

AGM - Program & Director Reports

September 10, 2020

1. Family Program

During the period between April 1, 2019 and March 31, 2020, the program, the team and the children have grown and stretched in so many ways, unprecedented ways. The program has supported 13 children over this period. We ended the previous school year with four children going on to attend schools in their neighborhoods. Four new children joined the returning children in September. We both ended and began the PACE 2019-2020 PACE Program year with a full group of eight. In October 2019, we had one child leave and in November filled that spot.

This was a year where big changes occurred in the lives of a number of the children and it was humbling to be with these children and their families and teams as they navigated through these significant events. Collaboration between the Family Program and Supporting Healthy Transition Program this year was stronger than ever. The Outreach team frequently adds their perspective with a child they may have seen in another centre or after the child has been with us in the Family Program. Being able to gain insights, hold different pieces of the story and support one another is really the PACE way.

Sharing this journey this past year are the dedicated and skilled team of Amy Ives, Meigan Swanson, Anna Lui and Nancy Courtemanche. Erin Malki briefly joined us in a part-time capacity and left us to work with the Burnaby School district. We have been privileged to have Kim Bayer join us. Initially Kim worked with a family in the Family Program and then later as a student volunteer. We have appreciated Kim's expertise and perspective. Thank you Kim! As always, I want to acknowledge the extraordinary supervision and guidance of Michele Aderem and Manfred Kuchenmuller and the procedural, technical support and insights of Barb McEachern. Barb's contribution continually is so valued and even more important during March 2020 with the onset of the Covid-19 pandemic.

In March 2020, the program and the team really showed its metal as we moved from an in-person program to one that was conducted on-line. The success of this new format with the children and families was in large part to the wonderful relationships that were in place before the pandemic. Much smoother than we predicted the children moved from a half hour of stories, games and songs to an hour with the added component of an art activity. A weekly package was delivered to each family. Parent sessions and systems meetings were conducted on-line as well. We were welcomed into most of the families' homes and there was a feeling of tremendous collaboration working through this time in true partnership. The creativity, compassion and energy to support the children and their families was incredible.

In early June 2020, an outdoor on-site Family Program was born. We had five families that joined us as we created our Covid-19 safe program. We are again reorganizing and transforming to keep up with the events in the world. The careful consideration to safety both emotionally and physically and the conversations that we have had with families, our team, and outside professionals has shaped what we

are doing moving forward. “Adapt” is our mantra during these times and it will be interesting to see what lessons we will learn as we move through these uncharted waters.

As a team, we were fortunate to share a training workshop with Denise Findlay regarding working with Indigenous families. In a response to a great need in the therapeutic community, Lisa Dion presented a webinar about working through a pandemic with a follow up series that many of us attended. These training opportunities were both invaluable.

As always, we are strengthened by the knowledge, wisdom and ongoing efforts of the Board month-to-month and year-to-year.

With gratitude,

Deborah Mollica, Team Leader – PACE Family Program

Supporting Healthy Transitions Program

Once again, this past year was fulfilling, as well as both heart-wrenching and heart-warming. The work continues to teach us just how complex transitions for children are. Every situation is unique and has stretched us to constantly learn, modify and evolve. The team is called upon to support children, families and other professionals within highly charged emotional situations. These are compounded by the complexity of different systems and mandates. The PACE counsellors work to ensure that all voices and opinions are heard and often have to blend different approaches and philosophies. They provide a listening ear and opportunities for healing past trauma. This past year challenged us to keep pace with broader family and societal changes and to find ways to support all involved. Once again, we worked closely with grandparents who have a very complex role in supporting their grandchildren.

Fundamental to our approach are systems and attachment-based models, as we address profound issues of grief and loss, and complicated relationships. In some situations, we were asked to provide a holistic wrap-around service, whereas in others we provided support in only some areas. A big part of the work continued to be the development of social stories and therapeutic narratives. Towards the end of the year the team was challenged to provide virtual service which required some new skill sets as we sought to deliver a relationship-based model online. As things opened up over the summer, in-person service returned, although only outdoors. A number of the team this year did the training in Circles of Security – Parenting. The team as a whole undertook a number of other training opportunities. The research on this service was paused as we recognized that a less complicated evaluation tool is needed.

This past year the program became well established in the newer regions of the Coastal North Shore and the North Fraser, as well as with Metis Family Services Society and Ayas Men Men Family Services Society. Our long-term partnership with the Vancouver/Richmond region and VACFSS has also strengthened and grown. The cornerstone of these partnerships lie with the advisory committees in each area. The members of these advisory committees bring an enormous amount of knowledge and wisdom to support the services. It is hoped that the loss of in-person connection will not impact this long-standing collaboration. We want to acknowledge and thank our funders: Renaa Bacý, for her support on the provincial level and Jyoti Rikhi, David Phillips, Trudy Westermarck and Teresa Goodman for their long-term support of this program on a regional level.

Over the past year, 66 transitions were supported, reaching (through direct and indirect service), 121 children, 184 parents and caregivers and 130 professionals.

The PACE team continues to offer exceptional service in a highly skilled and caring manner. It is thanks to them that this is such a well-respected service. This past year we said goodbye to Brenda Hunt and Vicky Probert, whose many skills will be greatly missed. Vicky had been at PACE for 10 years and was instrumental in developing the service. We welcomed Lauren Phelan, Milos Despotovic and Kim Bayer to the team.

I want to thank the 2019-2020 team: Brenda Hunt, Hannah Mills, Kim Bayer, Lauren Phelan, Liisa Laakso, Lori Bennett, Milos Despotovic and Vicky Probert. Their work has had an enormous positive impact on the lives of many children and families.

Supporting Healthy Transitions Program summary prepared by: Michéle Aderem, Team Leader

Outreach Support Services

This service continued to be in high demand within Vancouver and Richmond, with constant waitlists for service. While this is a hands-on model offering direct support to childcare centres, the service creates systemic change through an educational component. By working side-by-side with centre staff, the service draws on the knowledge base of all involved and helps to build capacity within the childcare community. Once again we continued to provide ongoing support to the Aboriginal Head Start Programs and we thank them for the shared learning. Another collaborative partnership this past year was the more intensive support to a number of YMCA inner city programs. We also offered more direct connection to parents this year and developed training modules to support staff during COVID-19. This was largely in response to most centres closing due to the Pandemic. In total 7 training events were provided to a range of programs, reaching 75 participants. Other partnerships included the ongoing connection we have with the Richmond Supported Child Development Agency and Community Care Licensing.

A growing challenge is the shortage of ECE staff and the constantly changing teams within childcare programs. This complicates our ability to build relationships with staff, or to work collaboratively to foster change. Some areas for development of service in the coming year include additional training opportunities, the development of concept sheets, as well as longer term service to some areas. This will allow us to build the trust of the families, and to become part of the specific childcare community. The challenge will be to balance longer service with service demand. An additional component we will continue to focus on will be to provide remote service as needed.

This past year 37 centres were supported, of which 22 were child-specific in nature. In 15 centres, the service focussed more broadly, looking at general aspects impacting the integration of children with intense emotional and behavioural needs. In total, 52 children were supported through direct contracts and 378 through group intervention.

I want to thank and recognize the OSS team: Amy Ives, Deborah Mollica, Marya McVicar and Paul Gordon. In particular, I want to acknowledge Marya McVicar, who is leaving us and who has greatly enriched this service through her knowledge, skills and caring approach. As reflected in the many

glowing satisfaction surveys received, this team has offered exceptional, highly skilled and caring service. They are all passionate advocates for young children and for the childcare community

Outreach Support Services summary prepared by: Michéle Aderem, Team Leader

Child Therapy Services

The outreach component of the PACE Child Therapy Service continued to be funded by VACFSS for Indigenous Children and FSGV for non-Indigenous children. In addition, 3 children received therapy through our fee-for-service/donation programs. We were very grateful for these funds as it allowed for longer term work for children who have experienced much trauma. In total this year we served 8 children through VACFSS and 8 through FSGV. Child Therapy Services are also an integral part of the Family Program as every child receives weekly sessions.

Child Therapy is offered through a combination of modalities including play therapy and art therapy. This service offers children a safe place to heal from past trauma, within the context of a caring relationship with a skilled therapist. One of the challenges of the funding base for this service is that it is restricted primarily to the therapy sessions. A broader systems lens continues to be needed to allow support to parents and allow collaboration with schools and other professionals. In one situation, therapy was offered on-site at a school, which enabled a strong partnership between the school team and the therapist. As COVID-19 struck the therapists moved to offering service virtually, which was well received by the children and families.

I want to thank Dr. Sarina Kot for her rich consultation and for bringing her broad experience, knowledge and support in a caring and skilled manner. Nancy Courtemanche has been the primary child therapist and needs to be acknowledged for her high level of skill, caring and compassionate approach. Nancy is a powerful advocate for the children and families she supports. She is to be commended for completing the Synergetic Play Therapy training this year. I also want to acknowledge the other members of the team: Liisa Laakso, Milos Despotovic and Vicky Probert for their skill, caring and dedication.

Child Therapy Services summary prepared by: Michéle Aderem, Team Leader

Program Director

The vision and the infrastructure for staff having the capacity to work off-site became even more valuable than imagined all those years ago. The team embraced working with children and families 'online' and rose to the challenge of adjusting service delivery during a pandemic. We all felt the challenges and frustrations while platforms were approved for client connections. We also found insight from some of success in connecting with families online and how the demand to change service delivery could bring both creativity and satisfaction for clients and staff. It also highlighted the disparity in some family's access to technology and the internet, highlighting some previously less visible barriers.

Supporting the Information Technology (IT) world continues to be a consistent and constant element, whether solving software problems, updating software or dealing with hardware issues. The team has

been patient as issues get sorted out/solved and having a consistent, knowledgeable IT consultant / team has been a great relief in creating a secure, user and time friendly system. IT support will continue to be a priority for this position or for IT support / consultant as reality of staff / contractors working off-site is now a core part of how service is offered. A revised 'Non-Disclosure Agreement' is in process to ensure confidentiality and security of information by IT consultant and their support team.

With less in person connections and energy focused on meeting service deliverables since March 2020, some of the accreditation elements took a back seat. While many of the recommendations from the last CARF survey in 2018 have been addressed, the recommendation of simplifying the job description and performance evaluations (so that it is based on job functions in addition to identified competencies) continues to need attention. For the programs / agency, the requirements for 'required' and 'competency based training' (upon hire/annually) remain to be a challenge to complete. It was even more challenging this year with the priority of sorting out service during a pandemic. Going forward, I would recommend the Management Team / Team Leader review how this CARF required element can be met more consistently. There are many online opportunities and defining time / priority for this would help meet this training requirement. We were fortunate to participate in some online training opportunities as well as two workshops focused on working with Indigenous Families. Also, it has been an ongoing challenge to connect/prioritize some of the accreditation elements with Management Team and Team Leaders. This includes regular review of plans, policies and programs, as well as staff development and planning.

As the agency moves forward without my participation this fall, I wish the team, agency and the Board all my very best as it evolves and looks to the future. I have been a dedicated and flexible employee of this agency since 1995 and I will continue to have much appreciation and belief in the need for the services offered. Thank you everyone for bringing your heart to work!

With much appreciation and gratitude,

Barb McEachern, Program Director

Financial Director

Cran & Company provided an audit of our financial statements for the 2019/2020 fiscal year in accordance with Canadian generally accepted accounting principles for a not-for-profit society. The Board approved the Audit Report at their July meeting.

Cran & Company completed the annual Charity Return (T3010) for The PACE Child and Family Society in conjunction with the Audit.

The financial operations continue to be primarily funded by the Ministry of Child and Family Development (MCFD) through annualized contracts (82% of revenue) and One Time Only (OTO) contracts (4 % of revenue). We operate our child therapy service through invoice-based contracts with Family Services of Greater Vancouver (FSGV), Vancouver Aboriginal Child and Family Services Society (VACFSS) and Vancouver Aboriginal Child and Family Services Society, Child Protection as well as fee-

for-service contracts. Additional funding is received, on an invoice basis from the VSB. We continue to receive donations to support our annual winter celebration and for general operations.

The expenses for the year were within budgeted projections. All year-end accounts receivable have been received and all outstanding accounts payable have been paid.

All monthly rental obligations, including property taxes, insurance and repairs/maintenance were made to the P.H. Foundation.

Salaried staff and contracted employees were paid semi-monthly through direct deposit using the payroll management company, Ceridian. Supervision and research contractors were paid against presentation of invoices.

Our three-year lease contract with RCAP Leasing for our photocopier expires May 2021.

Our insurance policy, brokered through Marsh Canada Limited, provided coverage under the Aviva Health, Seniors and Community services Insurance Program. The program includes coverage for Abuse, Crime, Property, and Liability (general and professional). The policy was renewed effective April 1, 2020, for fiscal year April 1, 2020-March 31, 2021. The bus insurance was renewed through ICBC on September 7, 2019.

I would like thank the team at PACE for their cooperative energy throughout this past year. I would also like to acknowledge the support and guidance received from Eric Wilson, Treasurer and the dedicated members of the PACE Board.

This year's report would not be complete without mention of the working relationship I have enjoyed with Barb, Program Director. Her agency knowledge, creative spirit and ability to hold the big picture when we've collaborated in completing work projects has led to many efficiencies. I sincerely appreciate her contributions towards creating a productive and positive working environment.

Report respectfully submitted by: Sharon Hamer, Financial Director
