I am so proud of and grateful for the wonderful work that our amazing staff team, ED, and volunteers have been doing this throughout the pandemic.



This past year, I have watched FSI become an even stronger voice for families in BC, and take on a key role in providing information and resources to families. In response to the pandemic, FSI rapidly and seamlessly pivoted to develop many accessible online supports, including workshops, online learning, and connection opportunities, earning a much-deserved WOW (Widening Our World) award.

Along with the rest of FSI, the board, too, has had to move to meet virtually. Last April, we held our AGM over Zoom for the first time, and all of our board meetings this past year have been online. To keep up with the fast pace of developments, we have switched to meeting more frequently (bi-monthly), for shorter periods of time. Our meetings continue to be productive and engaging as we endeavor to support and guide the organization

towards its goals. Early in the year, we had Ross Chilton, CEO of CLBC and former FSI board member, meet with us to talk about CLBC's response to the pandemic, and have a fulsome conversation about advocacy throughout the Community Living sector for people with disabilities to have essential support when in hospital. FSI has always been a voice for families, and this has been amplified over the past year in many ways, which I'm sure our Executive Director, Angela Clancy, will speak about in her report. Suffice to say, FSI has made sure that family voices are kept front and center in issues of health care, education, and accessibility.

There have been some changes to the board over the past year, with Fred Ford stepping down at last year's AGM and Bosang Lee joining the board at the same. The board continues to run with two vacancies, as we look for the right people to fill those spots. Our committees continue to meet and we have struck a new committee for cultural diversity; this committee will be working on our strategic plan goal of developing and implementing an informed diversity action plan that reflects the demographics of our province. FSI also has created a housing committee, which board member David Paynter sits on. Many of FSI's board members sit on committees related to inclusion, and our board members regularly participate in FSI's Zoom calls, such as Learning Explorations, Housing Options, Children in Care, and others. We are committed to our strategic plan goal of having a board and committees that are educated and informed to confidently lead and govern the organization and ensure its vibrancy into the future.

For the second year in a row, we will not be able to come together in person for our annual Training Weekend. This is disappointing for many of us, who rely on that weekend to recharge and reconnect with our FSI family – I know I really miss seeing all of you in person as we learn together during Training Weekend. However, it is worthwhile staying (physically) apart now so that we are all healthy and safe and able to gather together again in the future. Until the time when we can meet again in person, I will continue to be grateful for our ability to connect and support one another virtually, and to admire the strength, integrity, and resourcefulness of families of people with disabilities. Thank you for all you do to support one another and hold each other up.

I look forward to seeing you soon. Stay healthy and safe,

Danielle Cross,
President

Executive Director Report

The 2019-2020 year has been anything but consistent for the Family Support Institute, the families we support, and the entire world as we all faced the largest global pandemic in our lifetime. Our organization faced insecurity and we also faced collective resiliency as our team jumped into action and began to respond to the needs of BC families.

FSI has experienced growth in:

- human resources,
- volunteer network strength, engagement, and growth,
- stakeholder and partner engagement,
- board composition, and
- quality of family support perspectives.

With a team that has expanded and grown significantly over the past three years, FSI has developed in the area of Human Resources supports. We have done team development training throughout the year and have felt this development has become more rooted throughout the policies and practices of the organization at every level.

Throughout all the learning we have done, we have continued to re-visit the history of FSI and the Community Living Movement generally and embed this into our grass-roots work whenever we can. We continue our authentic way of assisting families through our peer-to-peer support as we have done from the beginning. We strive to remain relevant and meet families in whatever situation of life they find themselves in.

Covid-19 has allowed us to connect more online, and although we feel disconnected at times from the face to face meetings, we have been able to pivot quickly to meet online and offer support in a variety of ways. This method has been extraordinarily successful. We have met more families for needing support using this process than ever before, while also being acutely aware there are many families without access to technology, who are not being supported. We are making every effort to raise this issue at various tables: as well as starting a pilot project to attempt to do some work in this area at the same time.

Additionally, we have solidified partner relationships as we all do what we can to reach and support families during this precarious time. Many of our partners have been reaching out in more connection than in any other year before; some partners looking to brainstorm together, some looking to attend the online sessions, and others just looking for connection themselves. This has been a significant solidification of relationship that we are grateful to maintain.

FSI Volunteer Network of Peer Support Parents / Family Members

Since 1985, when FSI began, we have followed a model of peer to peer support to assist families via the "Resource Parents and Resource Family Members" (RPs/

RFMs) volunteer network. All our RP/RFM volunteers have family members living with disabilities and have come into this volunteer role with a desire to support other families in need. They provide one-on-one support using their knowledge and experience.

Over the years, traditional in-person or over the phone support has grown to also include support via video calls, text, and Facebook. RPs continue to attend meetings with families, provide advocacy, help with paperwork, and lots more. Every support is unique and personalized to the family's needs.

In 2019-2020, FSI had almost 270 volunteers across BC. Each year, our FSI office in New Westminster receives approximately 8,500 requests for support, information, and training. Our office staff administer these requests and refer them to our volunteers and staff as appropriate. Together we help reduce isolation, build capacity and strengthen families in BC.

FSI Staff

FSI currently has 29 staff. The size of our staff team has so many benefits for which we are tremendously grateful. We can have presence in communities of the province that we have not been in before. This translates to wider outreach, greater partnership development, and stronger RP/RFM engagement. We can also do collective learning and brainstorming that has been a gift in many areas. All of this comes with considerable benefits, significant learning, and a rich impact in community.

FSI has staff who coordinate our websites/projects/finances and admin. These staff also pivoted and shifted to our new way of being during Covid-19. We quickly added Covid-19 hubs to all our websites, created working environments for staff to be accommodated at home, and found resourceful ways to support families through our tools. We found that families were struggling to see their loved ones in the hospital during Covid-19 due to the limitations of the "Essential Visitor Policy" and so our team worked with partners and



2019-2020 HIGHLIGHTS



8236*
FAMILY SUPPORT
REQUESTS

35+
YEARS OF FAMILY
SUPPORT

27 STAFF
DOWN 1 FROM 2019

* From November 1, 2019
to October 31, 2020



developed two tool kits for families of children, and families of adults, to fill in and assist with access during the pandemic.

Our FSI staff are all committed, dedicated, and hard-working people who bring with them a wealth of information and wisdom every day to their roles. I am so grateful to have this wonderful team behind FSI every day, engaging and talking to people and families in the community about the work of FSI that they believe in so deeply! Thank you to our amazing FSI family!

For years, FSI volunteers, board members, stakeholders, and families have talked about the need for more enhanced supports for families in the Early Years (birth to age six). We believe a stronger investment in peer-to-peer support for families when facing transitions and isolating times will enhance their experiences and enable them to have stronger resources and connections at pivotal times of change.



What are families telling us?

The complexity and diversity of calls to the FSI provincial office have steadily increased. During Covid-19 in 2019-2020 particularly we have seen:

- Mental health calls rise to be the number one call to our office and on all zoom calls
- Families are not receiving diagnoses for their children in the same way as previously or as quickly as needed – assessments have stalled during the pandemic
- Flexibility of services for families with kids accessing CYSN have not been responsive, and families have come close to crisis, or been in crisis as a result
- Children with self-injurious behaviors are not able to access enhanced behaviour supports during the pandemic.
- The navigation for services is much more complicated and challenging to maneuver and understand – Covid-19 has made this even more challenging.
- The need for parental mental health supports has increased.
- Some parents, especially single parents, are experiencing more and more struggles due to the economy during the pandemic.
- Times of transition for families are also an extremely difficult times with more questions than answers, and often people feel isolated not knowing who to turn to for support.
- Many families have experienced trauma in various ways and are needing people who understand the complexity of trauma to assist them without judgment.
- Educational issues for kids have not been met – many kids are not in school; some kids are only in school part time; Covid-19 is being referred to as the reason.
- Poverty is a massive concern – Covid-19 has uncovered families who have food security issues, housing issues etc. All regions of BC are affected.

Partnerships and Engagement

As the FSI office sees the complexity of supports for families increase, we realize that our volunteers need more support as they strive to help families. We are working hard to develop relationships and attend different partnership tables that will support getting the family voices heard and collaborating to develop solutions to assist in as many areas as we can.

FSI was honored to receive the Widening our World (WOW) award from CLBC this year, which came at a time that shone a light on the hard work our team had invested and imparted during a very hard and trying year. We felt tremendous gratitude for this acknowledgement and carry it with dignity.

FSI has wonderful connections and partnerships all over BC. We continue to work on developing new projects that align with the needs of families, sit on committees, advisories and focus groups that require the perspectives of families and invite families to attend these meetings with our organization. We meet with government representatives and share the messages that we hear from families and the trends we see in our office from the supports calls that we experience.

Some of the key committees that we have representation at are the following. We are pleased to be at them and have a rich dialogue about the needs of families and what issues and trends we are hearing about from across BC.

- Kids Brain Health Network – Navigation Summit Provincial Advisory committee
- Child and Youth Mental Health Substance Use (CYMHSU) Collaborative (run by Doctors of BC) – Advisory
- Inclusive Childcare Reference Group (MCFD) – Advisory
- Early Years Committee Advisory (UBC – Sunnyhill) – Conference Planning Committee
- Health and Wellbeing Advisory (UBC)– Conference Planning Committee
- Children with Special Needs Framework Advisory (MCFD) – Advisory
- Central Co-ordinating Body (Advocacy – focused on Essential Visitors) - Advisory
- Inclusive Education Partners Group – Chaired by FSI (Advisory)
- Core Planning Team (CLBC) – Advisory
- Canadian Institute for Inclusion and Citizenship - Board
- TYDE - Advisory
- Family Support Workers Network – Advisory
- Family Advocacy (IBC committee) – Advisory
- “Reimagining Community Living - RCI” (MSDPR) - Committee/Advisory (also sit on the Health committee associated with this table)
- Early Learning Framework (MCFD/MoE) – Advisory
- Funding Model Review (Ministry of Education) – Advisory

FSI staff and volunteers seek training and make every effort to remain current on policies and procedures, and issues of concern to ensure that families have the information they need to make informed decisions for their sons and daughters. We are proud of our mandate and will continue to focus on our mission, vision, beliefs, and goals.

I wish to give special thanks to the board, volunteers, staff, and families who support the work of FSI and who share with us without any hesitation. Without them, their commitment, and dedication, we would not be here doing this work. Their wisdom and guidance are our North Star leading us to where we need to be. Thank you!

Angela Clancy,
Executive Director



CLICK IMAGES TO
ACCESS TOOLKITS

MENTAL HEALTH

MENTAL HEALTH CALLS ROSE TO BE THE NUMBER ONE REASON TO CONTACT OUR OFFICE AND WAS A HOT TOPIC ON VIRTUAL HANGOUTS

Strategic Plan Review

FSI is three years into our five-year Strategic Plan. We feel we are making steady progress on our goals and objectives.

GOAL #1 - HAVE A STRONG AND EFFECTIVE VOLUNTEER NETWORK THAT IS ENGAGED, RESPONSIVE & INVOLVED

Our volunteer network of Resource Parents/Family Members are the bedrock of FSI. They bring with them wisdom, expertise, and a willingness to connect with other families, provide support/advocacy and guidance to resources among many other more nuanced and intricate supports.

We have focused on Resource Parent engagement making every effort to connect regularly with all volunteers, and to provide volunteers with needed tools and training to better support and mentor families in their communities.

GOAL #2 - HAVE ESTABLISHED A SYSTEM FOR EVALUATING AND COMMUNICATING OUR IMPACT TO OUR STAKEHOLDERS AND THE PUBLIC.

FSI continuously strives to meet the needs of the people we support. Part of this is looking at our impact in community. Last fiscal year we began a research project, led by Dr. Lucy Lach and Dr. David Nichols (researchers from McGill University and the University of Calgary) to help us measure and monitor our impact on our stakeholders and the public. By facilitating focus groups and surveying families who have received support from our RPs, the researchers were able to delve deep into the RP-family experience, as well as the mentorship experience between an RP and an RNC. This research is well underway and we should be able to release the findings soon.

For now, Covid-19 has increased our call volume by 100%, and the feedback we receive is quite positive. Families continue to tell us that, after connecting with other families, they feel less alone. Families seem to be more empowered to speak for themselves. This feedback is always encouraging for us to hear. We are hopeful that this research project will provide us with opportunities to enhance our tools and give us suggestions to improve the ways we serve families across BC through our peer-support model.

The research will also evaluate our training methodology, which will focus on how we deliver our workshops such as; Training Weekend, Learning Explorations, and our Family Hangouts. The findings will support our goal to continue to grow and improve in areas that families connect and learn alongside us.

GOAL #3 - HAVE DEVELOPED, IMPLEMENTED AND INFORMED DIVERSITY ACTION PLAN THAT REFLECTS THE DEMOGRAPHICS OF B.C.

During this fiscal, FSI has tried to focus on these key areas of outreach:

- outreach to younger families,
- culturally diverse families,
- the LGBTQ+ communities,
- refugee families and
- newcomers to BC.

Implementing this plan has required a massive learning curve for FSI, and we have made significant new relationships in all these areas, in all regions of BC. We have built new skills and have recruited some new volunteers in areas where there were gaps. This will help us fill the increasing diversity of support call requests that come through our office.

One of the important things we have realized is that this Diversity Action Plan will need to be an ongoing project that must continue past the current 5-year strategic plan. This is an area we look forward to building on for many years to come.

FSI has created a Diversity Committee and will be starting with a diversity audit to launch our work as an organization. This audit will give us a baseline for our work and inform our outreach going forward.

GOAL #4 - HAVE A BOARD AND COMMITTEES THAT ARE EDUCATED AND INFORMED TO CONFIDENTLY LEAD AND GOVERN THE ORGANISATION AND ENSURE ITS VIBRANCY INTO THE FUTURE.

FSI has a passionate and engaged board that is committed to the future of FSI. The board has been doing development training over the past year and is committed to ongoing training to remain strong and stable.

The board has done training on:

- overall board governance,
- cultural competency,
- the history of FSI,
- the overall FSI team and their roles.

GOAL #5 - INCREASE ITS REVENUE BY 15%

FSI continues to seek the diversity of funding sources and projects that can meet the needs of families. We wish to be less financially reliant on governmental funding. Covid-19 has been a particularly challenging time for FSI, as we know it has for all not-for-profits. Events came to a halt, fundraisers looked to alternative methods, and regular donors faced financial pressures which ultimately redirected their contributions. However, we have been grateful to the Federal Wage Subsidy support we have been eligible for as this has allowed us to continue our programming at full capacity.

FSI's CURRENT STRATEGIC PLAN (YEARS 2018-2020)

#1 VOLUNTEERS

FSI will have a strong and effective volunteer network that is engaged, responsive and involved

#2 EVALUATION AND COMMUNICATION

FSI will have established a system for reevaluating and communicating our impact to our stakeholders and the public

#3 DIVERSITY

FSI will have developed and implemented an informed diversity action plan that reflects the demographics of BC

#4 BOARD & COMMITTEES

FSI will have a board and committees that are educated and informed to confidently lead and govern the organisation and ensure its vibrancy into the future

#5 REVENUE

FSI will increase its revenue by 15%



Provincial Network Manager Report

Similar to most, if not all, organizations across the globe, the Covid-19 pandemic required FSI to shift how certain pieces of its work were going to unfold.

The deliverables under FSI's contract with the Ministry of Children and Family Development was no exception to this. This contract (originally a three year contract, which has recently been renewed for another three years) was one in which FSI was offered the opportunity to conduct massive outreach to Early Years community partners and families across the province to inform them of the supports and services available through FSI, as well as to strengthen engagement and recruitment to FSI's volunteer network.

In November 2018, FSI partnered with the Ministry of Child and Family Development, for the first two years of this contract, the Regional Network Coordinators (RNCs) hired to do this work prioritized these goals with in-person interactions whenever possible as FSI has always valued the importance of face-to-face connections. Unfortunately, Covid-19 found its way into our world and challenged our capacity to create, grow and maintain all types of relationships. However, although it is awkward to suggest that anything positive has come out of this pandemic, FSI can assuredly state that its reach as an organization has unexpectedly increased exponentially with the public's (families and community partners alike) embrace of online methods of communication and connection. While nothing beats the importance and necessity of in-person interaction, in the absence of this, online mediums have become a lifeline for many during this time and will now remain a staple option for support and training as FSI navigates the future.

So, what did this shift look like? Roughly one year ago FSI sprung into action to establish options for connection for our families – many families who were already no stranger to feelings of isolation and despair. These options predominantly took the form of video Zoom meetings, both one-to-one and group sessions. They were offered daily and often multiple times in the same day (approximately 10-12 per week). These meetings were a place where families could receive support, feel connected and get the relevant updates coming from government and community partners alike.

These virtual meetings were widely appreciated by families and as the weeks turned to months, some transitioned into themed sessions so participants could join the conversations that were most relevant to them. Examples include discussions about respite, children in care, housing, families with kids with challenging behaviors, families with kids receiving nursing supports, dads supporting dads, and more. What FSI came to realize is that although the pandemic was the catalyst to the convening of these (support) groups, the necessity for them always existed, even pre-pandemic.

Further to this, FSI worked hard to meet another important deliverable for the MCFD contract as it pertains to the training and capacity building of families and FSI volunteers. RNCs and FSI Training Coordinators collaborated at multiple levels both within the organization and outside of it, to bring to families and professionals a wide variety of educational and inspirational learning opportunities including: Transitioning out of High School, Welcome to Kindergarten, Sexual Health, Cultural Diversity & Safety for All, Wills & Estate Planning, Eligibility to CYSN, Eligibility to CLBC, Microboards, My Booklet, Representation Agreements, Person Centred Planning, CBD Oil, Self Care, Parent Professional Relationships, Home School Options, Healing with Wild & Herbal Medicine, Fetal Alcohol Series, Confidence with Conflict, History of Community Living, Covid-19 and Mental Health, and more! We are happy to report that the appreciation and success of these sessions has prompted FSI to continue these free offerings (know as themed Family Hang Outs and Learning Explorations) indefinitely!

Ongoing provincial restrictions further steered FSI to host its first ever online Training Weekend - an event which traditionally is a highlight of the year for the volunteer network as they congregate in person for an extended weekend to not only further their RP skills and knowledge but also to bond with their extended RP "family" from across the province. Although in-person Training Weekend was dearly missed in 2020 & 2021, the success of these virtual events illustrates that a hybrid model of support and training may also be a consideration for Training Weekends going forward.

The past year has been a tumultuous time for the world. With the increasing availability of vaccines, and as we find ourselves digging deep for our last reserves of patience and optimism, we also cannot help but feel honored to have made an impact in family lives during this time. This continues to fuel FSI's passion for the work we do and strengthen our resolve to do it well.

Francesca Grantzidis, Provincial Network Manager



12

**REGIONAL NETWORK
CO-ORDINATORS
MENTORING...**

246

**VOLUNTEER
RESOURCE
PARENTS/
PARTNERS (RPS)**



About FSI

The Family Support Institute (FSI) supports families who have family members with disabilities and mental health challenges. FSI is unique in Canada and is the only grassroots, family-to-family support organization. FSI believes that families are the best resource to support one another, and the strongest voice for their family members. FSI supports all families, with children of all ages, disabilities, and concurrent conditions. FSI's supports are free to any family. FSI maintains a network of over 300 peer volunteers who proudly support others by sharing experiences, acting as guides or emotional connections, mentoring, advocacy support, attending meetings, or being a facilitator. FSI has diverse experience, wisdom, and expertise and applies culturally safe, trauma-informed, and family-centred practices to all supports we offer.

OUR FAMILY SUPPORT MODEL

FSI has trained volunteers throughout the province. These volunteers are referred to as "Resource Parents/Partners" (RPs). All of our volunteers have a family member with a disability which gives this network of people the unique ability to connect with families by sharing experiences, expertise and guidance.

WE OFFER

- family support for anyone, any age, with any disability
- connection to other families
- encouragement and guidance
- networking opportunities
- information sharing and referral
- workshops and training

OUR VOLUNTEERS WILL

- connect by phone, email or in-person
- guide families to community resources
- attend meetings; take notes; debrief
- mentor and coach
- listen, empathise and learn
- share successes and celebrate families

DO WE ADVOCATE?

FSI will coach and mentor families to advocate for themselves.

WE WILL

- help families develop relationships
- work collaboratively with families and stakeholders to problem-solve together
- accompany families as their voices are being heard
- assist families and individuals to understand and navigate systems
- help families and individuals to understand their and their family members rights
- help families and individuals find policy/resources to inform their own advocacy

- advise government and decision-makers of trends/issues

OUR VISION

All individuals and families are supported, connected and fully valued in their communities.

OUR MISSION

To strengthen, connect and build communities and resources with families of people with disabilities in BC.

OUR BELIEFS

We honour that the Family Support Institute of BC grew out of an era that did not value the pivotal role of families.

Therefore, we believe:

- families are the best voice to speak for their unique circumstance
- families have a critical role in shaping the future for their family members
- families are the best resource to support one another
- informed families are more empowered to speak for themselves when needed
- informed, involved, and confident families are the most effective agents for creating social change



"Thank you so much for your time today. I feel inspired and supported to continue to advocate for my son. I am grateful to you for rekindling my strength in this pursuit."



FSI Board and Office Staff

EXECUTIVE



Danielle Cross
President
Region: Fraser
Valley
Appointed:
August 8, 2017



Jay Goddard
Vice-President
Region: Interior
Came on board:
May 25, 2017



Robert Bromley
Interim Treasurer
Region: Vancouver
Coastal
Appointed:
April 25, 2019

DIRECTORS



Nancy Hoyano
Region: Island
Came on board:
May 25, 2017



David Paynter
Region: Interior
Appointed:
October 27, 2018



Dominic Rockall
Region: Island
Appointed:
December 3, 2018



Lori Woods
Region: Fraser
Valley
Appointed:
December 3, 2018



Melanie Angus
Region: North
Valley
Appointed:
May 27, 2019



Bosang Lee
Region: Fraser
Valley
Came on board:
April 25, 2020



Jane Holland
Region: Vancouver
Coastal
Appointed:
June 17, 2019

BOARD MEMBERS WHO STEPPED DOWN MID-TERM



Fred Ford
Served:
June 25, 2017 -
April 25, 2020



Robert Bansal
Served:
April 25, 2019 -
November 15, 2019



Alejandro Diaz
Served:
December 11, 2018 -
March 30, 2020

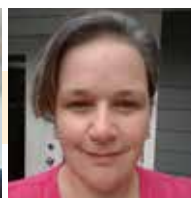
STAFF



Angela Clancy
Executive Director



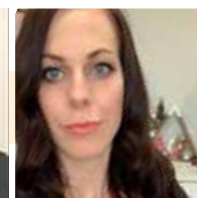
Melodie Pace
Acting Office
Manager



Lisa Butt
Acting Office
Manager



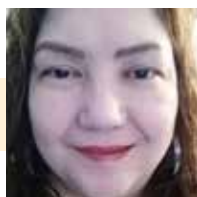
Nancy Chan
Office Manager
(on leave)



Tina Rudy
FindSupport BC
Data Entry
& FSI Newsletter



Murray George
Editor, FSI
Newsletter



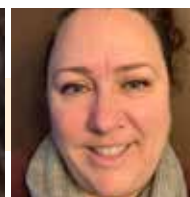
Mazy Tolentino
Director of Finance



Mandy Young
Provincial Community
Engagement
Coordinator



Francesca Grantzidis
Provincial Network
Manager



Bobbi Taylor
Provincial Family
Support
Coordinator



Bob Kashyap
Provincial
Family Support
Coordinator



Jessica La
Communications
Specialist



Sylvia Stephens
Special Events
Coordinator



Joe Liang
Technology Support



Lydia Kang
Planning Booklet
Coordinator



Erin Tesan
Office
Volunteer



"...a place for parents
of children with
special needs to seek
out resources during
the pandemic! Thank
you for all you do!"

Regional Network Coordinators (RNCs)



GREAT NORTH EAST

Bonnie Fallowfield
& Robyn Alden

New RPs* = 4

Total RPs = 23



VANCOUVER ISLAND NORTH

Saima Ijaz & Wendy Hall
(retired Summer 2020)

New RPs* = 5

Total RPs = 22



GREAT NORTH WEST

Renee Morven

New RPs* = 0

Total RPs = 5



VANCOUVER ISLAND SOUTH

Rachel Skidmore

New RPs* = 0

Total RPs = 25



THOMPSON/OKANAGAN

Tracey Beckett

New RPs* = 3

Total RPs = 28



FRASER NORTH

Kerry Lawson

New RPs* = 6

Total RPs = 43



GREATER VANCOUVER

Mandy Young

New RPs* = 1

Total RPs = 29



FRASER SOUTH

Karen Speijer

New RPs* = 3

Total RPs = 33



KOOTENAYS

Ben Postmus

New RPs* = 9

Total RPs = 25



FRASER VALLEY

Esther King

New RPs* = 1

Total RPs = 13



*New RPs acquired
between Nov 1, 2019
and Oct 31, 2020



FSI's Core Work

FSI's foundational source of support is through a peer support model – or family-to-family supports. We have built this model from the beginning of our organization in 1985 with what we now call “Resource Parents/ Partners” (RPs).



8236

SUPPORT REQUESTS
UP FROM 6,497 IN 2019

246***

VOLUNTEERS

32

NUMBER OF NEW RPS
PROVINCE WIDE

2111

SUPPORT REQUESTS
GREATER VANCOUVER
HAD THE MOST
SUPPORT REQUESTS
IN BRITISH COLUMBIA
IN 2019/20.
AN INCREASE
OF **950** FROM THE
PREVIOUS YEAR.

WHAT CAN FAMILIES EXPECT?

Families reaching out to FSI can expect to be met with empathy, compassion, and understanding. FSI strives to have every family feel heard with confidential and non-judgmental support. This model builds relationships, reduces isolation, and increases individual and family capacity.

FSI VOLUNTEERS (RPs) STATS *

REGION	#	REGION	#
Greater Vancouver	29	South Island	25
Fraser North	43	Thompson/Okanagan	28
Fraser South	33	Kootenays	25
Fraser Valley	13	Great North West	5
North Island	22	Great North East	23

* Numbers as of October 31, 2020

FSI SUPPORT REQUESTS FROM FAMILIES STATS **

REGION	#	REGION	#
Greater Vancouver	2111	South Island	788
Fraser North	1006	Thompson/Okanagan	555
Fraser South	543	Kootenays	790
Fraser Valley	813	Great North West	324
North Island	651	Great North East	655

** From November 1, 2019 to October 31, 2020

***Our stats often overlap into many categories and are captured in several areas/categories so numbers may not always be completely accurate. They are also based on manual entry.



VIRTUAL FAMILY HANGOUTS

In March 2020 it became clear that families needed a safe space to get together to give and receive information and support one another.

The concept of the virtual Family Hangout was born, and after it, many other regular themed family support groups that carried on throughout the year hosted by FSI staff and joined by special guest speakers. This online peer-to-peer family support is an opportunity for online connection where anyone can share, listen, learn, and connect with families facing similar challenges, fears and questions. Participants could join to learn about a wide variety of topics or simply join to mitigate the feeling of isolation due to Covid-19. From November 1, 2019 to October 31, 2020, we are happy to say that we have had 113 sessions and had 922 participants join our family hangouts. Seeing this need for connection between peers FSI is proud to continue these sessions into the coming year.

REGULAR FAMILY HANGOUT SESSIONS

- Lunch Time Family Hangout
- Dads Supporting Dads
- Recipes for Respite
- Children In Care
- Nursing Supports
- Preventing Behaviours
- Housing Options



113
NUMBER OF VIRTUAL FAMILY HANGOUTS HELD
FROM MARCH - OCTOBER 2020

922
NUMBER OF PEOPLE ATTENDING VIRTUAL FAMILY HANGOUTS
FROM MARCH - OCTOBER 2020



"Thank you FSI. I can't say I've ever become emotional in front of "strangers" before, but the beauty of being parents to neurodiverse kiddos is that we aren't actually strangers, are we?!"



FSI TRAINING NOT-A-WEEKEND CARE FOR THE CAREGIVER



84

NUMBER OF
VOLUNTEERS
WHO ATTENDED
VIRTUAL EVENTS
IN 2020

UP FROM 64 IN 2019

TRAUMA
INFORMED
PRACTICE WAS
MOST POPULAR
WORKSHOP WITH

37

VOLUNTEERS
ATTENDING

TRAINING NOT-A-WEEKEND 2020

For 33 years our volunteer network has come together from all over the province for training, networking and information sharing. All of which have broadened their skills when supporting families in their respective communities. This past year has brought many challenges to families, Resource Parents, and community partners alike but has also offered many lessons and opportunities for (socially distant) connections. We continue to be inspired by the passion, commitment, and resiliency of our network and are proud of the ongoing inroads we forge together.

More often than not we will put our loved ones first and often this may result in pushing aside our own needs. Taking care of yourself is critical as you must take care of yourself first before you can effectively take care of others.

Last year's 33rd Annual Training Weekend titled, Care for the Caregiver concentrated on effective self-care tools and practices to ensure you lead a well-balanced life for improved quality health and wellness.

Our annual Training Weekend allows our volunteers the opportunity to learn from one another, but it also offers information, skill building and dialogue-based sessions. This provides them the opportunity to hear about how things have been successful in other parts of BC so that they can be warriors of inclusion in their community.

TRAINING NOT-A-WEEKEND 2020 SESSIONS:

- **Draw Your Story** - Aaron Johannes and Shelley Nessman
- **Mindfulness** - Shelley Nessman and Sheldon Schwitek
- **Unwind for the Caregiver** - Tyra Skibington
- **Self-Care** - Loving Myself Again - Leanne Rose Dorish
- **Cultural Diversity and Safety for All** - Diana Elliot
- **Train the Trainer** - Ben Postmus and Rachel Skidmore
- **Advocacy and Our Role** - Angela Clancy
- **Trauma Informed Practice** - Trish Walsh and Galen Hutchenson
- **Conversation with The Ministry of Children and Family Development** - Andrea Baker, Deborah Pawar and Jan White
- **Re-imagining Community Inclusion During and After the Covid-19 Pandemic** - Ross Chilton, Megan Tardif, Jack Styan, John Stinson
- **Conversation with BC's Accessibility Secretariat** - Sam Turcott
- **Celebration of Families Award Ceremony**

"I have trusted all along, that you are just like the rest of us, hunting for different perspectives, to aid/support the individuals we support, aid/support others in similar circumstances to our own and maybe even help ourselves grow and develop along the way."



FSI WORKSHOPS

FSI workshops are designed with diversity in mind for families, professionals, and individuals with disabilities to be able to walk away with tangible skills and knowledge to assist them and their families to navigate everyday life. Due to Covid-19 FSI moved all of our workshops to a virtual platform allowing individuals to learn valuable information from the comfort and safety of their own home.

TOPICS INCLUDE:

- FSIBC - How we can support your community
- Brothers and Sisters
- Circle of Friends
- Effective Advocacy Strengthens Community
- Families Leading the Way
- Families Promoting Employment First
- Key Roles for Families Ensuring Good Lives

- Leaving High School - What's Next?
- Parents, Partners in Education
- Parent Professional Relationships
- Preschool Transition - Preparing for Change Together
- Safeguards: Addressing Personal Vulnerability Through Planning
- Sexual Health
- About the Family Support Institute

ABOUT FSI PRESENTATIONS

About FSI presentations are presentations that share all about the Family Support Institute of BC. Our presenters are all family members who are either staff or volunteers. They tell the audience about who we are as an organization, our mission statement, our vision, and the history of how families came together some 30+ years ago to create the network we are today. They will also highlight the value

and impact of being connected to a larger provincial network of families all experiencing a similar journey and the importance and impact of our peer-to-peer support. The presentations cover the numerous initiatives and projects that FSI has spearheaded over the years as well as the tools and workshops that have been developed- all in response to families' requests and needs.

MYBOOKLET BC TRAINING SEMINARS

This year 24 myBookletBC training seminars were presented both in person (before Covid-19) and via Zoom to families and community partners across British Columbia. The goal of these seminars is to promote myBookletBC as a FREE online tool that individuals and families can use to create a beautiful and personalized "All About Me" information booklet to store and share their strengths,

gifts, goals, and more! FSI has found that not only families find myBookletBC to be a powerful tool but partners in the wellbeing of the individuals, such as schools and medical staff have also found the platform to be very useful and often recommend it. FSI has been training more staff to facilitate myBookletBC sessions so we can offer more seminars in the coming year.



32

**WORKSHOPS
DELIVERED**

DOWN FROM 38

MOST POPULAR
WORKSHOPS
INCLUDE **CIRCLE
OF FRIENDS**
AND **EFFECTIVE
ADVOCACY**



"I appreciate all the effort and time you and your team put towards helping other parents navigate their journey."





38*
VIRTUAL LEARNING
EXPLORATIONS
WERE DELIVERED
JULY-OCTOBER 2020

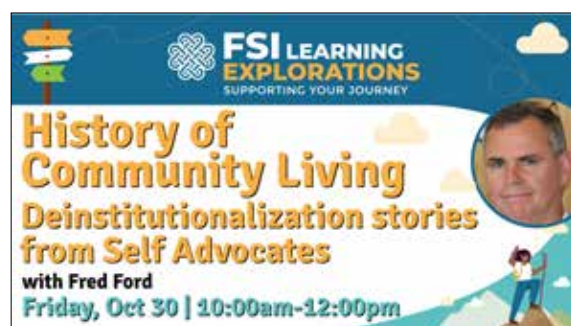


“Good presentation!
I enjoyed learning
about the past and
how far we have
come in advocating
for people with
disabilities”

Despite Covid-19, FSI continues to support families along this changing landscape by offering 1-1 peer support, guidance, and many opportunities for connection and learning.

Beginning in June all through to the end of 2020 we presented 37 free online learning opportunities we titled, “Learning Explorations”. These explorations were offered to individuals, families, and professionals to learn about various topics. Among our most popular topics were; Kindergarten Transitions, Siblings Panel - What Can Parents Learn from the Sibling Perspective, Representation Agreements, Wills and Estates Planning, Sexual Health, Inclusive Education, Microboards,

Creative Housing Options, and History of Community Living - Deinstitutionalization Stories from Self Advocates. These sessions were presented by FSI staff, our volunteer parents, and a multitude of special guests who are considered champions of diversity in their field. This expertise allowed for collaborative learning and dynamic discussions all while curbing isolation during these unprecedented times.



PUBLICATIONS

FSI has several publications available to families FREE of charge. All of our publications are created as a means to provide learning, inspiration, education, and information to families all over BC.



2144
SUBSCRIBERS
RECEIVE FSI'S
PUBLICATIONS

FSI QUARTERLY NEWSLETTER POSSIBILITIES

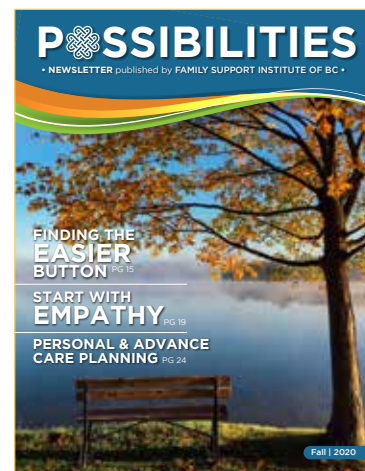
The FSI quarterly newsletter was first published over 30 years ago. Possibilities is filled with inspirational stories, tangible resources, and personal accounts of how strategies and supports have worked for families and testimonials from various individuals and groups regarding initiatives, projects, supports, and much, much more. The Possibilities Newsletter underwent a renovation in the fall, with a new look and feel.

FSI MONTHLY BULLETIN KINDRED THOUGHTS OF LEARNING

The FSI monthly bulletin was first published over 30 years ago. It contains categorized resources, tools, strategies, and up-to-date information for families with the sole purpose to inform and educate and keep families current on things going on for families in BC.

FSI WEEKLY NEWSLETTER

At the onset of Covid-19 and with constantly changing information, it became obvious that FSI needed to supply information to our subscribers more often than monthly or quarterly. The FSI weekly newsletter has temporarily replaced the monthly Bulletin to inform subscribers about upcoming FSI virtual events as well as access to news from our community partners in a more timely manner.



* From November 1, 2019
to October 31, 2020

Projects, Initiatives & Partnerships

The following are ongoing special projects and partnerships that FSI has spearheaded. With the changing social climate, FSI has had to roll with those changes in our projects.

findSupport BC

findSupport BC is an all-encompassing and searchable online database that hosts 2,500+ resources related to disability and mental health for all ages. The findSupport BC website provides an inclusive list of current resources from in-home supports, community programs, grants, government-run, non-profit agencies, and much more.

Through collaborative efforts of community members, organizations, and a dedicated FSI staff member, as the resource database grows so does the ability for those requiring services to gain the awareness and knowledge to access them.

FINDSUPPORT BC TRANSITIONS TIMELINE

findSupport BC Transitions Timeline is an online support service that provides information for children, youth, adults, and their families to navigate pivotal stages in one's life. findSupport BC provides a comprehensive checklist, along with a short write-up for each step to appraise at various transitional stages. The stages are accompanied with links and helpful hints from those who have gone through similar or the same process.

myCommunity BC

myCommunity BC is an online tool for people to share and celebrate the gifts and assets in their community with the goal of building more connected and inclusive communities for all. It was recently launched to the public in 2019 through partnership with Family Support Institute, Community Living BC, and BC Community Asset Mapping Network. Engaging with the public libraries and other avenues to promote this tool, myCommunity BC has grown to almost 1000 Inclusive community resources and is growing weekly. This tool enables community members to not only suggest places, but share their personal stories as to what makes it inclusive, as well as save community resources to their our personal map by creating a profile based on their geographical location.

Support Worker Central

Support Worker Central is an online database designed to match individuals, families, and agencies with support workers/caregivers in their communities. FSI created this matching site almost nine years ago as we know that finding good, qualified support workers is an ongoing challenge for many families.



5135*
NEW USERS
UP FROM 4189

7887*
TOTAL SESSIONS
UP FROM 6240

2566
TOTAL RESOURCES
AVAILABLE ON
THE WEBSITE

997
TOTAL RESOURCES
AVAILABLE ON
THE WEBSITE

The site is in need of some upgrades, and we are currently working on a re-fresh, which is normal after running for almost ten years, and we plan to launch in early 2021.

1246
TOTAL USERS
OF SUPPORT WORKER
CENTRAL WEBSITE
UP FROM 575

* From November 1, 2019
to October 31, 2020



3151*
REGISTERED
USERS

2441*
BOOKLETS
CREATED



myBooklet BC

myBooklet BC is a FREE online tool that the individuals and families can use to create a beautiful and personalized information booklet to store and share their strengths, gifts, goals, and much, much more. It is simple-to-use and user-friendly.

To share your myBooklet BC booklet, you can either export it as a PDF file or use the NEW "SHARE BOOKLET" function!

On August 17, 2020, myBooklet BC Version 2 was released. Please see new feature highlights below:

- 7 new Booklet Design Templates
- Powerful Image Editing Tool - new image rotation feature & new user controls for managing order and more
- Improved Edit Booklet Forms / Text box: +/- (add / remove) text box function & much much more
- New Save Section Order Function
- New Share Booklet Function
- New Copy Existing Booklet Function



WayFinders

The program was launched in six communities across BC in January 2020 - serving Vancouver, Burnaby, South Fraser, South Island - Victoria, Prince George & the North and the Kootenays.



20*
WAYFINDERS
SESSIONS
DELIVERED

WayFinders envisions broader and personalized discussions around holistic inclusion, as guided by an individual's needs. To overcome barriers faced by some families/individuals in seeking support, this model "Meets families/individuals where they are at" by offering them choices of where and when they would like to meet. This expanded reach is to encourage inclusion of a larger base and age of participants looking for individualized coaching and connecting with partners to leverage various community resources.

In March 2020, the province went into lockdown mode due to Covid-19. The impact of the social distancing advisory was that it became impossible to meet families in person and this was a big setback to our initial plan of meeting families where they live. The pandemic also impacted our marketing and promotion efforts to promote the program.

Our dedicated team of WayFinders thus had to change with the situation and create alternative plans on how to work with individual families in these changed circumstances. As the wide use of ZOOM and other similar platforms to communicate gained acceptance, we decided to host virtual meetings both to promote the program with families and support individual families as well.

On a positive note, as families became more familiar with virtual meetings the reach of this program widened, and we were not limited geographically to the location of our

facilitators. Every family across the province could now reach out and connect with any of our six facilitators for a one on one meeting and a Person-Centred Planning session.

VISION STATEMENT

Every individual be empowered to find their direction towards fuller, richer lives.

MISSION STATEMENT

To offer families personalized conversations and resources that empower people with disabilities find their direction towards fuller, richer lives in their community.

* From November 1, 2019
to October 31, 2020



"I am feeling much more confident in my ability to help my son in his transition to independent living. I have you to thank for that!"



PATH PLANNING & FSI PATH FACILITATOR TRAINING

A PATH (Planning Alternative Tomorrows with Hope) is a facilitated process which graphically captures an individual's hopes, dreams, and aspirations.

A PATH session is meant to be a visual depiction of collective brainstorming and identifies short, medium, and long-term goals. The individual and their family, friends, school, and community contacts contribute to this process which is led by two trained PATH facilitators. Over the years, families have told us repeatedly how they thoroughly enjoyed the process of a PATH. However, one hindrance to getting a PATH is cost, which typically ranges from \$1,000-\$2,000.

FSI never wants an individual's financial status to be a barrier to access these types of services, so we sought

out funding and developed a plan to bring affordable PATHs to families in BC. With this secured funding, FSI trained 94 PATH facilitators in 38 communities in BC. In exchange for this FREE training, these newly trained PATH facilitators committed to delivering three FREE PATHs to families in their communities as a community development exercise. Upon completion of the free PATHs, each facilitator can offer PATHs on an ongoing basis at a fee of no more than \$150 for a period of two years. We are pleased that as of March 2021, FSI has a total of 94 PATH facilitators and we have provided 158 free PATHs and have 124 free PATHs left to provide.



94
TRAINED PATH
FACILITATORS
DOWN FROM 97

158
FREE PATHS
DELIVERED TO DATE



"I found this experience very positive and remain hopeful for the future."

Treasurer's Report

FINANCIAL PERFORMANCE

The **Statement of Operations** listed the revenue and expenses of Family Support Institute of BC's (FSI) for the fiscal year November 1, 2019 to October 31, 2020. Also provided in the statement was the net surplus (excess of revenues over expenses) which can be used to measure financial performance.

For the fiscal year 2019-2020, FSI finished the year with a deficit of (\$3,103) instead of the budgeted \$3,050 surplus, mainly due to reduced project activities.

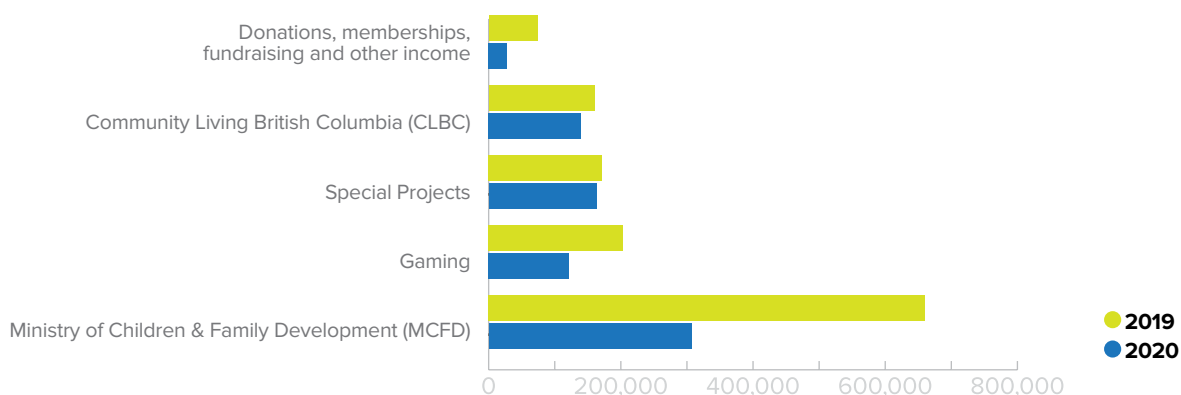
In March 2020, there was a global outbreak of Covid-19 which had a significant impact on FSI's services and training activities. This resulted to a 40% or \$508,874 decreased in revenues for 2020 (\$760,391) compared to 2019 (\$1,269,265), mainly attributed to restrictions put in place by the federal and provincial governments to reduce the spread of Covid-19. In-person events such as training workshops and fundraising events have been postponed or held virtually wherever possible. Large events, such as the Training Weekend and Summer Institute were postponed.

Below shows the impact of Covid-19 to our revenue:



40%
DECREASE IN
REVENUE
COMPARED
TO 2019

REVENUE COMPARISON



REVENUE IN 2020 BY SOURCES

40% MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT(MCFD) CONTRACTS

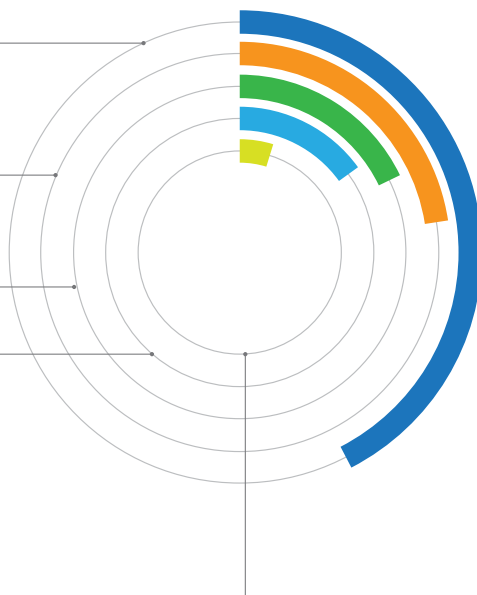
The contract with MCFD is to enhance our peer support network to focus on the early years, diverse cultures, refugee families, LGBTQ+ communities, First Nations, and newcomers to BC. We have liaisons with the MCFD offices all over BC to work together.

22% GAMING GRANT | Gaming is funded by the province that enables FSI to provide family support and RP capacity growth in our volunteer network.

18% SPECIAL PROJECTS | Our special projects are new initiatives that FSI takes on, with needs identified by families, and funded by grants.

16% COMMUNITY LIVING BRITISH COLUMBIA (CLBC) CONTRACTS | These contracts enable training support to families in regions to build capacity and growth. It also enhances our online platforms such as findSupportBC, myBookletBC, Support Worker Central and myCommunityBC.

4% PRIVATE DONATIONS & FUNDRAISING | FSI is grateful for our donations and fundraising to support the ongoing work of FSI. We rely on our donors and their commitment to the work we do.

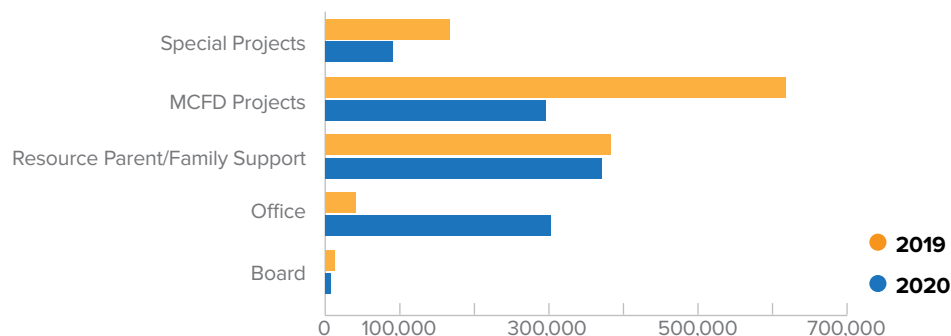


Expenses also decreased by 13% in 2020 (\$1,096,347) compared to 2019 (\$1,267,196) mainly due to savings

created by virtual meetings as opposed to holding venue events and person to person activities.

Below shows the impact of Covid-19 to our expenses:

EXPENSES COMPARISON



The organization applied and received \$282,853 from Canada Emergency Wage Subsidy (CEWS) and \$50,000

from Vancouver Foundation – Covid-19 relief grant to subsidize 37% of its employees' salaries and benefits.

Snapshot of FSIBC expenses to provide its services:

EXPENSES BY PROGRAM IN 2020

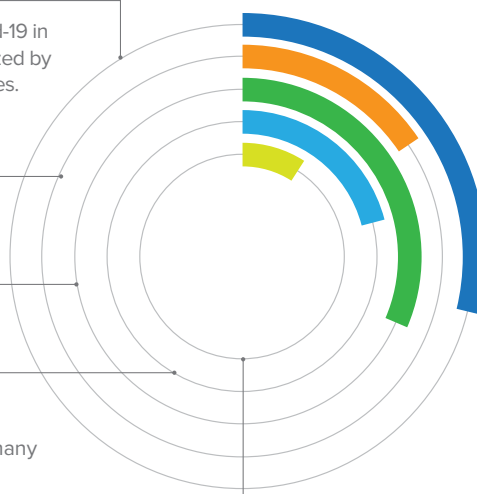
28% **FSI GENERAL & EXTERNALLY RESTRICTED** | With Covid-19 in 2020, a portion of employees' salaries has been subsidized by federal and other relief funds under general and administration expenses.

15% **GAMING** | These expenses enable FSI to provide and expand Regional Resource & Parent Network Support and measures RP capacity growth in our volunteer network.

28% **MCFD PROJECTS** | These expenses cover the Outreach Programs and Workshops presented by the Regional Network Coordinators.

20% **COMMUNITY LIVING BRITISH COLUMBIA (CLBC) PROJECTS** | These expenses cover the Family Support Worker position, activities and support service to families in BC.

9% **SPECIAL PROJECTS** | Funded by grants, FSI takes on many special projects required by families in need.



127%
INCREASE IN
LIQUID ASSETS
COMPARED TO 2019

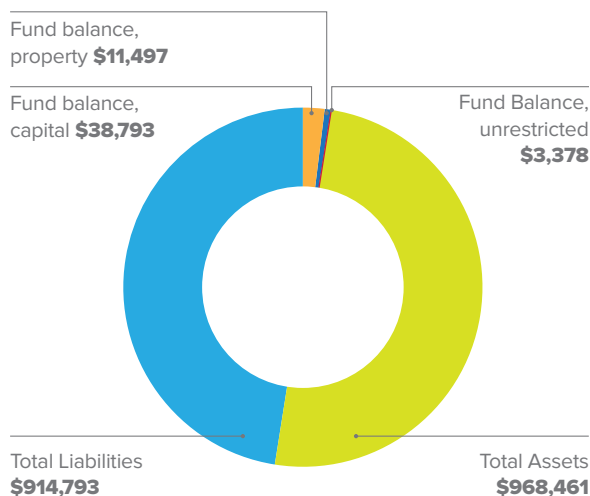
FINANCIAL NET WORTH

The **Statement of Financial Position** listed the assets and liabilities of FSI as of October 31, 2020. Also provided in the statement was the fund balances (excess of assets over liabilities) that made up the financial net worth of FSI.

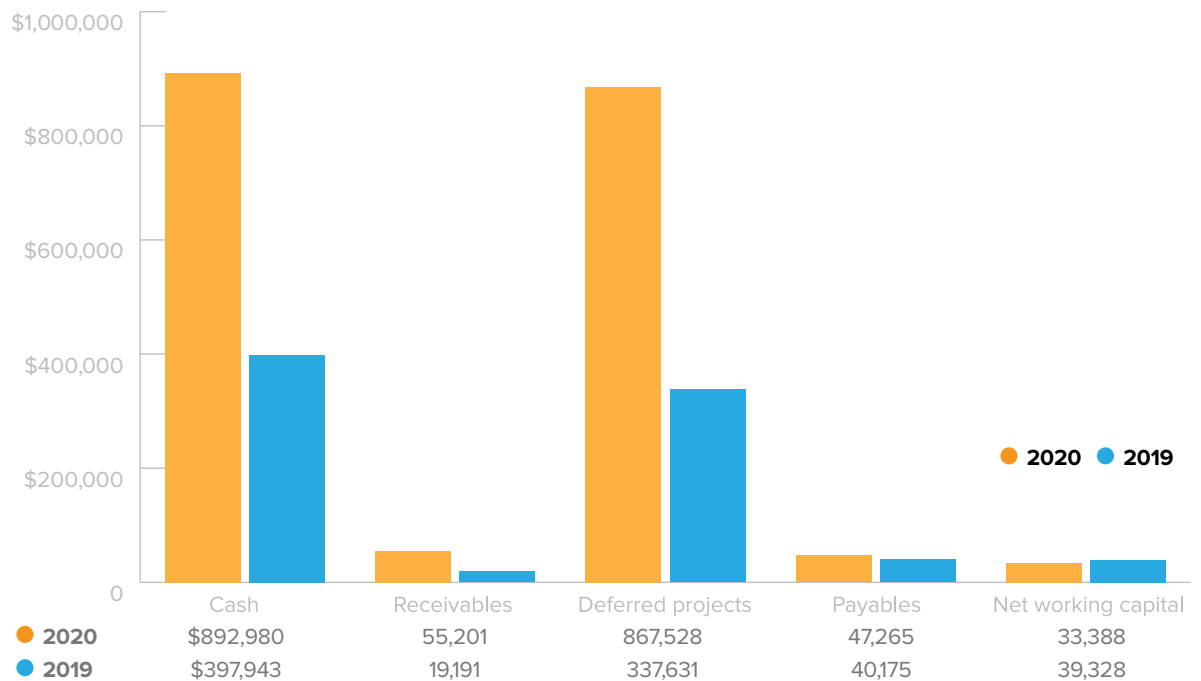
Due to reduced project activities in 2020, FSI's liquid assets such as cash and receivables increased by 127% or \$531,047 compared to last year. Its current liabilities such as deferred projects (advanced monies from funders) and accounts payables also increased by 142% or \$536,987; and these resulted to a 15% or \$5,940 decrease in its working capital (liquid assets minus current liabilities). Working capital is a financial metric to measure operating capital of an organization.

Monies received from funders from spring to fall of 2020 were unspent and kept in the bank, as hosting events in-person and at large venue were postponed to 2020-21 to adhere to Covid-19 restrictions.

NET WORTH IN 2020



WORKING CAPITAL COMPARISON



FINANCIAL RISK

FSI remains in sound fiscal health, as its financial assets can well cover payment of all of its debts. However, its low reserves (fund balance) may not be able to sustain its operation should unexpected challenges occur.

With Covid-19 in 2020, the organization had to rely on federal and other relief funds to pay a portion of its employees' salaries.

Revenues and expenses continue to meet budget guidelines. However, fiscal management and attention are required to be sustainable.

FSI economic dependence on provincial government funding (BC Gaming; CLBC; MCFD) continue to pose serious risk when major provincial cutback occurs.

To mitigate financial risks, part of FSI strategic plan is to diversify and to explore funding sources from government (provincial, federal and municipal), non-government and corporate sponsorships.

In conclusion, I would like to acknowledge the hard work and dedication of Angela, Mazy and their team for prudently managing on a continuous basis the fiscal resources of the organization.

Please feel free to contact the Executive Director, President or the undersigned for any questions or concerns regarding FSI finances.

Rob Bromley, Treasurer, FSI



FINANCIAL HIGHLIGHTS*

FAMILY SUPPORT INSTITUTE OF BC SOCIETY | STATEMENT OF OPERATIONS (UNAUDITED) for the year ended October 31, 2020

REVENUE	2020	2019
MCFD contract	\$307,062	\$660,401
CLBC contract	121,547	203,418
Gaming income	163,800	171,337
Special projects	140,519	160,151
Donations, fundraising and other income	27,463	73,958
TOTAL REVENUE	760,391	1,269,265
LESS: EXPENSES		
MCFD salaries, project and overhead	308,746	646,269
Resource Parent/Family Support salaries, project and overhead	385,961	397,577
Special projects salaries, project and overhead	94,747	159,765
Office general and administration expenses	302,702	50,539
Board and committee expenses	4,191	13,046
TOTAL EXPENSES	1,096,347	1,267,196
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	(335,956)	2,069
OTHER INCOME		
Canada Emergency Wage Subsidy (CEWS)	282,853	
Vancouver Foundation Covid-19 relief grant	50,000	
	332,853	
NET SURPLUS (DEFICIT)	(3,103)	\$2,069

FAMILY SUPPORT INSTITUTE OF BC SOCIETY | STATEMENT OF FINANCIAL POSITION (UNAUDITED) for the year ended October 31, 2020

ASSETS	2020	2019
Cash and equivalents	\$892,980	\$397,943
CEWS & Other Accounts receivables	55,201	19,191
Prepaid expenses	3,783	4,992
Property and equipment	11,497	12,451
TOTAL ASSETS	\$968,461	\$434,577
LESS: LIABILITIES		
Accounts, lease, other payables and accrued liabilities	45,674	37,011
Deferred MCFD Projects	420,950	188,011
Deferred CLBC Projects	60,779	39,181
Deferred Gaming	189,188	6,581
Deferred Special Projects	185,395	95,667
Other Deferred & Externally restricted	11,216	8,191
Capital lease obligation	1,591	3,164
TOTAL LIABILITIES	914,793	377,806
FUND BALANCES		
Invested in property and equipment	11,497	12,451
Internally restricted capital fund	38,793	38,793
Unrestricted balance	3,378	5,527
TOTAL FUND BALANCES	53,668	56,771
TOTAL LIABILITIES AND FUND BALANCES	\$968,461	\$434,577

* approved by
the FSI Board

Donors, Sponsors and Funders



PLEASE NOTE that some sponsors and funders targeted their support towards a specific project or work.

We would like to thank the following individuals and businesses who donated to FSI

Madeleine Harlamovs	Rayanne J Aguilar	Claire Inkster	Mazy Tolentino
Franceska Grantzidis	Kim Feltham	Mary Keene	Scott Navarro Physiotherapy Inc
Annette Pope	Arlene Zuckernick	Nancy Chan	KF Aerospace
Angela Clancy	Karen Cote	Betty Jean Feldman	Provincial Health Services Authority
Lori Woods	Rhonda Burden	Sandra Friesen	Ragini Kashyap
Bonnie Fallowfield	Lori A. Holloway	Karen Speijer	Jen Beckett
Catriona Johnson	Deborah Johnson Hodgins	Jane Holland	Klara Kramer
Cathy Anthony	Jack Styan	Susan Cairns	Dominic Rockall
Deborah Rhead	Jackie Carpenter	Aaron H. Chung	Tracey Beckett
Peter and Sue Swayne	Donna Diggins	Pat Tesan	Lillian Bartel
Fergus and Bernice Mcann	Tyra Skibington	Dale Boidman	Mark Forsythe
Laurie Paynter	Theresa Rofina Edmondson	Andrea and Gustav van Niekerk	Gord Robertson
Julie Underhill	Impy Nguyen	Casey & Sue Clarke	The Society of Transition Houses
Laney Bryenton	N Large	Lee Portas	Costco
Danielle Cross	Wendy Hall	Tamara Kulusic	Hope & Area Transition Society
Angie Palmer	Aaron Johannes	Saima Ijaz	Paypal Giving Fund
Nancy Hoyano	Barb Penner	Rising Into Resilience	