



THE FEDERATION
OF COMMUNITY SOCIAL SERVICES OF BC

annual report 2020

THE FEDERATION OF
COMMUNITY SOCIAL
SERVICES OF BC

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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ON WORKING TOGETHER

You have probably seen the phrase *Altogether better* on The Federation website or at the bottom of Federation emails, among other places. The reason those two words show up so often is that they actually say a lot about our values and the approach we take in our work. And we are committed to exemplifying those values—being unified, being accountable, being bold, and being responsive. We believe the **how** is just as important as the **what** and the **why**.

That's why we strive to build strong and trusting relationships, to bring people and organizations together in partnership, to advance proven and promising practices, and to consciously and boldly embed ourselves in the work of social justice and reconciliation. These are the principles that inform everything that we do. And they are a big part of how and why we have been able to accomplish some truly remarkable things over the past year.

After years of effort by our members, board of directors, staff team, and sector allies, the BC government convened a roundtable of social services advocates to discuss the issues facing our sector and how they might be addressed. Out of our work with CSSEA and WorkSafeBC (which aimed to reduce rising claims rates in the sector), we have established a new health and safety council that is working to address the unique needs and conditions of our sector.

A fundamental part of our approach to our advocacy at The Federation is to create the conditions for change so that when opportunities such as these present themselves, we are ready and able to take full advantage of them. And that's what we are doing.

For many, many years, we have been drawing attention to the impact our sector has on the health of our cities and communities. And now people are paying attention. Our Provincial Health Officer's response to the COVID-19 crisis explicitly called on our sector to keep doing what we have been doing for years—showing up and caring for our clients, supporting those in need and ensuring that vulnerable people are not left behind when times get tough.

In many ways, the accomplishments over the past year served us very well during this unprecedented pandemic. If we somehow had the foresight to prepare for such a crisis, there are few things that could have been more valuable than (1) establishing a forum for nimble collaboration and communication between government and the sector or (2) creating a health and safety council among unions, employers, and the provincial government. These two significant, structural achievements were made possible by the support, commitment, and contributions of our membership and are perfect examples of what it means to be *Altogether better*.

And there is much, much more to recognize—being included on the province's Economic Recovery Task Force, co-hosting a sold-out 2-day learning event with MCFD, and offering custom-built Cultural Safety Training sessions across the province. For the first time that we can recall, a BC Finance Minister made specific mention of the community-based social service workers in a provincial budget speech. And our board of directors devoted their time and effort to identify additional ways our organization can support reconciliation and resurgence—how we can be a better ally in the work Indigenous communities are doing to reclaim the autonomy and power that has been taken from them.

As you will read in the following pages, we have accomplished a lot over the past year. And all of these efforts were made possible by you, our members. Your time, energy, creativity, and compassion are proof that *Altogether better* is more than just a slogan. It's the philosophy that guides our entire organization. It's the call to action that drives our work. It's the strength of our partnerships. It's what inspires and empowers our members to make BC a better place to live and it's a steadfast commitment to strong and sustainable social services.

Tanya Behardien
Federation President

Rick FitzZaland
Federation Executive Director

BOARD & STAFF

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 decision makers.

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 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 special thanks and good wishes to **INGRID KASTENS** who retired earlier in the year and to **RONA PARK** who is retiring later this year. Both women demonstrated thoughtful and strong leadership in their respective organizations and their contributions to The Federation over the years have been invaluable. Best wishes and many, many thanks to Ingrid and Rona!

Board Executive

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

Regional Directors

Vicki Kipps, Fraser Region
Kelly Kelland, Interior Region
Tyrell Arnold, North Region
Judy Valsonis, Vancouver Coastal Region
Michelle Bell, Vancouver Island Region

Directors at Large

Ann Kutcher
Julia Staub-French
Rona Park
Tim Veresh
Liz Barnett
Christine Mohr

Federation Staff Roles

Bess Williams
Events Coordinator

Corinne Kornelson
Executive Coordinator

Erin Mallette
Administrative Assistant

Marshall Watson
Communications Coordinator

Pamela Alcorn
Membership & Public Policy Coordinator

Rebecca Ataya Lang
Associate Executive Director

Rick FitzZaland
Executive Director

Sherry Sinclair
Director of Programs & Services

Taylor Logan
Director of Finance & Administration

113

The number of Full Members in The Federation—these members deliver direct services and guide our direction and priorities

28

The number of Associate Members in The Federation—members who support our sector through education, research, and coordination

27

The number of Honourary Members in The Federation—people or teams recognized for their outstanding contributions to our sector

16

The total number of organizations that have been members of The Federation for more than 30 years (since 1990 or earlier)

Our members

Our members are the foundation of The Federation. They give the organization its purpose, they guide our direction, they 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 work in hundreds of communities across the province and are incredibly diverse in terms of governance, scope, and size.

New members

A very warm welcome to the organizations that joined The Federation this year!

BeConnected Support Services Ltd.
Eastside Family Place
Richmond Addiction Services Society
Victoria Native Friendship Centre

Full Member
Full Member
Full Member
Full Member

Become a Federation Member

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

Federation Full Members 2019–20 (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
BeConnected Support Services Ltd.	2020
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
Connexus Community Resources Society	2017
Cowichan Valley Youth Services Society	2001
Dawson Creek Catholic Social Services	1996
Deltassist Family & Community Services	1982
Eastside Family Place	2019
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
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
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
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
Okanagan Boys and Girls Clubs	1982
OneSky Community Resources	1996
Options Community Services Society	1993
Orenda Services to Children	2003
Pacific Community Resources Society	1985
Pacific Youth & Family Services Society	1989
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

Purple Geranium Services Society	2011
Richmond Addiction Services Society	2020
Progressive Intercultural Community Services Society	2012
Richmond Family Place Society	2011
Sea to Sky Community Services Society	2004
Sechelt Community School Society	2006
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
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
Victoria Native Friendship Centre	2020
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 2019–20

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
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
Options for Sexual Health Association	2017
Sincron HR Software	2019
SPARC BC - Social Planning Research Council of BC	2015
UFV (Child, Youth & Family Studies)	2008
University of Victoria (School of Child & Youth Care)	1993
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.

All of the work we undertake at The Federation, every initiative and endeavour, is guided by a set of commitments. These are the ways we engage with others and the principles that inform everything we do. We believe BC's social services sector is better when we join together, unite our voices, and all push in the same direction.

- **Building trusting relationships.** We do our best work when we create opportunities to strengthen relationships 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 reconciliation.** We do our best work when we are driven by the virtues of equity and justice and when we speak truth to power both individually and collectively.

THE ROUNDTABLE

In the spring of 2019, the provincial government created a Social Services Sector Roundtable chaired by Minister Simpson from the Ministry of Social Development and Poverty Reduction. The roundtable brings together the social care ministries and representatives from the community sector to address compensation and sustainability issues.

The Federation was one of six organizations invited to participate. Working with our partners at the roundtable has already led to some early successes. As part of the 2020 provincial budget, funding has been committed to training and recruitment and retention for our sector. And when the state of emergency was announced due to the COVID-19 pandemic, the roundtable was a vital mechanism for communicating and problem solving—ensuring that responses and information were timely, consistent, and clear. That platform helped us to support our members so they could continue to deliver essential services in their communities.

REFERENCE GROUPS

As part of our work on the roundtable, the six community sector organizations have created reference groups that bring together other umbrella groups. This was to ensure that their concerns and ideas and questions were also reflected in the roundtable's work.

In March 2020, this group spent a day in a facilitated planning session working together to identify issues, establish processes, and confirm how to make the most of the opportunity that the roundtable represents.

CHILD AND YOUTH IN CARE WEEK

The Federation was once again proud to support the work of the 10th Annual Child and Youth in Care Week. While the activities looked a bit different this year, it was an honour to continue participating in this initiative and help to reduce stigma and celebrate young people who are or have been in care.

CONSULTATIONS AND COUNCILS

Over the last year, The Federation and our members have been invited to participate in a number of important government consultations regarding services to children, youth and their families. The Federation was invited to consult on a new framework for services for Children and Youth with Support Needs and on a model for inclusive childcare. In addition, The Federation continues to serve on the Social Service Sector Advisory Council which is focused on improving services and supports for children in care and their families.

"We know that this government is committed to delivering on its promises to provide the services that people depend upon and create a balanced economy that benefits everyone. But we also need you to know that **FULLY SUPPORTING AND COLLABORATING WITH BC'S COMMUNITY SOCIAL SERVICES SECTOR** is the only way those things are going to happen."

- From The Federation's submission to the Select Standing Committee on Finance and Government Services

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

The intentional inclusion of many voices is absolutely necessary to do this work. As such, we are committed to exemplifying certain values we hold to be important in this work. These are the ways we are dedicated to showing up. This is the ethos and ethic we aim to exhibit in all things. This is the voice of our Federation.

- **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.

THE PREMIER'S ECONOMIC RECOVERY TASK FORCE

The Federation was honoured to be one of nine organizations invited to sit on the Premier's Economic Recovery Task Force. The Federation is one of two social service organizations at the table and we are using this platform to draw attention to the way COVID-19 has exacerbated long-standing issues our sector has been facing. The other, business-focused organizations around the table have understood from the outset the importance of the social services sector in the economic recovery of BC.

SELECT STANDING COMMITTEES

As in previous years, The Federation made a presentation to the Select Standing Committee on Finance and Government Services. Our submission this year focused on three things: reconciliation-informed change, support and funding for the Social Services Sector Roundtable, and the importance of trust and collaboration between government and the sector.

We also made submissions to the Select Standing Committee on Children and Youth in response to the committee's special project on Children and Youth with Neuro-diverse Special Needs. We advocated for significant system changes that would put the needs of the child first and we made clear how important it is to support children and their families before they reach a state of crisis.

CHILD CARE RESOURCE AND REFERRALS

With the retendering of Child Care Resource and Referral centre contracts, The Federation found itself working in a somewhat new area. We hosted calls with members and non-members alike and worked with the BC Association of Child Development Interventionists to bring concerns forward. We advocated for a process that wouldn't impair community agencies and we attempted to model how community partners can be involved in designing procurement processes that meet the needs of both the government and the sector. While the COVID-19 pandemic caused this work to be cancelled, we will continue advocating for better procurement management when this process resumes.

RESPONDING TO THE COVID-19 PANDEMIC

Our response to COVID-19 prioritized the interests of our members and the people they serve. We hosted weekly calls to share updates, collect feedback, identify issues, and find answers to pressing questions. We established weekly meetings with Ministries and advocated for a consistent approach across funding bodies so agencies could act quickly and efficiently. Our members came together to share planning documents, resources, policies and provided input on planning guides created by MCFD and WorkSafeBC. We know the pandemic isn't over and supporting our members will continue to be a priority in the months ahead.

RECONCILIATION & RESURGENCE

Over the past few months (or years), you may have heard Federation board members or staff speak about our commitment to reconciliation and resurgence and you may be wondering what this looks like in our day-to-day work.

Truthfully, a lot of this work takes place quietly and out of the spotlight. Part of it is listening and seeking opportunities to amplify Indigenous voices and raising the profile of urban Indigenous and Métis communities. Part of it involves saying “no” to opportunities that conflict with our commitment to supporting Indigenous communities and their efforts to provide social services to their community members. And part of it means suggesting and developing different approaches when those conflicts arise.

A RENEWED COMMITMENT

The decision of Indigenous communities to participate in the social service sector is not ours to dictate. We are mindful of not contributing to further colonization by assuming that the approaches emerging from dominant cultures must be joined by Indigenous communities. However, we also recognize the incompleteness of the whole community apart from the wisdom and heritage of those who have come before us.

Over the past year, The Federation board of directors twice came together to consider what reconciliation looks like from a governance perspective. The first session was facilitated and challenged board members to shift their perspective and consider what taking an Indigenous world view means for a non-Indigenous organization like The Federation. The board executive and senior staff then met as a group to begin figuring out how to turn those ideas into actions.

For us, this work is not about items on a checklist but incorporating the values of our organization into its governance structures and processes. As we begin a new phase of this work, our board members felt strongly about using language that speaks to the power and autonomy of Indigenous communities themselves. A commitment both to reconciliation (i.e., righting wrongs) and resurgence (i.e., supporting Indigenous power, rights, and autonomy) is necessary as we move forward.



SECTOR STRENGTH

Building a strong and sustainable community social services sector requires creating spaces 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 strength, and capacity of our sector.

LABOUR MARKET RESEARCH PROJECT

For the past 2 years, The Federation has been working with SparcBC and CSSEA to study the community social services labour market. Funding for this project was provided through the Canada-British Columbia Labour Market Development Agreement's Sector Labour Market Partnerships (SLMP) Program administered by the BC Ministry of Advanced Education, Skills and Training. The Social Services Labour Market Research Project Final Report was completed in September and we are very excited to begin addressing the recruitment and retention challenges facing our sector.

REGIONAL TRAINING SERIES

In the fall of 2019, we began to pilot regional training opportunities—something we have been thinking about for many years. The first sessions launched in January 2020 and focused on Cultural Agility (facilitated by Tammie Myles of Mother Earth Whispers). Due to the COVID-19 pandemic, we had to switch to virtual training sessions, but both versions were a success and will continue being offered throughout the year. With direction from our members, we are also developing training opportunities focused on clinical supervision and administrative support.

SOCIAL SECTOR HEALTH & SAFETY COUNCIL

In early 2020, following many years of effort by both the Community Social Services Bargaining Association and organizations within the community social services sector, the Community Social Services Health and Safety Council was established. The dedicated council is a major step toward increasing the safety and wellbeing of those working in our sector as well as those accessing our services and supports.

THE RECONCILIATION BOOK CLUB

The Reconciliation Book Club was launched in 2018 to help members better understand Indigenous culture, history, and perspectives. It is a low-cost, low-barrier way to become better allies without burdening Indigenous people with the task of teaching and guiding. Each year, participants read and discuss 6 books by Indigenous authors.

CONFERENCES

Our June 2019 conference focused on issues related to communications and HR within agencies. In October 2019, we partnered with MCFD to host a conference on better supporting children with complex and multiple needs (with sponsorship provided by the Ministry of Mental Health and Addictions). Our 2020 Social Policy Forum brought together community sector and government leaders to workshop ideas related to developing a strategic HR plan for the sector. Each conference also included a focus (through learning and/or speakers) on reconciliation and resurgence.

LEADERSHIP 2020

Over the past year we hosted our 13th Leadership 2020 cohort with participants from MCFD, community agencies, and Indigenous organizations. Sadly, this was our last cohort as financial constraints have made it more and more difficult to offer such in-depth leadership training. However, the spirit of the program lives on through the 450+ graduates across the province who are modelling new ways to lead our sector. The Federation thanks our many, many guest speakers, presenters, hosting team members, and graduates.

RESEARCH TO PRACTICE

The Research to Practice Network released two new articles this year: *The Protective Potential of Fatherhood* by Tanille Johnson and *Mental Health Literacy and Community Social Service Practice* by Patti Ranahan. Many thanks to our editorial board members Kim Lyster and Brad Watson. The Federation also released 8 Research Bulletins over 2019-20 focusing on issues especially relevant to social care in BC (such as child protection, residential care, intimate partner violence, Indigenous mental health, and youth substance use).

ORAL HISTORY PROJECT

In the summer of 2020, The Federation re-launched the BC Social Care Oral History Project to inspire the future of BC's social care sector by documenting its past. Seven interviews with sector leaders have been completed and more will be added over the coming months and years. You can watch video clips and read full transcripts on our website.

"I would love to use my lived experience to help children and youth with mental illnesses be able to increase the quality of their lives, help to empower them, and also give them hope that they can successfully recover too."

- 2020 Youth Education Bursary Recipient

YOUTH EDUCATION BURSARY

Our Youth Education Bursary is about more than just a dollar amount of financial support. It is an intentional and meaningful way The Federation and our member organizations welcome the next generation of caregivers and practitioners into our sector. We see young people as more than simply their experience in government care; we see their potential and help them reach it.

The bursary program empowers young people who have been recipients of services and support to learn how to provide the same kinds of help and care to others.

This year, **six very worthy recipients** were each awarded **\$2000** to put toward their post-secondary tuition, books, supplies, or living expenses. To date, the bursary program has awarded a total of \$186,000 to over 150 young people from care.

Many thanks go out to this year's Bursary Committee members: Noreen Boudreau, Penny Parry, James Kelly, and Dan Malone.

6

The number of worthy students who received a Federation Youth Education Bursary in 2019-2020

\$12k

The total value of bursaries The Federation awarded to young people from government care in 2019-2020

156

Since its inception in 2009, the bursary program has helped 156 young people pursue social services careers

\$186k

The total amount awarded to young people in care since the bursary program's inception in 2009



FEDERATION CHAMPIONS

Federation Champions are member organizations that have provided financial assistance to help keep our provincial 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 amazing organizations for supporting our 2019 and 2020 provincial conferences and events.

JUNE 2019 CONFERENCE



OCTOBER 2019 CONFERENCE



FEB SOCIAL POLICY FORUM



FEDERATION ASSOCIATE BENEFIT PLAN

In 1984 we began working with Schmunk Gatt Smith & Associates to develop the Federation Associate Benefit Plan (FABP). Thirty-six years later, we're still working together to offer this plan—one of only three compliant with the BC Community Social Services Collective Agreement. This partnership is one of our oldest and strongest relationships and we are immensely proud of what the FABP stands for. Schmunk Gatt Smith & Associates work incredibly hard on our behalf and consistently go above and beyond for our members.



GENERAL INSURANCE

We know that many Federation members have long-standing relationships with insurance providers in their communities. But we also know that many of our members (particularly smaller organizations) have struggled to access to high-quality and affordable insurance products that work for them. That's why The Federation has partnered with HUB International Limited to provide our members with the coverage grounded in a solid understanding of the social services sector landscape.



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.

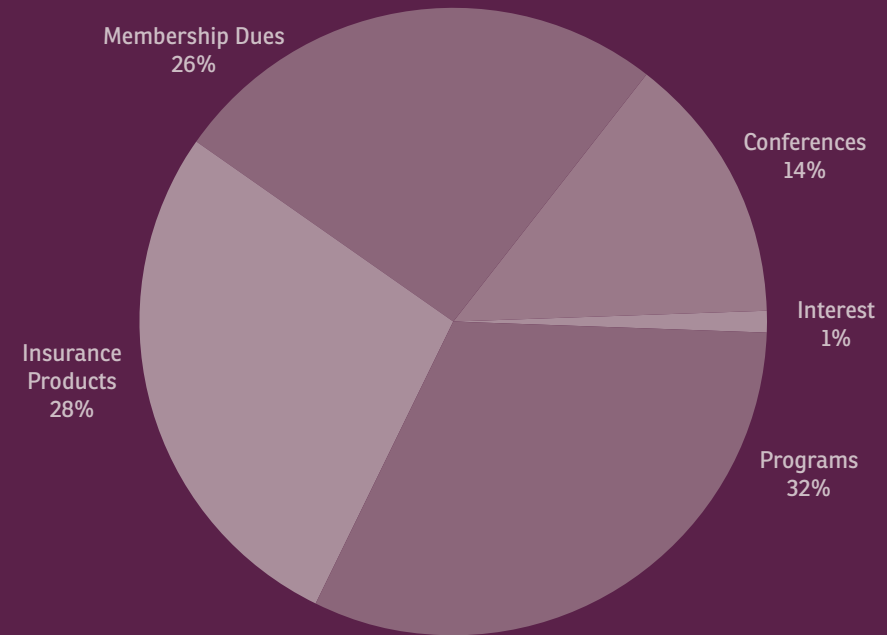
We take a lot of pride in these products and have worked with our partners to develop them with care and consideration so they can best meet the needs of our sector. These providers deliver excellent service and tailor coverage to your agency and employee needs.

THE BENEFITS OF PARTNERSHIP

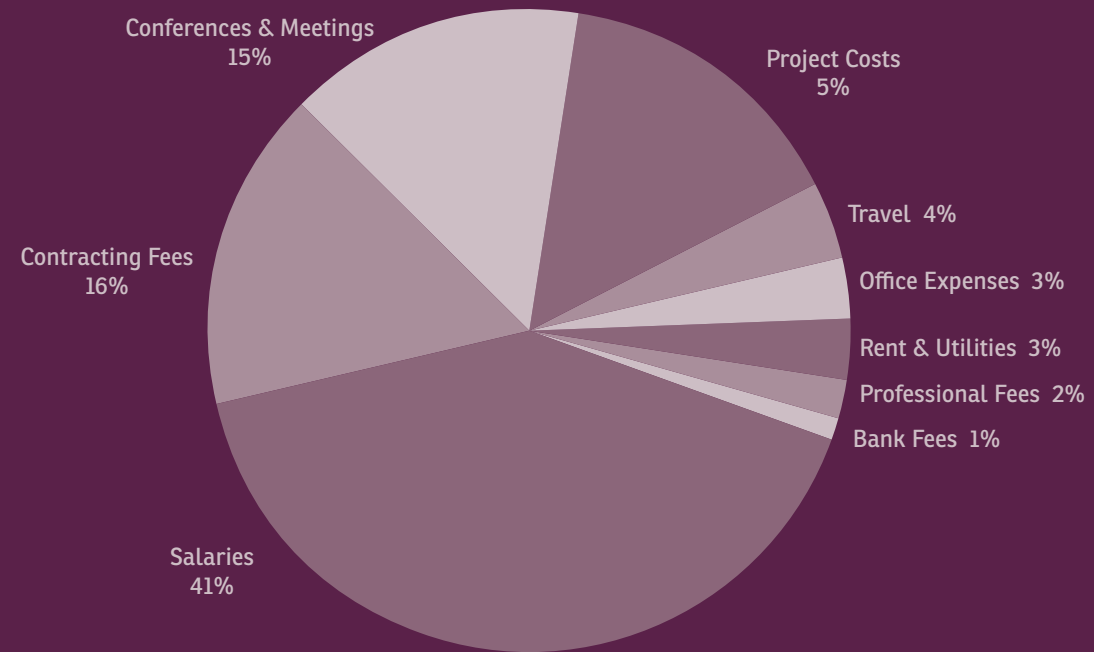
At the end of the day, all agencies need insurance. And our insurance products are designed to benefit everyone. Federation members and sector partners can purchase insurance programs through our providers at Schmunk Gatt Smith and Associates (Health, Dental, and Disability Insurance) or HUB International (General Insurance).

Doing so benefits The Federation's financial operations—investing dollars back into supporting our work of 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



2019-20 REVENUE



2019-20 EXPENSES

The Federation of Community Social Services of BC

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THE FEDERATION
of COMMUNITY SOCIAL SERVICES of BC

Altogether better.