



2023 ANNUAL REPORT



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 150 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 range of services such as support for those with disabilities, employment programs, early childhood education, homeless outreach, and family programs.

OUR COMMITMENT to reconciliation and includes recognizing that the work of The Federation and our member organizations takes place on the unceded lands of many First Nations.



THE FEDERATION
of COMMUNITY SOCIAL SERVICES *of* BC

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Altogether Better

Over the past year we have been managing significant change at the Federation and within our sector. While change can be challenging in the short term, we are proud of what we have accomplished and the foundation we are laying for the future. What we do know is that we must continue to grow and evolve if we are to meet the needs of our members over the next many years. We will do this together.

In this report, you will read about all the exceptional work that has been done on behalf of our members over the last year. This includes the collective work being done at the Social Services Sector Roundtable on procurement, HR and Compensation issues, and funds made available through the Training and Tech Funds. This also includes our advocacy and engagement strategies, learning and development opportunities, and commitment to Transformative Reconciliation through our work with Dr. Dustin Louie. It also includes the many ways we support members through our annual conferences, regional meetings, and engagement opportunities.

The work of the Federation is done because of the exceptional work of the staff in partnership with our Board of Directors and dedicated members. We appreciate all you do for the people we serve each and every day.

We look forward to working with all of you over the next many years.

Tim Veresh
Vice President Board of Directors

Liz Barnett
Interim Executive Director

BOARD EXECUTIVE

[vacant] President

Tim Veresh Vice-President

Julia Staub-French Secretary-Treasurer

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Christine Mohr

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Interim Executive Director

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Acting Director of Programs
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Member Services Coordinator

Suncha Baptiste

Workplace Learning Coach

Julie Hobbs

Administrative Assistant

Kelly Cubbon

SSSTEP Project Researcher

Lucia Lorenzi

SSSTEP Project Researcher

MEMBERSHIP



Federation Membership

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

Our member organizations offer nearly 700 different programs in 250 communities throughout British Columbia both on and off reserve. They are committed to delivering high-quality services to the children, youth, adults, and families of BC. They are incredibly diverse in terms of governance, size, and scope.

New Federation Members

We would like to extend a very warm welcome to the following organizations that joined The Federation over the past year.

Burnaby Family Life Institute	Full Member
Child Advocacy Centre of Kelowna Society	Full Member
Clements Centre Society	Full Member
Covenant House Vancouver	Full Member
FIVE Behaviour & Education Services Inc	Full Member
Inclusion Powell River	Full Member
Volunteer BC	Full Member
West Side Family Place	Full Member
City University	Associate Member
John Howard Society of BC	Associate Member
PAN (formerly Pacific AIDS Network)	Associate Member

Join our membership

The Federation of Community Social Services of BC has been a provincial leader for over 30 years. We provide the support and advocacy and tools that enable organizations to do their best work. By becoming a member, you join the ranks of thousands of committed and caring people working together to improve the well-being of all our community members. Visit our website for a list of member benefits and an explanation of the different membership categories: fcssbc.ca/about/join-us

Federation Full Members 2022-23 (and joining year)

1-Up – Victoria Single Parent Resource Centre	2003
ACT 2 Child and Family Services	1992
Alternate Shelter Society	1991
ARC Programs	1991
Archway Community Services	1993
Archway Society for Domestic Peace	2019
Aspiral Youth Partners Association	2010
Axis Family Resources Ltd	1993
BC Centre for Ability Association	2020
BeConnected Support Services Ltd	2020
Bella Coola Community Support Society	2011
The Bloom Group	2019
Boundary Family Services Society	2017
The Bridge Youth & Family Services Society	2018
Building Healthy Families Society	1993
Burnaby Association for Community Inclusion	2012
Burnaby Family Life Institute	2022
Cariboo Family Enrichment Centre Society	1994
Child Advocacy Centre of Kelowna Society	2022
Chilliwack Community Services	1996
Chilliwack Society For Community Living	2016
Coastal Mountain Child & Youth Services Ltd.	2002
Columbia Basin Family Resource Society	2004
Community Bridge	1993
Community Ventures Society	2017
Connect Counselling & Therapy Central Okanagan	1997
Connections Community Services Society	1995
Connexus Community Resources Society	2017
Covenant House Vancouver	2022
Cowichan Valley Youth Services Society	2001
The Cridge Centre for the Family	2010
Day One Treatment Society	2011
Deltassist Family & Community Services	1982
Eastside Family Place	2019
Elizabeth Fry Society of Greater Vancouver	1984
Encompass Support Services Society	2020
The Family Education and Support Centre	2021
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
FIVE Behaviour & Education Services INC	2023
Foster Parent Support Services Society	2010
Fraser Valley Child Development Centre	2020
Fraserside Community Services Society	2012
Freedom Quest Youth Services Society	2005
Golden Family Centre Society	2020
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
Inclusion Powell River Society	2022
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
Kaslo Community Services Society	1998
Kindale Developmental Association	2010
Kootenay Boundary Community Services Co-op	2006
Langley Community Services Society	2020
Maple Ridge/Pitt Meadows Community Services	2005
Marpole Oakridge Family Place Society	2011
Mount Pleasant Family Centre Society	2001
MSA Society for Community Living	2018
Nanaimo Child Development Centre	2020
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 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
Outlines Life Society	1996

The PACE Child and Family Society	2008
Pacific Community Resources Society	1985
Pacific Youth & Family Services Society (Peak House)	1989
PLEA Community Services Society of BC	2008
posAbilities Association of BC	2013
Powell River Child Youth & Family Services	1998
Prana Services Incorporated	2021
Prince George Native Friendship Centre	2019
Progressive Intercultural Community Services Society	2012
Richmond Addiction Services Society	2020
Richmond Family Place Society	2011
Sea to Sky Community Services Society	2004
Sechelt Community School Society	2006
SHARE Family & Community Services	1982
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 Children's Foundation	1982
Thompson Community Services Inc.	2005
Thrive Social Services Society	1991
Thunderbird Neighbourhood Association	1997
Touchstone Family Association	1992
Tri-City Transition Houses Society	2021
Valley Community Services Society	2020
Victoria Child Abuse Prevention & Counselling Centre	2005
Victoria Native Friendship Centre	2020
Victoria Youth Empowerment Society	1993
West Side Family Place Society	2023
Westcoast Child Care Resource Centre	2008
Westcoast Family Centres Society	2004
WJS Canada	2001
Yellowhead Community Services	2001

Associate Members 2022-23

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
BC Society of Transition Houses	2021
BJP Case Administration Management Ltd.	2013
Board Voice Society	2016
Camosun College (Community Family & Child Studies)	2008
Canadian Mental Health Association BC	2020
CARF Canada	2004
Child and Youth Care Association of BC	2012
City University	2022
Community Action Initiative (CAI)	2019
Council on Accreditation (COA)	2007
Douglas College (Child, Family & Community Studies)	2008
Ending Violence Association of BC	2013
First Call Child and Youth Advocacy Society	2021
Foundry Central Office	2019
John Howard Society of British Columbia	2022
Langara College (Department of Social Services)	2011
McCreary Centre Society	2011
NucleusLabs Information Technologies (Canada) Ltd.	2012
Options for Sexual Health Association	2017
PAN	2022
ShareVision	2020
SPARC BC - Social Planning Research Council of BC	2015
Teg Bains IT Specialists	2020
The Treehouse Vancouver Child & Youth Advocacy Centre	2016
University of the Fraser Valley (Child, Youth, Family Studies)	2008
University of Victoria (School of Child & Youth Care)	1993
Vancouver Island University (Human Services Program)	1996
Volunteer BC	2022

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

engagement & collaboration

THE QUALITY OF THE CONFERENCE IS EXCEPTIONAL AND I TRULY APPRECIATE BEING ABLE TO CONNECT AND SHARE AN IN-PERSON EXPERIENCE. THE WORKSHOPS WERE INFORMATIVE, RELEVANT AND FUN.

Sian Lewis, Executive Director
Day One Society

All of the work we undertake at The Federation, every initiative and 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 engage with others and the principles that inform everything we do. Learn more about our mission, principles, and approach at fcssbc.ca/about

- Building trusting relationships.
- Advancing proven and promising practices.
- Connecting purposefully and collaboratively.
- Engaging inclusively.
- Consciously and boldly involving ourselves in social justice and reconciliation.

Member Support & Engagement

Federation Regional Meetings, supported by our five dedicated and hard-working Regional Directors, continue to be an important space for our members to connect and support each other and for new members to introduce themselves and get to know others in their region. Members discuss ongoing issues and pressures facing each region—recruitment and retention, wage discrepancies, sustainability—and explore how we can come together to address them.

Regional meetings are also a space where Federation members engage with MCFD leadership, who attend these meetings to provide relevant updates, answer questions, and try to better understand the realities facing organizations and the communities they serve. They are also a space for members to discuss how they are taking action around reconciliation and decolonization in their organizations.

In addition, monthly organization-wide Member Support and Information Exchange meetings give members an opportunity to raise policy and practice concerns, connect with each other, and get updates on Federation initiatives and advocacy efforts.

Partnering on Mental Health Support

Last year, The Federation partnered with the BC division of the Canadian Mental Health Association (with funding from the provincial government) to support the mental health of social services staff.

This initiative was the result of consistent efforts by The Federation, our members, and our partners to advocate for new and more mental health supports for our staff and for the people we serve.

The Federation's Workplace Learning Coach provides 1-to-1 support to our member organizations seeking resources and support. The Learning Coach has also provided workshops on Strategies for Coping with Stress and Burnout, Avoiding the Pathway to Burnout, Strategies for Coping with Anxiety at Work, and Strategies for Coping with Imposter Syndrome.

Federation Conferences & Events

One of the best benefits of being a member of The Federation is the opportunity to network, coordinate, and plan with other members and colleagues from across BC at our annual conferences.

In June 2022, we focused on ways to create new, healthy and equitable relationships with the help of Warren Hooley from IndigenEYEZ, Dr. Bruce McIvor from First Peoples Law LLP, and Cathy Taylor from the Ontario Nonprofit Network.

Our October 2022 conference focused on two topics that members have been telling us they want to learn more about, social justice and sustainability. Workshops and presentations addressed ways for organizations to prepare for the climate crisis, values-based decolonization, ways to hire and retain a diverse staff team, leading change in times of complexity, and what truth, justice, and reconciliation look like in the social services sector.

The Federation's 2023 Social Policy Forum was dedicated to the collaborative design of community-led systems of care for youth who may choose to use substances. Case studies based on the lived realities of youth in BC guided the process and participants identified and mapped practical solutions that would provide young people with the support they deserve and are asking for.

Conference Sponsors

Thanks to the sponsors below, our Federation continues to be able to offer excellent networking and learning opportunities to our members. Many thanks go out to these organizations for supporting our 2022 and 2023 provincial conferences.



Sponsoring or Exhibiting at these conferences allows your organization to present itself and its services and/or products to a valuable province-wide demographic while affirming your commitment to healthy communities across British Columbia. [Learn more on our website.](#)



SECTOR STRENGTH

development & capacity-building

To us, a strong and sustainable social services sector includes many things—procurement, the relationship between the government and the sector, adequate training, administration funding levels, recruitment and retention, legislation, and the way policy changes happen. There are many ways we are working to make BC's community social services sector stronger and more sustainable.

And when we say "we" that is not just The Federation team; we can't and we don't do this on our own. That "we" includes our sector partners, our government colleagues, and our member organizations, all of whom are playing important roles and making important contributions. This is a team effort and we are all working toward the larger, long-term goal of a strong, sustainable sector.

**"THANK YOU FOR THIS OPPORTUNITY TO USE
THIS FUNDING. IT HAS CREATED A SPECIAL
OPPORTUNITY FOR OUR ORGANIZATIONS TO
CONNECT AFTER A REALLY DIFFICULT PERIOD OF
CHANGE AND UNCERTAINTY WITH THE PANDEMIC."**

- Community Social Services Training Fund Recipient

Training Fund Coordination

In August 2020, thanks to the work of The Community Social Service Round Table, the BC government made available \$10 million of one-time training funds for the social services sector to "build capacity, support recruitment and retention, and improve occupational health and safety programs."

The Federation was granted \$3 million of that money to administer as the Community Social Service Training Fund (CSSTF) which we coordinated and administered from 2020 through 2022.

Community social services organizations from across the province were encouraged and supported in assessing for themselves the training and development they needed at both the individual and organizational levels.

A total of 13,053 people received training. A majority of organizational training focused on reconciliation, anti-racism, leadership development, and HR. Individual training largely focused on "train the trainer" certifications to increase the internal capacity of organizations.

Labour Market Planning

In 2021, The Federation released the Final Report of the Social Services Labour Market Research Project—a detailed exploration of the nuanced, complex recruitment and retention challenges our sector faces as well as recommendations and next steps to address those challenges.

For the next phase of this work, The Federation had the good fortune of partnering with the BC Association of Aboriginal Friendship Centres to develop a Social Services Training and Education Plan.

The report will make recommendations for ways in which training and education can meet the needs of today's social services workforce and focuses on reconciliation and decolonization, workplace stress and burnout, access to training and education, and supporting workers with disabilities. The project is nearing completion and the report will be available in late 2023.

This work was funded through a Canada-British Columbia Labour Market Partnership agreement administered by the Ministry of Post-Secondary Education and Future Skills.

Learning & Development

One of The Federation's most fundamental goals is to support our members in delivering services of the highest quality, grounded in the best practices. That goal informs everything we do, including the learning opportunities we offer.

In 2022 and 2023 we continued offering our custom-built Support to Practice Supervision Training in partnership with Community Action Initiative and CityU. Over 180 participants learned skills and approaches to help them better support their staff and improve service delivery.

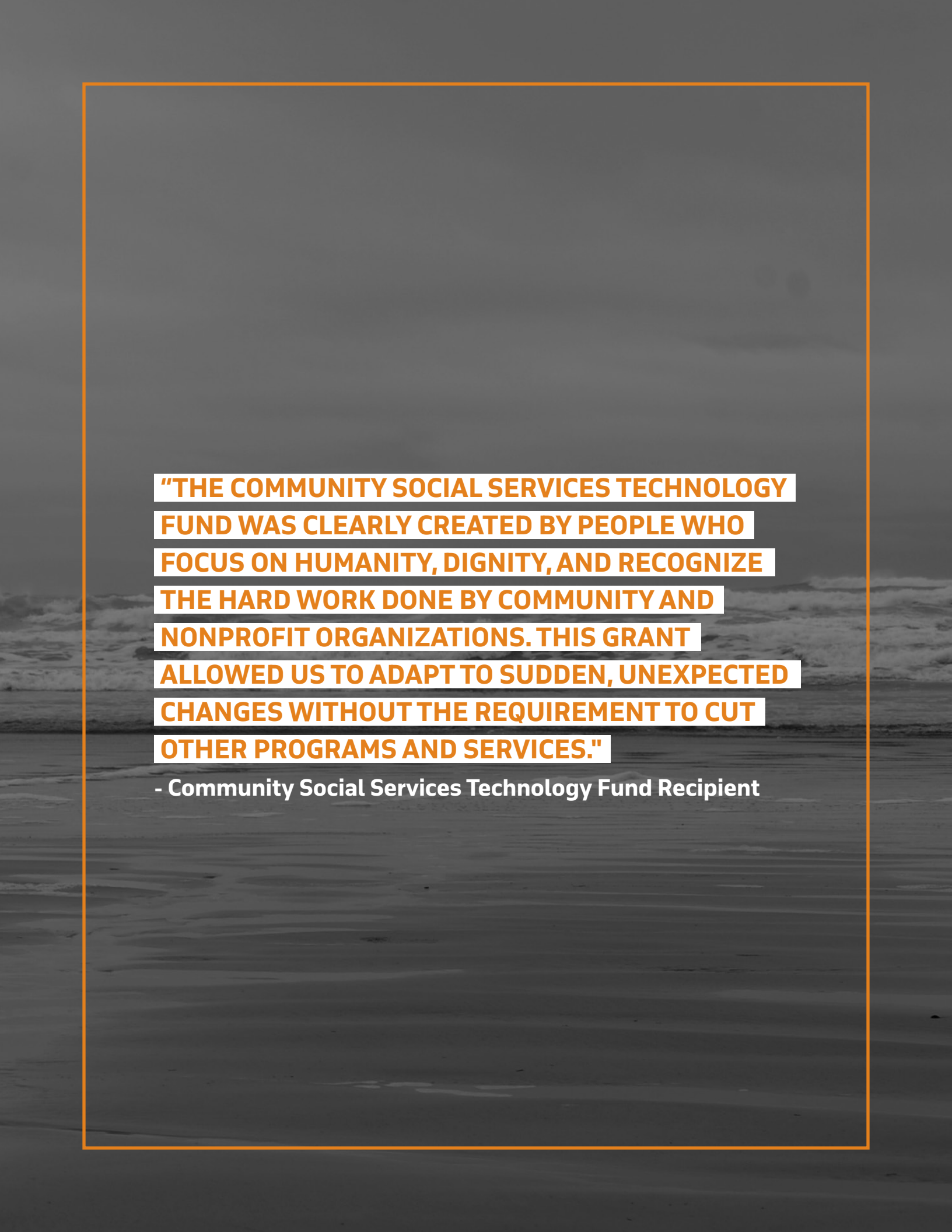
Development is underway for our next offering, Support 2 Practice Management. This will be a comprehensive, multi-session training on the human elements of managing in the social services sector that will include and expand on the previous curriculum.

The Federation also provided 12 cohorts of our cultural safety workshop that examined the untold histories and legacy of colonization and looked at structures of power and systems of oppression that continue to have an impact.

Technology Fund Coordination

In 2022, The Federation received \$1,500,000, granted by the Ministry of Social Development and Poverty Reduction and the Social Services Sector Round Table. The grant funding, administered by The Federation, went toward helping community social services agencies across the province upgrade their technologies and enhance clients' access to virtual supports, learning opportunities, and employment.

The Community Social Services Technology Fund received applications from 217 organizations from across the province. Requests totalled nearly \$5M, 330% more than the available funding. The vast majority of applicants required funding to support their basic operational needs (e.g., phones, working computers, updated software/licenses, and security systems).



**"THE COMMUNITY SOCIAL SERVICES TECHNOLOGY
FUND WAS CLEARLY CREATED BY PEOPLE WHO
FOCUS ON HUMANITY, DIGNITY, AND RECOGNIZE
THE HARD WORK DONE BY COMMUNITY AND
NONPROFIT ORGANIZATIONS. THIS GRANT
ALLOWED US TO ADAPT TO SUDDEN, UNEXPECTED
CHANGES WITHOUT THE REQUIREMENT TO CUT
OTHER PROGRAMS AND SERVICES."**

- Community Social Services Technology Fund Recipient

BC Budget Consultations

Every year, the Select Standing Committee on Finance and Government Services holds a public consultation on the next provincial budget. It is an opportunity for individuals and organizations to share their thoughts, ideas, and priorities regarding provincial services and funding decisions. And each year, The Federation makes a written submission and presents to the committee.

This year, The Federation urged them to invest in addressing inequities for Indigenous organizations, invest in improving supports for children and families, and invest in the sustainability of our sector.

We argued for a "transformational investment" in the MCFD budget line: Child Safety, Family Support and Children in Care Services and urged the government to re-imagine how child protection is understood and approached.

We compared inflation to contract funding over the last 7 years and called for an immediate 5% increase to all contracts. We also argued why contracts should be indexed to inflation or some other metric.

Advocacy and Engagement

For 40 years, The Federation has been advocating for improvements to the supports and services for young people in government care—and we continue to do so. Our advocacy is informed by the voices of young people and the organizations that serve those young people and it is always relationship-based. This way, our government colleagues know that when we speak up or raise an issue, we do so with urgency and integrity and honesty.

Over the past few years, we have seen significant investments and a focus on the needs of young people in care. And we are glad that this work continues. Many Federation members are involved in reforming residential services and improving supports for youth transitioning out of the government care system.

Another area of our advocacy has been sector compensation—specifically the gaps between union and non-union workers and wage inversion and compression between line staff and supervisors. This was one of the issues that led to the creation of the Social Services Sector Round Table and we were pleased to receive commitments that the wage lifts negotiated as part of the collective agreement would also be funded for non-union employees (as well as funds made available to address other issues like wage compression). This is a clear win for our sector.



A UNITED VOICE

advocacy & outreach

Social Services Sector Round Table

The Social Services Sector Round Table continues to be one of our sector's best mechanisms and opportunities to influence social policy and inform decision-makers.

There are 8 provincial organizations (BC CEO Network, The Federation, Board Voice, BC Association of Aboriginal Friendship Centres, PARCA, Aboriginal Housing Management Association, BC Non-Profit Housing Association, Ending Violence Association) at the Round Table alongside colleagues from BC Housing, CLBC, the Ministry for Social Development and Poverty Reduction, the Ministry for Children and Family Development, the Ministry of Public Safety and the Solicitor General.

These 8 organizations represent the diversity of the social services sector. We meet regularly and work together on briefing notes and budget requests. Thanks to the Round Table, we are more informed about each others' work, we are reducing competition, and we are increasing coordination—strengthening the sector as a whole.

It is because of our collective work with the Round Table that the Community Social Services Training Fund and the Community Social Services Technology Fund were made available to the sector. The Round Table is also addressing procurement, HR and compensation issues. And perhaps most importantly, The Federation now has more allies to aid our advocacy efforts and we can lend our voice and reputation to the advocacy of our friends and partners.

"THE FUNDING FORMULA FOR ADMIN IN OUR CONTRACTS HAS NEVER BEEN CLOSE TO FAIR. OUR MEMBER ORGANIZATIONS HAVE TO FUNDRAISE TO BE ABLE TO PROVIDE SUPERVISION TO THEIR WORKERS. THERE ARE DEDICATED STAFF WHO HAVE BEEN CARING FOR OUR KIDS, SENIORS, AND FAMILY MEMBERS WITH DISABILITIES FOR YEARS BUT STILL MAKE SO LITTLE THAT THEY QUALIFY FOR SOCIAL HOUSING."

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

Children and Youth with Support Needs

The Federation has been very pleased to partner with Inclusion BC, the BC Association of Child Development and Intervention, and the BC Association of Aboriginal Friendship Centres in developing and implementing a community development approach to the transformation of services for children and youth with support needs within the Ministry of Children and Family Development.

The initial plan was to provide support to communities in preparation for the provincial procurement process for new Family Connection Centres across 40 different BC communities. However, in December, the province announced that it would not be moving forward with any centres beyond the 4 early implementation sites (reframed as pilot projects).

As such, our collaborative approach has changed in terms of how and where we focus our engagement, but we have maintained our principles of centring the voices of those who have historically been excluded from such conversations.

This partnership and engagement work will continue through 2024. It is our hope that the community development sessions will give communities a greater sense of what they need, while also providing valuable input to the Ministry of Children and Family Development as they consider what the transformation of the province's system of care for children and youth with support needs looks like.

SOCIAL JUSTICE

systemic change & reconciliation

Transformative Reconciliation

The Federation is committed to intentionally and consistently working toward reconciliation while also encouraging and supporting our members to do the same. As part of this commitment, we are continuing to offer our Transformative Reconciliation program in partnership with facilitator Dr. Dustin Louie from UBC.

As of summer 2022, the program has engaged 132 sector leaders across 40 different organizations (including Federation staff and board members) in difficult conversations and practical and personal approaches to reconciliation.

Through group discussions, witnessing sessions, and organization-specific coaching, participants are learning how to decolonize their unique workplaces and programs and create more equitable relationships with Indigenous clients, partners and communities.

Anti-Racism Assessment Tool

The Federation, a number of Federation members, and the BC Association of Aboriginal Friendship Centres are working on a Cultural Safety and Anti-Racism Assessment Tool.

Working groups, led by the BCAAFC, have identified aspects and areas of organizations requiring assessment and draft questions. The final version of the assessment tool will be paired with guidelines, supporting documents, and an evaluation.





"AS A FORMER YOUTH IN CARE, I BRING MY ABILITIES TO EMPATHIZE, TREAT CLIENTS WITH COMPASSION AND DIGNITY, AND ADVOCATE FOR THEIR RIGHT TO MAKE INFORMED DECISIONS FOR THEMSELVES. MOREOVER, I WANT CHILDREN AND YOUTH GROWING UP IN OUR FOSTER CARE SYSTEMS TO SEE THEMSELVES REPRESENTED IN THE HUMAN SERVICES."

- 2022 Student

YOUTH EDUCATION BURSARY





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 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 received support to learn how to do the same for others.

This year, 16 worthy recipients were each awarded \$2000 to put toward their tuition, books, supplies, or living expenses—a total of \$32,000 of bursary funding awarded in one year.

Since it was established by Federation members in 2009, the Youth Education Bursary has awarded over \$300,000 in bursaries to 115 students.



Federation General Insurance Plan

Many Federation members have strong relationships with insurance providers in their communities. But we know that many of our members (particularly smaller, rural, and remote organizations) have struggled to access high-quality, affordable insurance products that work for them. That's why we partnered with HUB International Limited to provide our members with insurance that is grounded in a solid understanding of our diverse and complex sector.

Federation Associate Benefit Plan

In 1984 we began working with Schmunk Gatt Smith & Associates to develop the Federation Associate Benefit Plan (FABP). Thirty-eight 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 and what it means for our members.

INSURANCE

The benefits of partnership

The Federation believes that a strong and sustainable community social services sector must have access to high-quality and affordable insurance products. As such, Federation members have access to a suite of comprehensive and reliable insurance products and services at a reasonable cost. Our insurance providers deliver excellent service to members and tailor coverage to fit agency and employee needs. And purchasing insurance through our providers helps benefit The Federation's financial operations—enabling us to do even more work advocating for and improving BC's social care sector. Contact our office or visit our website to learn more.

To learn more about The Federation's suite of insurance products, and how to become a member, please contact our office or visit: [**fcssbc.ca**](http://fcssbc.ca).

For information on accessing Insurance Products through The Federation as a non-member, contact The Federation office to learn about our Benefit Affiliate Program below.

The Federation of Community Social Services of BC

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