



THE FEDERATION
of COMMUNITY SOCIAL SERVICES of BC



2019 ANNUAL REPORT

THE FEDERATION IS A CATALYST FOR
POSITIVE CHANGE TO BRITISH COLUMBIA'S
SOCIAL POLICIES AND COMMUNITY PROGRAMS

THE FEDERATION represents more than 135 member agencies serving over 250 communities across BC, both on and off recognized First Nations territories. Our members provide more than 60 different service and program areas to people of all ages, employ more than 6000 British Columbians, and represent over \$500 million of community investment in BC's social services sector.

OUR MEMBERS support communities through a wide spectrum of services such as support for those with disabilities, employment programs, early childhood education, homeless outreach, and family programs.

Altogether better.

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Where we get our strength

The mission of this Federation is to act as a catalyst—an agent of change—inspiring and speeding the necessary transformation of British Columbia's social services sector.

But as we have learned time and time again, this is no easy task. Because when it comes to improving social policy and strengthening community programs, the deck is often stacked against us.

Our province, like most jurisdictions, doesn't spend nearly as much money as it should on social services—on women fleeing abuse, on young people living in the care of the government, on adults with developmental disabilities

And when society struggles, we are often hit the hardest; when the economy dips or governments change, more often than not, the books are balanced at our expense.

But those hardships make it all the more amazing and inspiring to look back at everything we have survived—all the storms we have weathered and crisis through which we have stood fast.

In spite of everything we have been through, we remain here. And somehow, we are able to keep on doing the work that needs to be done, caring for those in our community that need to be cared for.

We are resilient. We are strong. We are *altogether better*. That is the slogan of this organization but it is also where our strength comes from—the fact that we are a community, that we work in community.

When we are struggling, we struggle together. When we are faced with a problem, we solve it together. We work as a community, not because it is a fad, but because it is essential to who we are and because it enables us to be resilient no matter what we are facing.

Building strong networks, meaningful relationships, and strategic partnerships is what people have done to survive throughout history.

This Federation is strong and that strength comes from our community—our community of members and the communities they serve in turn.

As you will read in the following pages, we have accomplished a lot together. And we will continue to do so as long as we remain all together.

Tanya Behardien
Federation President

Rick FitzZaland
Federation Executive Director



SINCE 1982 The Federation has been strengthening and supporting BC's community social services sector by networking, researching, building skills, and consistently bringing a balanced perspective to discussions with provincial decision makers.

Board of Directors

The Federation is governed by a hard-working and committed Board of Directors. They all volunteer time to serve on The Federation's board, guiding our organization's direction, in addition to running their own community organizations across the province. Many, many thanks go out to the following board members who have stepped up and contributed their time, energy, experience, and expertise in service of our organization, our members, and all the people and communities of BC.

The Federation would also like to extend a special thanks to long-time Board Member Shane Picken who stepped down in 2018 after serving for over 20 years on The Federation Board. During that time, Shane has served in nearly every role on the board, most recently Past-President. His commitment to young people, his knowledge about the sector, and his belief in the power of The Federation have helped steer us through both calm and stormy times. Thank you Shane!

Board Executive

Tanya Behardien, President
Renata Aebi, Vice-President
Kendra Gage, Secretary-Treasurer
David Young, Past President

Regional Directors

Ingrid Kastens, Fraser Region
Kelly Kelland, Interior Region
Tyrell Arnold, North Region
Judy Valsonis, Vancouver Coastal Region
Deborah Joyce, Vancouver Island Region

Directors at Large

Ann Kutcher
Melanie Mendonca
Rona Park
Julia Staub-French
Tim Veresh
Karen Dickenson Smith

Staff Roles at The Federation

Bess Williams
Events Coordinator

Cecilia Offley
Administrative Assistant

Donna Francis
Director of Administration/Finance

Kathy Powelson
Member Services Coordinator

Marshall Watson
Communications Coordinator

Pamela Alcorn
Research & Policy Coordinator

Rebecca Ataya Lang
Director of Programs and Services

Rick FitzZaland
Executive Director

Taylor Logan
Executive Coordinator

Our members

Our members are the foundation of The Federation. They give the organization its purpose, they guide our direction and provide the information needed to act on behalf of the sector, and they provide the financial capacity to do all the work we undertake.

Our members offer 685 programs in 250 different communities throughout BC both on and off reserve. They are committed to delivering high-quality services to the children, youth, adults, and families of BC. They work in hundreds of communities across the province and are incredibly diverse in terms of governance, size (with budgets from \$25,000 to \$25 million), and scope (from single service to multi-service agencies).

New members

A very warm welcome is extended to the following organizations that joined The Federation over the past year!

Archway Society for Domestic Peace
IDM Youth Services Inc.
Prince George Native Friendship Centre
The Bloom Group
Community Action Initiative (CAI)
Foundry Central Office
Sincron HR Software

Full Member
Full Member
Full Member
Full Member
Associate Member
Associate Member
Associate Member

Join our membership

The Federation of Community Social Services of BC has been a provincial leader in the child, youth, adult, and family serving field for 30 years. We provide tools and support and advocacy that enable organizations to do their best work. By becoming a member, you stand with us as we work together to improve the well-being of all our community members.

To see a full list of member benefits and an explanation of the different membership categories, please visit: fcssbc.ca/about/join-us

Federation Full Members 2018-19 (and joining year)

Abbotsford Community Services	1993
ACT 2 Child and Family Services	1992
Alternate Shelter Society	1991
ARC Programs	1991
Archway Society for Domestic Peace	2019
Aspiral Youth Partners Association	2010
Axis Family Resources Ltd	1993
Bella Coola Community Support Society	2011
Boundary Family Services Society	2017
Building Healthy Families Society	1993
Burnaby Association for Community Inclusion	2012
Cariboo Action Training Society	1982
Cariboo Family Enrichment Centre Society	1994
Chilliwack Community Services	1996
Chilliwack Society For Community Living	2016
Coastal Mountain Child & Youth Services Ltd.	2002
Columbia Basin Family Resource Society	2004
Communitas Supportive Care Society	2015
Community Bridge	1993
Community Ventures Society	2017
Connect Counselling & Therapy Central Okanagan	1997
Connections Community Services Society	1995
Cowichan Valley Youth Services Society	2001
Dawson Creek Catholic Social Services	1996
Deltassist Family & Community Services	1982
District 69 Family Resource Association	2009
Elizabeth Fry Society of Greater Vancouver	1984
Family Services of Greater Vancouver	1985
Family Services of Greater Victoria	2018
Family Services of the North Shore	2012
Federation of BC Youth in Care Networks	2005
Foster Parent Support Services Society	2010
Fraserside Community Services Society	2012
Freedom Quest Youth Services Society	2005
Greater Vancouver Community Services Society	2010
High Road Services Society	2008
Hollyburn Family Services Ltd.	1992

Home Society	2018
Hulitan Family & Community Services Society	2012
IDM Youth Services Inc.	2019
Interior Community Services	2000
Intersect Youth & Family Services	1992
Island Métis Family & Community Services Society	2016
Janus Family Programs	1987
Jewish Family Service	2012
Kalum Community School Society	2014
Kamloops Society for Alcohol & Drug Services	2011
Kindale Developmental Association	2010
Kootenay Boundary Community Services Co-op	2006
Making Ourselves Matter Services Society	2011
Maple Ridge/Pitt Meadows Community Services	2005
Marpole Oakridge Family Place Society	2011
Milieu Children and Family Services	2013
Mount Pleasant Family Centre Society	2001
MSA Society for Community Living	2018
Nanaimo Family Resource Programs	1994
Nanaimo Youth Services Association	1994
NARSF Programs Ltd.	1995
Nechako Valley Community Services Society	2017
Nelson Community Services	2009
North Coast Community Services	1989
North Island Community Services Society	1992
North Kootenay Lake Community Services Society	1998
North Okanagan Youth & Family Services	1982
North Shore Disability Resource Centre	2012
Okanagan Boys and Girls Clubs	1982
Options Community Services Society	1993
Orenda Services to Children	2003
Pacific Centre Family Services Association	2007
Pacific Community Resources Society	1985
Pacific Youth & Family Services Society	1989
OneSky Community Resources	1996
Phoenix Human Services Association	1991
PLEA Community Services Society of BC	2008

posAbilities Association of BC	2013
Powell River Child Youth & Family Services	1998
Prince George Native Friendship Centre	2019
Progressive Intercultural Community Services Society	2012
Richmond Family Place Society	2011
Sea to Sky Community Services Society	2004
Sechelt Community School Society	2006
Semiahmoo House Society	2016
SHARE Family & Community Services	1982
Shuswap Association for Community Living	2009
Sooke Family Resource Society	2015
SOS Children's Village BC	2001
Sources Community Resources Society	1987
South Peace Community Resources Society	1982
South Vancouver Family Place Society	2009
Spirit of the Children Society	2012
Squamish Helping Hands Society	2010
St. Leonard's Youth & Family Services	1982
Sunshine Coast Community Services Society	1995
Surrounded by Cedar Child & Family Services	2013
Terrace District Community Services Society	2016
The Bloom Group	2019
The Bridge Youth & Family Services Society	2018
The Children's Foundation	1982
The Cridge Centre for the Family	2010
The PACE Child and Family Society	2008
Thompson Community Services Inc.	2005
Thunderbird Neighbourhood Association	1997
Touchstone Family Association	1992
Victoria Child Abuse Prevention & Counselling Centre	2005
1-Up - Victoria Single Parent Resource Centre	2003
Victoria Youth Empowerment Society	1993
WJS Canada	2001
Watari Counselling & Support Services Society	1995
Westcoast Child Care Resource Centre	2008
Westcoast Family Centres Society	2004
Yellowhead Community Services	2001

Associate Members 2018-19

Association of Neighbourhood Houses of BC	2007
BC Association of Community Response Networks	2016
BC Association of Family Resource Programs	1997
BC Council for Families	1996
BC Federation of Foster Parents Association	1990
BJP Case Administration Management Ltd.	2013
Board Voice Society	2016
Boys & Girls Clubs of Canada/Pacific Region	1989
Burnaby School District (Safe & Caring Schools Dept)	2016
Camosun College (Community Family & Child Studies)	2008
CARF Canada	2004
Child and Youth Care Association of BC	2012
Community Action Initiative (CAI)	2019
Council on Accreditation	2007
Douglas College (Child, Family & Community Studies)	2008
Ending Violence Association of BC	2013
Foundry Central Office	2019
Langara College (Department of Social Services)	2011
McCreary Centre Society	2011
NucleusLabs Information Technologies (Canada) Ltd.	2012
Okanagan College (Science Technology & Health)	2012
Options for Sexual Health Association	2017
Sincron HR Software	2019
SPARC BC - Social Planning Research Council of BC	2015
University of British Columbia (School of Social Work)	2010
UFV (Child, Youth & Family Studies)	2008
University of Victoria (School of Child & Youth Care)	1993
University of Victoria (Public Health & Social Policy)	2017
The Treehouse Vancouver Child & Youth Advocacy Centre	2016
VIU (Human Services Program, Child and Youth Care)	1996

Please visit fcssbc.ca/about/our-members for a detailed, searchable list of our members, descriptions of different membership types, and a list of Honourary Members.

ALTOGETHER BETTER

When we listen and learn and open ourselves to the influence of others, we are better. When we shoulder the burdens of our allies and work together toward common outcomes, we are better. When we move from our own work in our own organizations to a vision of shared, cooperative, and collaborative work, we are better. When we lift our gaze from what is coming at us separately and consider what we can contribute to the success of others, we are better. BC's entire community social services sector is better when we join together, unite our voices, and all push in the same direction.

Altogether better is more than just a slogan. It's the philosophy that guides our organization. It's the call to action that guides our work. It's the strength of our partnerships. It's what inspires and empowers our member organizations to make BC a better place to live and it's a steadfast commitment to informed and passionate social services.

We believe that every endeavour is guided by a set of commitments—not just about the why and the what, but also the how. These are the ways we are committed to engaging in our work. This is our approach. These principles inform everything we do.

- **Building trusting relationships.** We do our best work when we create opportunities to strengthen and value relationships, when we build on the synergies we have through collaborations, and when we conscientiously and authentically engage with others.
- **Advancing proven and promising practices.** We do our best work when we are grounded in research, when we are open to innovation, and when we recognize and utilize the expertise of our membership.
- **Connecting purposefully and collaboratively.** We do our best work when we are thoughtful and intentional about bringing people and organizations together in partnership.
- **Engaging inclusively.** We do our best work when we listen to other perspectives and learn by being inclusive.
- **Consciously and boldly involving ourselves in social justice and reconciliation.** We do our best work when we are driven by the virtues of equity and justice and when we speak truth to power in our contexts both individually and collectively.

Working together better

We have been proud to be a part of a number of different projects and initiatives over the past year that truly embody what it means to be *altogether better*—working with intention and care alongside our allies, partners, and advocates from across BC.

- As part of the advisory committee for the Ministry of Social Development and Poverty Reduction's Reimagining Community Inclusion Initiative, we helped create a vision for what inclusion for people with diverse abilities could and should look like in ten years.
- Serving as a member of the BC Poverty Reduction Coalition enabled us to contribute the knowledge and experience of our members while also learning from the committed and knowledgeable group of allies who have long been advocating for a poverty reduction strategy for BC.
- As a member of the Ministry for Mental Health and Addictions Child and Youth Framework Advisory Group, we advised on the elements and intention of a provincial Child & Youth Mental Health Framework.
- As a member of The BC Child and Youth Care Educators Consortium we helped to revise the outcomes framework for all of the schools of Child and Youth Care in BC.
- As part of the MCFD Collaborative Contracting Reference Group, we meet quarterly with representatives from the Ministry and other sector allies to raise issues, problem solve, and inform sector contracting and procurement including MCFD's procurement review.
- As a founding member of the MCFD Social Services Strategic Framework Advisory Committee (which replaced the Residential Review Steering Committee) we have continued to advocate for changes to the system of residential care for young people while also bringing together Federation members and senior MCFD staff to work on the new plan.
- As part of the advisory committee for BC Child and Youth In Care Week, we helped with the planning of BC Child and Youth In Care week.
- Our role as part of the BC Pediatrics Transition Project Advisory Group provided a community sector perspective on a framework to assist pediatricians and general practitioners with transitioning patients with multiple social-emotional needs from the child- to adult-serving health care system.
- We were also pleased to be a major sponsor of the 20th Canadian 12th Triennial International Child and Youth Care Conference: Transitions and Transformations.

The work of collaboration is often difficult and time consuming but it is the only way we will achieve the real, lasting change we want to see. The changes we are working toward require the kind of strong and durable decisions that can only be made through true and authentic dialogue and relationships that are grounded in mutual respect and shared intention.

The intentional inclusion of many voices is necessary to create meaningful and lasting change. As such, we are committed to exemplifying the values we hold to be important in this work. These are the ways we are dedicated to showing up. These ideas are about our own moral compass. This is the ethos and ethic we aim to exhibit in all things.

- **Be unified.** In all things, we stand together to be transparent, inclusive, and responsive to the needs and experiences of our membership.
- **Be bold.** In all things, we show up to face the difficult but important and to challenge the status quo.
- **Be discerning.** In all things, we are thoughtful and accountable to one another.
- **Be present.** In all things, we will be fully present, attentive, and curious.

Hosting Dialogue Sessions

In response to member concerns, The Federation worked with MCFD to host 14 dialogue sessions across the province for Early Years providers through the spring of 2019. These sessions were designed to create space for dialogue among service providers and MCFD staff in light of the changes to services and early years coordination.

Engaging with Politicians

Over the past year, The Federation staff team and Board Members have met with dozens of government Ministers and senior bureaucrats on multiple occasions. We have and will continue to advocate and raise issues that are affecting community-based social services and the people they serve.

Meetings, Forums, Discussions

Our sector is facing a number of pressures and ongoing issues that urgently need to be addressed. To this end, The Federation has hosted meetings, large forums, and collaborative discussions about wage issues, the provincial budget, the Employers Health Tax, cannabis legislation, government procurement processes, new service frameworks, clinical supervision, safe care, pensions, and more.

Social Services Awareness Month

In March, for Community Social Services Awareness month, we worked with a number of Federation member organizations to create an awareness campaign of editorials authored by front-line staff. These pieces used personal stories to raise awareness about the value of social care and the impact our sector has on the lives of vulnerable children and families in BC.

Committee Submissions

Over the past year, The Federation also made a number of official submissions and presentations to (among others) the Select Standing Committee on Finance and Government Services, the Special Senate Committee on the Charitable Sector, and the Select Standing Committee on Children and Youth.

Government Consultations

The Federation spent many months providing input on BC's Poverty Reduction Strategy and worked hard to support our member organizations so that they too could also participate in these important consultations. We were also involved in consultations and engagement with our members on issues such as caregiver screening, changes to federal charitable tax legislation, and the legalization of cannabis.

Intention and determination

Everyone needs help sometimes; that is an unavoidable but oft-ignored fact of life. Social services—and the agencies that offer them—provide a critical link between the needs of individuals and families and the capacity of communities to care for and support those in need. The truth is that social services are as important to the strength of our communities as other sectors like health and education.

The people of this province deserve a social services sector that is strong and sustainable and we are working towards that important goal. But that is not enough. At the same time, we also need to work toward the bigger and broader goals of equity and social justice and we need to do so with the same levels of care and intention and determination.

The kind of change that we want to see in the world—the systemic changes that need to happen to make our communities stronger and more sustainable—will only happen through deliberate, concerted, and enduring efforts to address the underlying structural barriers that get in the way of equity and social justice.

In addition to other initiatives like our ongoing Youth Education Bursary program (see Page 21) and the in-progress BC Social Care Oral History Project, The Federation put significant effort this year into raising awareness about reconciliation and other systemic issues facing our sector.

Editorials and Public Awareness

The Federation’s approach to our advocacy work is multi-faceted. It is grounded in relationships and a commitment to using accurate and solid information to help enable good outcomes. Sometimes this involves going public and raising issues in the media as a way to foster awareness, understanding, and support of the issues we care about.

This past year we used our voice to bring attention to pressing issues like screening and supervision for group home staff, social services funding levels, aging out of care, staffed residential resources, and services for children with special needs.

Reconciliation

The Federation’s Reconciliation Book Club was designed to create an accessible space for staff in member organizations to increase their knowledge of issues related to reconciliation. Over 40 people signed up and, over the past year, we read five books and hosted bi-monthly discussions where we dove deeper into the writing and the ideas within. The book club will continue in 2019 with six new books.

This project, as well as our Leadership 2020 program and hosting Indigenous speakers and topics at our three provincial conferences, are ways we continue to make a concerted effort to build reconciliation into all of our work.



SECTOR STRENGTH

A strong and sustainable social services sector

The best social services are those that are informed by local knowledge and enhanced by local relationships. Organizations that are embedded in local communities understand best the needs of that community and the approaches that are most likely to succeed. That belief—that focus on working from and within community—also applies to funding, procurement, service delivery, and leadership development.

Building a strong and sustainable community social services sector requires creating spaces for leadership to grow and for relationships between leaders to form. It requires new and different learning opportunities. It requires the development and sharing of research, news, and information as well as experience, wisdom, and story. These are some of the many ways we are trying to increase the health, strength, and capacity of BC's community social services sector.

Leadership 2020

We believe that strong leaders make a strong sector and that investing in our future leaders is a valuable pursuit. That's why we continue to commit time and resources to Leadership 2020—The Federation's custom-built leadership development program.

Our 12th cohort of learners completed the program and graduated in 2018. In May of 2019, we welcomed 40 new people from the sector and government into a new Certificate Program cohort (formerly the Blended Program) that began with a 4-day in-person residency.

For this new cohort, we were very pleased to welcome Kelly Foxcroft-Poirier to the Leadership 2020 hosting team alongside Caitlin Frost, Chris Corrigan, Annemarie Travers, and Rebecca Ataya Lang. The hosting team also said farewell to Leadership 2020 founder, Jennifer Charlesworth, who has moved into a new position as BC's Representative for Children and Youth.

Many thanks to the many people who have generously supported Leadership 2020 learning activities over the past year: Kathi Camilleri, Anne-Marie Daniel, Wedlidi Speck, Bradley Dick, Ecko Aleck, Dawn Foxcroft and Audrey Lundquist.

Research to Practice Network

The Research to Practice Network is a collection of academics working in collaborative partnership with The Federation to provide front-line staff with insight into emerging research that might affect their work and to strengthen the connections between these two sectors. A special thanks to Kim Lyster and Brad Watson for volunteering to serve on the Editorial Board.

Labour Market Research Project

The Social Service Labour Market Research Project (SSLMRP) grew out of work done at our 2017 and 2018 Social Policy Forums where Federation members called for a labour market strategy to address (among other things) recruitment and retention issues.

In partnership with CSSEA and SPARC BC, and thanks to funding from the Canada-British Columbia Labour Market Development Agreement's Sector Labour Market Partnerships Program (administered by the BC Ministry of Advanced Education, Skills, and Training) we launched Phase 2 in Spring 2019. The final report will be published in 2020 and used to guide the development of a labour market strategy in partnership with the BC government.

Many thanks to our SSLMRP Advisory Committee members: Brenda Gillette (CEO Network), Grant Charles (UBC Faculty of Social Work), Matty Hillman, (CYC Educators Consortium of BC), Janet Morris-Reade (ASPECT), John Kay (Realize), Leslie Varley (BCAAFC), Phillip Tywford (MCFD) and Eric Peraro (CSSEA).

Conferences

Each year, The Federation hosts three provincial conferences. These events are one of the primary ways we enable members, help them connect with one another, and work together to address the issues we are facing. They continue to be an important venue to offer updates from government and sector partners and to share information and provide learning opportunities related to topics such as child welfare legislation, reconciliation, social policy development, mental health, and Indigenous ways of being.

"I WANT TO ONE DAY BECOME A FOSTER PARENT MYSELF; but, before I do this, I want to become a social worker in order to gain further experience and insight into the foster care system."

- 2019 Youth Education Bursary Recipient

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BURSARIES & AWARDS

Youth Education Bursary

Our bursary program is about more than just a dollar amount of financial support. It is an intentional and meaningful way The Federation and our member organizations see young people as more than simply their experience in government care. It sees their potential and it helps them reach it.

The Youth Education Bursary is about welcoming the next generation of caregivers and practitioners into our sector. It empowers those who have been recipients of services and support to learn how to do the same for others.

This year, **seven worthy recipients** were each awarded **\$2000** to put toward their tuition, books, supplies, or living expenses. They ranged from 17 to 26 years old and are studying things like Child & Youth Care, Criminology, Social Work, and Nursing.

Many thanks go out to this year's Bursary Committee members: Noreen Bourdreau, Penny Parry, Melanie Mendonca, James Kelly and Calum Scott.

Award for Excellence

The Federation's Award for Excellence recognizes the exceptional contributions of an individual, team, or organization working in the field of child, family, or community social services.

The award celebrates their outstanding qualities and devotion to the field over a long period of time and/or for their significant and lasting contribution to the field as a part of work undertaken in a specific project of a short-term nature.

Congratulations to **Ingrid Kastens**, Executive Director of Pacific Community Resources, recipient of the 2019 Award for Excellence.

Federation Champions

FEDERATION CHAMPIONS are member organizations that have provided financial assistance to help keep our events affordable for the majority of our small- and medium-sized member organizations. Thanks to the organizations below, our Federation continues to be *Altogether better*. Many, many thanks go out to these champions for supporting our 2018 and 2019 provincial conferences.

JUNE 2018 CONFERENCE CHAMPIONS



OCTOBER 2018 CONFERENCE CHAMPIONS



MILIEU

Children & Family Services Inc.

2019 SOCIAL POLICY FORUM CHAMPIONS



Federation General Insurance Plan

Megson FitzPatrick Insurance truly understands and embodies the spirit of our sector and they have committed to making our General Insurance Plan (FGIP) more competitive and more effective than ever. They are innovative, they have collaborated with us to develop something new and valuable, and they provide information and resources to all of our members—even those that aren't on their plan. And they are a proud supporter of our community, raising over \$35,000 for regional charities each year. They embody the spirit of *Altogether better* and theirs is a partnership for which we are very grateful.



Federation Associate Benefit Plan

It was 1984 when we began working with Schmunk, Gatt, Smith & Associates to develop the Federation Associate Benefit Plan (FABP). Thirty-five years later, we're still working together to offer this plan—one of only three compliant with the BC Community Social Services Collective Agreement. In many ways, the FABP is like The Federation itself—responsive to the needs of our members, adapting to their requirements and constraints. Our friends at Schmunk, Gatt, Smith & Associates consistently go above and beyond and we're incredibly thankful for this partnership.



Our insurance products

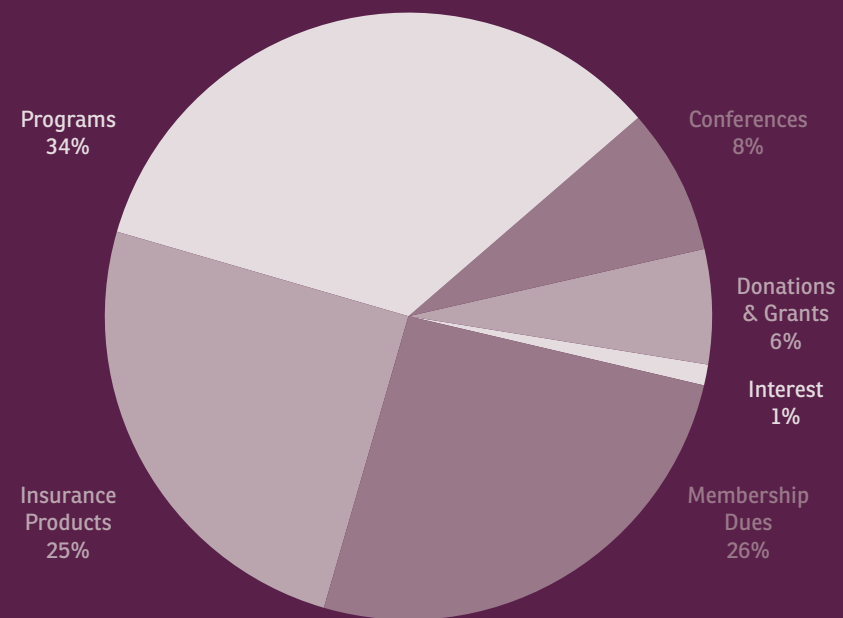
The Federation believes that in order to be strong and sustainable, BC's community social services sector needs access to high quality, affordable insurance products. That's why we've worked with two excellent partners to make available a suite of comprehensive and reliable insurance options at a competitive cost. We take a lot of pride in these products—and have worked with our insurance partners to develop them with care and consideration so they can best meet the needs of our sector.

The benefits of partnership

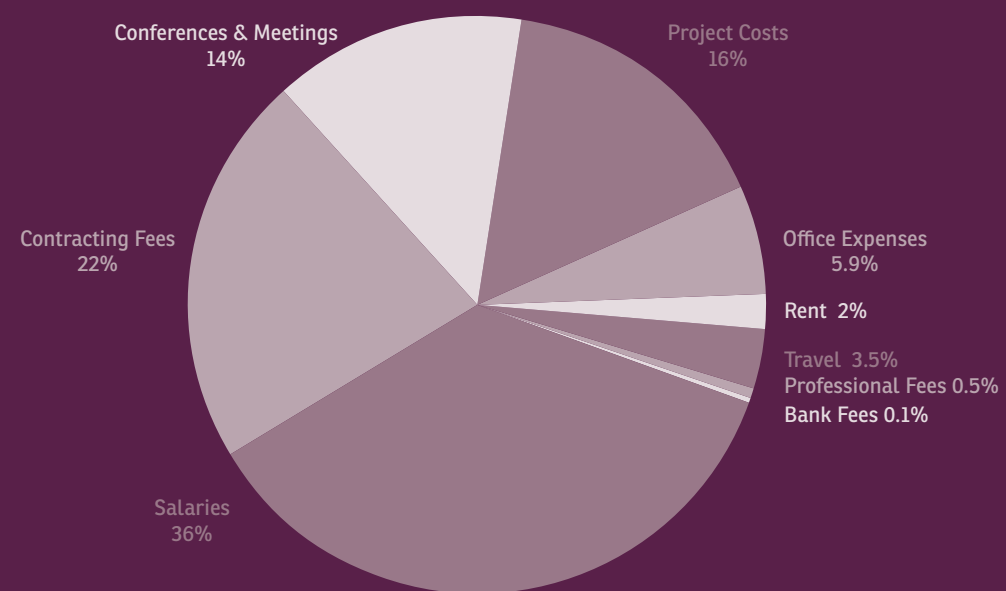
At the end of the day, all agencies need insurance. And our insurance products are designed to benefit everyone. Federation members and sector partners can purchase insurance programs through our providers at Schmunk Gatt Smith and Associates (Health, Dental, and Disability Insurance) or Megson FitzPatrick Insurance (General Insurance). Doing so helps benefit The Federation's financial operations—enabling us to do even more work advocating for and improving BC's social care sector.

To learn more about The Federation's suite of insurance products, please contact our office or visit: fcssbc.ca

REVENUE & EXPENSES



2018-19 Revenue



2018-19 Expenses



**The Federation of
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THE FEDERATION
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Altogether better.