

Annual Report 2024/2025

# The Federation of Community Social Services of BC



THE FEDERATION  
of COMMUNITY SOCIAL SERVICES of BC



## Who we are

The Federation of Community Social Services of BC is a provincial organization representing more than 160 community service agencies across the province. Our members support children, youth, families, individuals and communities through a wide range of programs. For over 40 years, we have worked to strengthen the social services sector, advocate for systemic change, and create space for collaboration and learning.

## Vision

A society of healthy individuals, families and communities, with equitable access to inclusive, comprehensive, high-quality social services.

## Mission

The Federation knits together the diverse needs and aspirations of organizations in the community social service sector. We work to be a voice for the sector, supporting our members to advance equity and justice for children, youth and families.





# Values

**Solidarity:** We believe we really are better together.

**Inclusivity:** We believe the intentional inclusion of many voices creates lasting change, there is wisdom in different perspectives, and the voices of Indigenous communities are critical.

**Access:** We believe access to social care is a human right, and accessible social service organizations are critical to a healthy community.

**Leadership:** We believe we can foster a healthy and vibrant sector by sustaining a Federation where leadership can grow, where relationships between leaders can form, and where learning opportunities abound as research and wisdom are shared.

**Intention:** We believe progress toward social justice and equity comes only through intention — that systemic change can happen only through a deliberate, concerted and enduring effort to engage the underlying issues creating barriers to equity and justice.

**Attention:** We believe the best community services are grounded in close attention to specifics of local knowledge and local relationships.

# Our people

## Board Executive

President: Tim Veresh

Vice-president: Julia Staub-French

Secretary-treasurer: Maria Howard

Past president: Tanya Behardien

## Regional Directors

Fraser: Karen Dickenson Smith

Interior: Jeremy Welder

North: Colleen Murnaghan

Vancouver Coastal: Joshua Myers

Vancouver Island: Azra Hussain

## Directors at Large

Shairose Jinnah

Christine Mohr

Judy Valsonis

## Staff

Executive Director: Kishone Roy

Managing Director: Brandon Yan

Director of Operations and Events: Kathy Borneman

Director of Communications and Engagement: Amy Mullis

Director of Member Services and Partnerships: Caleigh Garland

Executive Assistant and Events Manager: Lisa Itterman

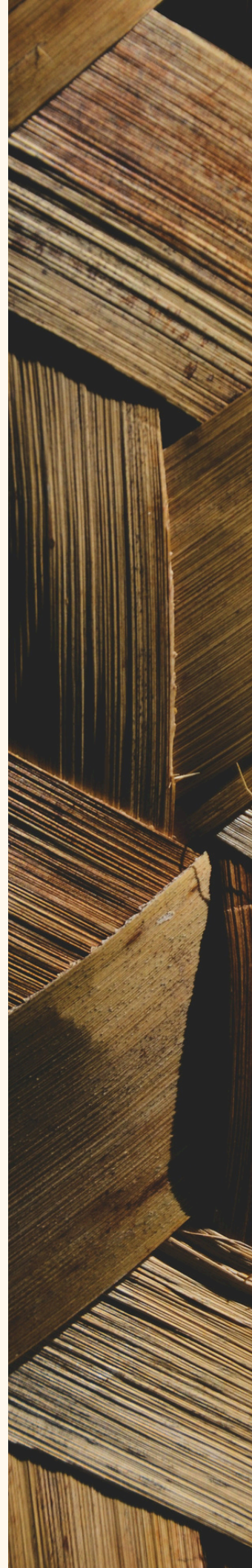
Operations Manager: Grace Cantle

Financial Controller: Parveen Chand

Administrative Coordinator: Blesilda Mangahas

Communications Manager: Giovanni Izidorio Cesconetto

Engagement Coordinator: Katherine Lim







# Listening, leading and learning together

This year was about getting back to basics and moving forward. We hosted in-person events in Victoria, Osoyoos and Prince George, and took time to re-evaluate our direction. It was valuable to see members meet face-to-face and for staff to successfully deliver these key gatherings.

In 2024, we worked with Evenings & Weekends to develop the Federation's new Strategic Plan. Through surveys, interviews and conversations, you told us what matters. Your voices helped guide the development of a new plan that reflects not only where we have been but where we are heading. With insight from the board and staff, we revisited our mission, vision and values and established three guiding pillars: our foundation, our centre and our voice (see page 7).

To ensure this work is well-supported, the board has re-established committees for governance, finance, membership, bursaries and awards. We are also inviting members to get involved. Whether through advisory groups or committee work, there are many ways to connect, contribute and shape the future of The Federation. These opportunities also help us build a stronger pipeline for future board leadership — a key part of long-term sustainability.

This past year also marked growth in our board itself. We welcomed Azra Hussain, elected to the Vancouver Island region to fill a vacancy, and Colleen Murnaghan, elected to the Northern region, during a special general meeting. Ensuring regional representation and diversity of service on the board continues to be a priority.

I sincerely thank Alison Dantas and Christine Mohr for their contributions to the board and Kishone Roy for their work in stabilizing the organization during a time of transition. Succession — at all levels — is ongoing, and we are stronger because of their leadership and commitment.

Looking ahead, I'm confident in where we're going. The Federation is evolving with a clear direction, and we're building something meaningful. I encourage you to stay involved as we move forward.

Thank you for your support, insight and continued belief in the power of community. Together, we are shaping a future where children, youth and families can thrive.

With gratitude,

**Tim Veresh**

President, Board of Directors



# The work ahead is ours to shape

When I stepped into the role of interim executive director in April 2025, I joined a Federation already moving with renewed purpose.

The past year has been a time of change, but also one of clarity, collaboration and connection. I have been deeply inspired by how our membership, staff and board have embraced this moment, and I want to reflect on the work that brought us here.

First, I want to extend my thanks to Kishone Roy. Their steady leadership and deep commitment to The Federation's values provided vital stability during a period of transition. Because of their work — and the work of those before them — I was able to step into a role that already had a strong foundation beneath it.

To The Federation's staff team — thank you. This year has not been without its challenges, but your dedication and compassion never wavered. Whether coordinating events, advancing systems behind the scenes or supporting our members directly, you approached each task carefully and purposefully. The impact of your work reaches far beyond our office walls.

This year, Federation gatherings in Victoria, Osoyoos and Prince George allowed members to reconnect, share insights and shape the future of our sector. We also renewed our commitment to learning and reflection through training like the *Transformative Reconciliation* program led by Dr. Louie. And we invested in our internal systems to create more sustainable, efficient working methods — changes that will support The Federation long into the future.

Most importantly, we completed a new strategic plan — one built on the input of members, staff and board alike. This plan defines our three pillars of focus: our foundation, our centre and our voice. Together, these pillars ground our vision and guide our work ahead.

It is a privilege to be part of an organization that is both evolving and rooted — one that listens deeply to its members while continuing to lead with courage and intention.

As we look to the future, I know The Federation will continue to grow in strength and impact. Thank you for your trust, engagement and unwavering commitment to building a stronger community social services sector across B.C.

**Brandon Yan**

Interim Executive Director



# Our pillars: The Federation's strategic plan

## Our Foundation

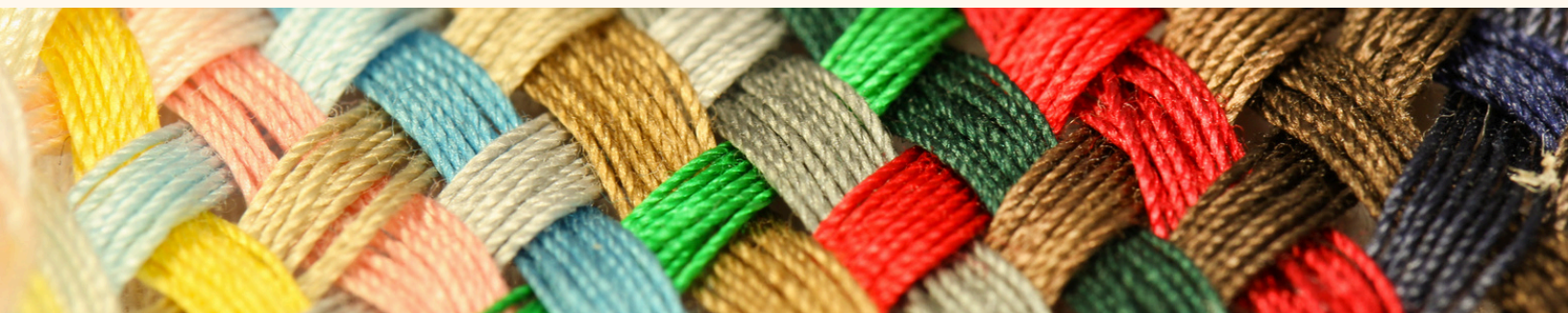
Our foundation is the strength beneath our work. It includes our dedicated staff team, sound governance, and internal systems that support stability and responsiveness. This past year, we invested in the infrastructure and leadership needed to ensure we can serve our members with clarity, confidence and care — now and into the future.

## Our Centre

Our members are the heart of everything we do. We listen closely to their experiences, elevate their needs and design our services to reflect their realities. From hosting in-person gatherings to expanding learning opportunities and strengthening communication, we are committed to being a hub of connection, knowledge and support for community social services across B.C.

## Our Voice

Our voice is grounded in lived experience, community knowledge and a deep belief in the power of social services. We speak with and on behalf of our sector — advocating for policies and investments that improve the lives of those we serve. We are working with members and partners to influence systems and create a future where everyone in B.C. can thrive.



# Bringing people together: our impact through events

From Victoria to Osoyoos and Prince George, Federation events became powerful spaces for people to reconnect, share, learn and shape the future together. These gatherings were more than conferences — they were opportunities to share knowledge, deepen relationships and strengthen our shared purpose.

## Victoria

*February 2025*

Our largest event of the year brought together 276 delegates from 131 organizations in partnership with the BC Association of Aboriginal Friendship Centres and Board Voice. Our Social Policy Forum reflected a growing appetite for meaningful dialogue and sector collaboration.

## Osoyoos

*June 2024*

In the warmth of the Okanagan summer, we welcomed 100 attendees to a gathering focused on peer connection, sector challenges and place-based learning. The smaller setting gave space for deep conversations and relationship building.

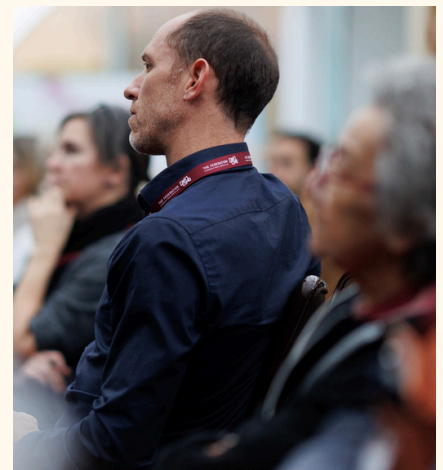
## Prince George

*May 2024*

In partnership with Vantage Point, our northern gathering saw over 100 attendees come together to connect across regional contexts. It offered a vital opportunity to listen and learn directly from members serving communities across northern B.C.

Each event was shaped by its region's unique needs and the insight and experience of the attendees. If you are interested in the themes we explored, you will find the events' agendas at the end of this report.

Together, these gatherings reminded us that when we come together — in rooms filled with passion, experience and care — we build something far greater than the sum of our parts.





# Building better practice, together

At The Federation, we offer learning experiences deeply grounded in relationships, reflection and real-world practice. Our programs are built for people ready to do the work — and supported by facilitators who meet them where they are with skill and compassion.

## Support to Practice Management

In 2024, *Support to Practice Management* brought together **47 participants** from **25 organizations** for two powerful sessions — one virtual in April and one in-person in October — totalling **35 hours of instruction**. The program, led by Chris Burt and Gord Cote, offers concrete tools and leadership strategies to strengthen supervision, team culture and sector retention.

## Transformative Reconciliation

In 2024, *Transformative Reconciliation* marked its **fourth cohort**, welcoming **40 participants** from **18 organizations** for **30 hours of intensive learning**. This program helps sector leaders turn reconciliation from a goal into daily practice. Participants gain tools to apply decolonizing principles, embed Indigenous Knowledges and challenge colonial systems in thoughtful, accountable and sustainable ways.

***"It refocused (my practice) and energized me to be more intentional in supervision."***

*Support to Practice Management participant*



# Advocacy in action

This year, The Federation's advocacy work has been shaped by deep listening, long-standing relationships and a shared desire for better systems that care, connect and last.

## Community-led Collaboration Project

The *Community-Led Collaboration Project* engaged over **2,000 people** in **23 communities** across B.C. — a remarkable undertaking. As a member of the Provincial Working Group, The Federation worked closely with our allies at Inclusion BC, the BC Association of Aboriginal Friendship Centres, and The BC Association for Child Development and Intervention. The final report stands as a testament to the hard work, vision and collaboration of all involved.

## SSSTEP report

With our partners at the BC Association of Aboriginal Friendship Centres, we released the *Social Services Sector Training and Education Plan* — a roadmap to building a more coordinated and well-supported workforce. Informed by research and insights from post-secondary leaders, unions and community organizations, collected in 2022 and published in 2025, this plan highlights real solutions to recruitment and retention challenges in our sector. We thank our advisory committee and researchers, Kelly Cubbon and Lucia Lorenzi, for their dedication to this work.

## Get Well Canada

What if we could ease the pressure on hospitals by investing more in the supports that keep people well in the first place? This year, Dr. Paul Kershaw shared how *Get Well Canada* is pushing governments to reverse a decades-long decline in social spending and make bold, evidence-based investments that improve affordability, support families and lead to better long-term health outcomes. For the community social services sector, this work matters because we are already doing the preventive, community-based work that keeps people well. *Get Well Canada* helps strengthen the case for funding these supports and gives our sector a stronger, united voice in shaping public policy.

## A shared commitment to children and youth

When the Representative for Children and Youth released *Don't Look Away* — a call to action for systemic reform — our board president, Tim Veresh, was honoured to witness and speak at the ceremony. The Federation fully supports the report's call for collective responsibility in solving the systemic issues raised by Dr. Charlesworth and the RCY staff team. We will not look away and will continue to hold space for this ongoing work.



# A foundation for the future: the Youth Education Bursary

Every strong sector needs roots — and for The Federation, those roots grow deeper each year through the Youth Education Bursary.

Thank you to the five Federation members who served on this year's selection committee. Your care and dedication help ensure this bursary remains personal, impactful and full of promise.

In 2024....

**32 students** with lived experience in care received a total of **\$26,823.36** in bursaries to support their education in human and social services. Behind each number is a story of resilience, hope and a dream to give back.

Since 2009, the Youth Education Bursary has awarded **\$323,748** in bursaries to **239 students** (as of March 2025). This program reflects our commitment to the future of the sector — and to the young people who will lead it. Students can reapply year after year, and we are proud to stand beside them through every step of their journey.



# Together we shape what is possible

## Federation Members

- 1-Up - Victoria Single Parent Resource Centre
- ACT 2 Child and Family Services
- Alternate Shelter Society
- arc programs
- Archway Community Services
- Archway Society for Domestic Peace
- Aspiral Youth Partners Association
- Axis Family Resources Ltd
- BC Centre for Ability Association
- Beacon Community Services
- BeConnected Support Services Ltd.
- Bella Coola Community Support Society
- Boundary Family Services Society
- The Bridge Youth & Family Services Society
- Building Healthy Families Society
- Burnaby Association for Community Inclusion (BACI)
- Burnaby Family Life Institute
- Cariboo Family Enrichment Centre Society
- Child Advocacy Centre of Kelowna Society
- Chilliwack Community Services
- Chilliwack Society for Community Living
- Clements Centre Society
- Columbia Basin Family Resource Society
- Community Bridge
- Connect Counselling & Therapy Central Okanagan
- Connections Community Services Society
- Connexus Community Resources Society
- Covenant House Vancouver
- Cowichan Valley Youth Services Society
- The Cridge Centre for the Family
- Day One Treatment Society
- Deltassist Family & Community Services
- The Elizabeth Fry Society of Greater Vancouver
- Encompass Support Services Society
- Family Services of Greater Vancouver
- Family Services of Greater Victoria
- Family Services of the North Shore
- Federation of BC Youth in Care Networks
- FIVE Behaviour & Education Services Inc
- Foster Parent Support Services Society
- Fraser Valley Child Development Centre
- Fraserside Community Services Society
- Freedom Quest Youth Services Society
- Golden Family Center Society
- Greater Vancouver Community Services Society
- High Road Services Society
- Hollyburn Family Services Ltd.
- IDM Youth Services Inc.
- Interior Community Services
- Intersect Youth & Family Services
- Island Métis Family and Community Services Society
- Janus Family Programs
- Jewish Family Services of Vancouver
- Kalum Community School Society
- Kaslo Community Services Society
- Kindale Developmental Association
- Kootenay Boundary Community Services Co-operative
- Langley Community Services Society
- Leo Street Youth and Family Services Society (formerly St. Leonard's Youth & Family Services)
- Maple Ridge Pitt Meadows Community Services
- Marpole Oakridge Family Place Society
- MSA Society for Community Living
- Nanaimo Child Development Centre
- Nanaimo Family Resource Programs
- Nanaimo Youth Services Association
- NARSF Programs Ltd.
- Nelson Cares Society
- Nelson Community Services
- North Coast Community Services
- North Island Community Services Society
- North Okanagan Youth & Family Services
- Okanagan Boys and Girls Clubs
- OneSky Community Resources
- Options Community Services Society
- Orenda Services to Children INC.
- Outlines for Life Society

# Together, we shape what is possible

## Federation Members

- The PACE Child and Family Society
- Pacific Community Resources Society
- Parent Support Services Society of BC
- Peak House Pacific Youth & Family Services Society
- PLEA Community Services Society of BC
- posAbilities Association of BC
- Powell River Child, Youth & Family Services Society
- Prana Services Incorporated
- Prince George Native Friendship Centre
- Progressive Intercultural Community Services Society
- Reach Child and Youth Development Society
- Richmond Addiction Services Society
- Richmond Family Place Society
- Sea to Sky Community Services Society
- Sechelt Community School Society
- SHARE Family & Community Services
- Sooke Family Resource Society
- SOS Children's Village BC
- Sources Community Resources Society
- South Peace Community Resources Society
- South Vancouver Family Place Society
- Spirit of the Children Society
- Starbright Children's Development Centre Association
- Sunshine Coast Community Services Society
- Taproot (formerly WJS Canada)
- Terrace District Community Services Society
- The Children's Foundation
- Thompson Community Services Inc.
- Thrive Social Services Society
- Thunderbird Neighbourhood Association
- Touchstone Family Association
- Valley Community Services Society
- Victoria Child Abuse Prevention & Counselling Centre
- Victoria Native Friendship Centre
- Victoria Youth Empowerment Society
- West Side Family Place Society
- Westcoast Family Centres Society
- Yellowhead Community Services

## Associate Members

- Alliance to End Homelessness in the Capital Region
- Association of Neighbourhood Houses of British Columbia
- BC Association of Community Response Networks
- BC Association of Family Resource Programs
- BC Council for Families
- BC Federation of Foster Parents Association
- BC Network of Child and Youth Advocacy Centres Society
- BC Society of Transition Houses
- BJP Case Administration Management System Ltd.
- Board Voice Society
- Camosun College-Community, Family and Child Studies
- Canadian Mental Health Association BC
- CARF Canada
- Child and Youth Care Association of BC
- City University
- Community Social Services Health & Safety Association of BC
- Ending Violence Association of BC
- First Call Child and Youth Advocacy Society
- Foundry Central Office
- John Howard Society of British Columbia
- Lake Country Health
- Langara College Department of Social Services
- McCreary Centre Society
- NucleusLabs Information Technologies (Canada) Ltd.
- Options for Sexual Health Association
- PAN (formerly Pacific AIDS Network)
- ShareVision
- Social Current (COA Accreditation)
- SPARC BC
- Surrounded by Cedar Child & Family Services
- Teg Bains IT Specialists
- Therap Documentation Canada ULC
- The Treehouse Vancouver Child and Youth Advocacy Centre Society
- University of The Fraser Valley - Child, Youth & Family Studies
- University of Victoria - School of Child & Youth Care
- Vancouver Island University - Human Services Program, Child and Youth Care
- Volunteer BC



# Fueling the heart of change

A warm thank you to our sponsors. Thank you for standing with us — your support helps turn vision into action and possibility into progress.



**JASON VERNERS**



# Rooted in truth, growing through action

At The Federation, reconciliation is not a checkbox or a moment — it is a commitment. For nearly a decade, this commitment has been embedded in our strategic plan, informing how we work, how we lead and how we show up. Through humility, honesty and care, we are working to create more equitable relationships with Indigenous partners and communities — knowing that the process of reconciliation is lifelong, collective and deeply personal.

This commitment lives most fully in *Transformative Reconciliation*, a program created for Federation members who are ready to engage in the hard, necessary work of change. Through collaborative learning and action-based design, this initiative supports senior leaders in moving beyond good intentions to real-world approaches rooted in Indigenous Knowledges, decolonizing principles and local contexts.

We know this work is not easy. We have made mistakes and will make more. But we move forward with conviction — knowing that reconciliation must reshape governance, policy, programs and practice if we are to build the kind of sector and society we all deserve.

# Financials

We are pleased to share that KPMG provided The Federation with an unqualified audit opinion — a clear signal of our commitment to sound governance and accountability.

The Federation ended the 2024/25 fiscal year with total net assets of \$1.94 million, up from \$1.66 million the previous year. This growth reflects prudent financial management and our focus on building stability in an unpredictable funding landscape.

While total revenues declined to \$2.4 million (down from \$3.17 million in 2024), this was expected following the completion of several large grant-funded projects. Revenue was still strong and diversified:

- \$793,009 from administration fees
- \$688,874 from grants and other funding
- \$350,465 from membership dues
- \$222,110 from conference registration
- \$346,982 in additional income

Expenses totalled \$2.13 million, with targeted investments in staffing, training and professional services to support our growing programs and events. Notably, conference and meeting costs rose to \$280,228, reflecting our renewed commitment to member engagement and in-person connection.

We closed the year with an operating surplus of \$273,531. In alignment with our long-term vision, \$233,055 was added to our internally restricted Contingency Fund, bringing its total to \$510,000 — a safety net for the future of our sector and our work.



# Financial Statement

April 2024 through March 2025

Statement of Operations	2025	2024
<b>Revenue</b>		
Administration Fees	\$ 793,009	\$ 787,215
Grants and other income	\$ 688,874	\$ 1,796,214
Membership fees	\$ 350,465	\$ 381,131
Conference registration fees	\$ 222,110	\$ 44,943
Other income	\$ 346,982	\$ 160,529
<b>Totals</b>	<b>\$ 2,401,440</b>	<b>\$ 3,170,032</b>
<b>Expenses</b>		
Salaries and training	\$ 1,174,976	\$ 734,393
Conferences and meetings	\$ 280,228	\$ 123,705
Professional fees	\$ 441,325	\$ 199,113
Office and general	\$ 77,563	\$ 47,115
Travel	\$ 69,017	\$ 55,381
Rent and utilities	\$ 42,950	\$ 32,382
Bad debts	\$ 13,048	\$ 5,124
Amortization of capital assets	\$ 10,818	\$ 3,783
Interest and bank charges	\$ 9,738	\$ 3,906
Grants and bursaries	\$ 3,388	\$ 715,375
Insurance	\$ 3,179	\$ 3,146
Dues, fees, and licences	\$ 1,679	\$ 3,427
Consulting fees	-	\$ 348,821
<b>Totals</b>	<b>\$ 2,127,909</b>	<b>\$ 2,275,671</b>
Excess of revenues over expenditures	\$ 273,531	\$ 894,361

# Appendix

## Agendas



# 2025

## Social Policy Forum

**February 12, 13 & 14**

Inn at Laurel Point | Victoria, BC



**THE FEDERATION**  
of COMMUNITY SOCIAL SERVICES of BC



**BoardVoice**  
Leadership. Collaboration. Community.



**BCAAFC** | BC Association of  
Aboriginal Friendship Centres





# 2025 Social Policy Forum Agenda

## Tuesday, February 11

12:30pm - 5:00pm	PARCA Meeting (Merino Room)
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## Wednesday, February 12

8:00am - 12:00pm	PARCA Meeting (Merino Room)
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8:00am - 4:00pm	BCAAFC Membership Meeting (Spirit Rooms)
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12:00pm - 4:00pm	FCSSBC Board Meeting (Rogers Suite)
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4:00pm - 5:00pm	FCSSBC Island Regional Meeting (Merino Room)
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4:00pm - 5:00pm	Board Voice Members Welcome Gathering (Hunt Room)
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5:00pm - 7:00pm	Social Policy Forum Welcome Reception & Early Check-in Mayor Marianne Alto, <i>City of Victoria</i> (Terrace Ballroom)
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## Thursday, February 13

8:00am - 9:00am	Breakfast and Exhibitors
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9:00am - 9:30am	Welcome, Land Acknowledgement, and Conference Opening
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9:30am - 9:45am	The Honourable Jodie Wickens, <i>Minister of Children and Family Development</i>
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9:45am - 10:45am	Our Collective Responsibilities Dr. Jennifer Charlesworth, <i>Representative for Children and Youth of British Columbia</i>
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10:45am - 11:15am	Refreshments, Networking, and Exhibitors
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11:15am - 12:30pm	Truth, Reconciliation, Decolonization and Indigenization Dr. June Francis, <i>Simon Fraser University</i> Dr. Cheryl Ward, <i>BC Association of Aboriginal Friendship Centres</i> Dave Ward, <i>Lu'ma Development Management</i> Margaret Pfoh, <i>Aboriginal Housing Management Association</i>
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# 2025 Social Policy Forum Agenda

## Thursday, February 13 (continued)

11:15am - 12:15pm	<b>Invest in Communities: A community-led approach to engagement, a vision, and 11 calls to action from B.C. communities</b> Karla Verschoor, <i>Executive Director, Inclusion BC</i> Erika Cedillo, <i>Director of Public Policy and Programs, Inclusion BC</i> Moderator: Kim Lyster
11:15am - 12:15pm	<b>Governance Training</b> Tim Agg
11:15am - 12:15pm	<b>Cybersecurity Essentials</b> Richard Watt, <i>vCIO, Total Support Solutions</i>
12:15pm - 1:30pm	<b>Lunch Break, Networking, and Exhibitors</b>
1:30pm - 2:30pm	<b>Achieving Success in Changing Political Landscapes: BC and Federal Positioning</b> Amber Ruddy, <i>Vice President, Counsel Public Affairs Inc.</i> Amanda van Baarsen, <i>Vice President, British Columbia, Counsel Public Affairs Inc.</i>
2:30pm - 3:00pm	<b>Coffee Break, Networking, and Exhibitors</b>
3:00pm - 4:00pm	<b>Government Relations and Advocacy</b> Shane Simpson, <i>Retired MLA (Vancouver-Hastings) and cabinet minister (Social Development and Poverty Reduction). Chair, Community Living BC</i> Tim Agg, <i>Executive Director, Board Voice Society of BC</i>
3:00pm - 4:00pm	<b>Creating a Culture of Care: Wellness Exchange Program &amp; Pulse Check Essentials</b> Tigran Bajgoric, <i>Chief Executive Officer, Community Social Services Health and Safety Association</i> Suncha Satney, <i>Workplace Psychological Health &amp; Safety Consultant, CSSHSA</i>
3:00pm - 4:00pm	<b>Get Well Canada</b> Paul Kershaw, <i>award-winning tenured professor at the University of British Columbia, public speaker, regular media contributor and Founder of Generation Squeeze</i>
3:00pm - 4:30pm	<b>Potlatch: The Card Game</b> Charla Huber, <i>Indigenous Communications Consultant, and Associate Faculty, Royal Roads University</i>



# 2025 Social Policy Forum Agenda

## Thursday, February 13 (continued)

4:30pm - 6:30pm	Fundraising Dinner
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## Friday, February 14

8:00am - 9:00am	Breakfast and Exhibitors
8:00am - 9:00am	Social Service Roundtable Reference Group Breakfast
9:00am - 9:10am	Welcome and Land Acknowledgement
9:10am - 9:30am	The Honourable Sheila Malcolmson, <i>Minister of Social Development and Poverty Reduction</i>
9:30am - 10:30am	MCFD Update Emily Horton, <i>ADM Policy Legislation and Litigation Division</i> Fisnik Preniqi, <i>ADM Finance and Corporate Services</i> Marnie Mayhew, <i>ADM Strategic Services Division</i> Moderator: Tim Veresh
10:30am - 10:45am	Conference Closing and Thank You
10:45am - 11:00am	Refreshments and Networking
11:00am - 12:00pm	FCSSBC General Meeting
11:00am - 12:00pm	Board Voice Meeting

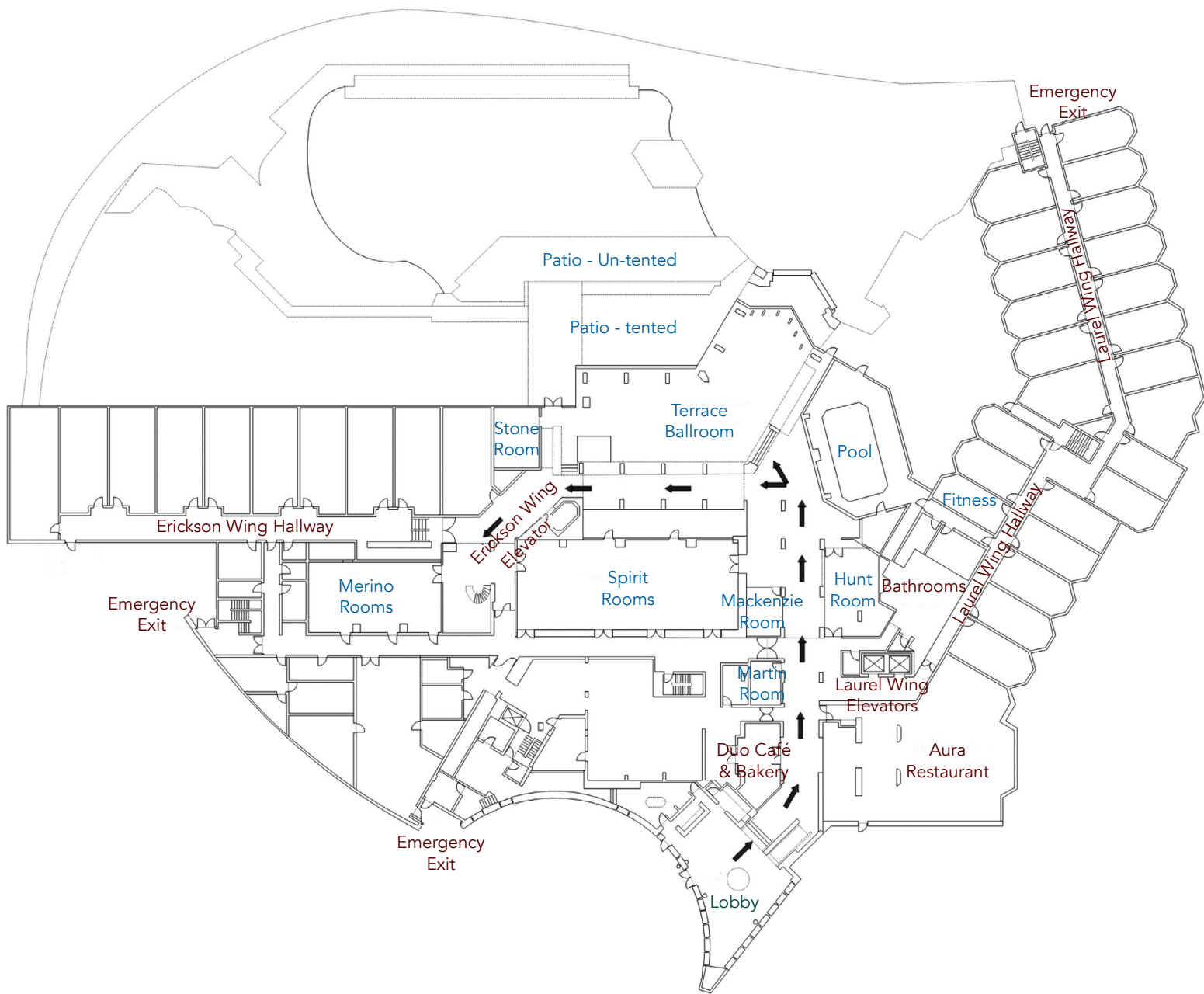
### **l̓əḱʷəŋən People (Esquimalt and Songhees Nations)**

This is the land of the l̓əḱʷəŋən People, known today as the Esquimalt and Songhees Nations. The l̓əḱʷəŋən People's connection with the land and the resources goes back thousands of years. We encourage you to learn more about the The Sacred Trust—the obligation that embodies the relationship between the land, water, and resources; community, family and individual; the cultural and spiritual path; and the Esquimalt Nation land treaty. [www.esquimaltnation.ca](http://www.esquimaltnation.ca)

The Signs of L̓əḱʷəŋən. As you travel through the city, you will find seven carvings that mark places of cultural significance. To seek out these markers is to learn about the land, its original culture, and the spirit of its people. The markers are bronze castings of original cedar carvings that were conceptualized and carved by Coast Salish artist and master carver Butch Dick with his son Clarence Dick Jr. [www.songheesnation.ca](http://www.songheesnation.ca)



# 2025 Social Policy Forum Agenda



# 2025 Social Policy Forum Agenda

## Quiet room available

Need a place to get away and relax in a tranquil, chatter-free space? Check out the Quiet Space, a dedicated room where delegates can decompress, get centred, and re-energize before diving back into the conference. We encourage a device-free zone to get the most out of this relaxing space.

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## Wi-fi password

What's the password? Each room has a unique WiFi password. Please look for the password signage in each room.

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## Support Our Youth

Please donate and help support two youth programs:

**The FCSSBC Youth Education Bursary** supports youth in care with their post-secondary education. We need these dedicated, caring, skilled young people in our field!

**The BCAAFC Provincial Indigenous Youth Council** connects youth across the province, implements initiatives that benefit Indigenous youth, and co-hosts *Gathering Our Voices*.

Social Policy Forum participants can support these programs in three different ways.

**Attend the fundraising dinner:** Tickets available at registration

**Donate directly:** Forms available at registration

**Purchase books by Indigenous authors:** Available at registration

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## Photography

A photographer will be on hand throughout the Social Policy Forum taking photos for future promotional purposes. Images may be broadcast, reproduced and/or made available in print publications, online or on mobile devices.

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## Subscribe to the Federation Newsletter

Stay up to date on all Federation and community social service news, training and updates.



# 2025 Social Policy Forum Agenda

Thank you to our sponsors



JASON VERNERS



COMMUNITY SOCIAL SERVICES

Health & Safety  
Association of BC





# Current & Emerging Issues

CONFERENCE & AGM

*Presented by the Federation Association Benefit Plan*

June 13-14, 2024 | Osoyoos, BC



THE FEDERATION  
of COMMUNITY SOCIAL SERVICES of BC



# Current & Emerging Issues

CONFERENCE and AGM

# Agenda

## Thursday, June 13

8:00am - 9:00am

Breakfast (Coyote Ballroom)

9:00am - 9:30am

Land Acknowledgement and Welcome (Coyote Ballroom)

9:30am - 10:30am

Plenary (Coyote Ballroom)

Social supports matter more for health than medical care. So let's fund social services appropriately.

Dr. Paul Kershaw

So long as British Columbians can't access safe homes, good incomes, quality child care, and a healthy environment, our medical care system will never be enough to prevent people from dying early. So we all need the BC government to organize its budget around the wisdom that "an ounce of prevention is worth a pound of cure."

As costs of living skyrocket and our medical system is on fire, it's time to recognize that these twin crises share a root problem. For decades, our governments have bought into a myth that medical care is what most makes us healthy, ignoring science that shows social supports contribute more to our wellbeing. In his keynote, Dr. Kershaw will share how this evidence can become another arrow in the advocacy quiver for the Federation of Community Social Services of BC.

*Dr. Paul Kershaw is an award-winning tenured professor at the University of British Columbia, public speaker, regular media contributor and Founder of Generation Squeeze.*

10:30am - 10:45am

Coffee Break

# Agenda

## Thursday, June 13 (continued)

10:45AM - 12:00PM

### Concurrent Sessions

#### Session 1

#### Policy & Advocacy: Looking ahead to the BC election & beyond (Coyote Ballroom)

Diamond Isinger and Amanda van Baarsen

With a provincial election scheduled for October 2024, there are policy opportunities and challenges on the horizon for the community social services sector. This session will explore the political landscape, rules and responsibilities for election advocacy including as registered third-party advertisers, potential election outcomes and their impacts, and supports and resources available to help your organization be prepared for what's to come.

Diamond Isinger is the *Director of Policy* at the *Federation of Community Social Services of BC*.

Amanda van Baarsen is the *Vice President, British Columbia* at *Counsel*. Counsel is one of Canada's leading public affairs agencies, specializing in government relations, strategic communications, and integrated campaigns. Amanda brings more than a decade of public affairs experience, specializing in; value-based problem-solving, strategic planning, and crisis management.

#### Session 2

#### Nk'Mip Desert Cultural Centre Tour (Off-site: a 2-minute walk).

*Please be prepared for both indoor and outdoor portions of this guided tour.*

Join your fellow members and colleagues on a tour of this state-of-the-art interpretive centre and learn more about the stories, people, art and history of the Syilx of the Okanagan Nation and the Osoyoos Indian Band.

12:00pm - 1:00pm

Lunch (Coyote Ballroom)

# Agenda

## Thursday, June 13 (continued)

1:00pm - 2:30pm

### Concurrent Sessions

#### Session 3

**Nk'Mip Desert Cultural Centre Tour** (Off-site: a 2-minute walk).

*Please be prepared for both indoor and outdoor portions of this guided tour.*

Join your fellow members and colleagues on a tour of this state-of-the-art interpretive centre and learn more about the stories, people, art and history of the Syilx of the Okanagan Nation and the Osoyoos Indian Band.

#### Session 4

**Ask me about....** (Coyote Ballroom)

Join a table discussion focused on the issues and themes important to you. Facilitated by Fed Board Members, this AMA styled session will allow for small group discussions focused on key themes including, technology, recruitment & retention, and mental health. Ask your most pressing questions and share your experience and insight with the goal of collaborative action and strategic planning.

2:30pm - 3:00pm

### Coffee Break

3:00pm - 3:30pm

### Plenary

**From Barriers to Benefits: The Role we Play in Health Equity** (Coyote Ballroom)

Cassandra Garcia Amezcuita, Pacific Blue Cross

A look into FCSS BC health trends and demographics, and what Pacific Blue Cross is doing to remove barriers in these areas.

Cassandra Garcia is a Product Development Manager at PBC, certified in the areas of Marketing Management (BCIT), Product Management (AIPMM), and General Insurance (ICBC). Cassandra successfully leads cross-functional teams to create and deliver innovative products that make a difference in people's lives.

# Current & Emerging Issues

CONFERENCE and AGM

# Agenda

## Thursday, June 13 (continued)

3:30pm -4:30pm

### Plenary

How to create a culture of recognition and acknowledge contributions  
(Coyote Ballroom)

Suncha Baptiste

In this engaging one-hour session, Suncha Baptiste will dive into the pivotal role that recognition and rewards play in fostering a psychologically safe workplace. This interactive workshop is designed to equip you with the tools to develop an effective recognition system that resonates with your organization's core values.

Discover both formal and informal recognition strategies that have proven successful across various organizations. Learn how to make low-cost recognitions more impactful by adding a personal touch and discuss the critical role managers play in implementing these practices. This is more than just a learning opportunity; it's a chance to share your experiences and learn from others in a collaborative environment.

*Suncha is the Manager of Education at the Federation of Community Social Services of BC and a Workplace Learning Coach for BC's Hub for Workplace Mental Health.*

4:30pm - 6:30pm

### Networking Reception on the Rooftop

Sponsored by the Federation Association Benefit Plan

## Friday, June 14

8:00am - 9:00am

### Breakfast

Hosted by CARF Canada

8:00am - 9:00am

### AGM Registration

Please register prior to our 9:00am meeting start to ensure you are checked in and receive your voting package.

9:00am - 12:00pm

### Annual General Meeting

Including, Value of Accreditation, CARF, presentation  
Coffee Break at 10:30AM





# 2024

# Non-Profit North

May 9

Courtyard by Marriott | Prince George, BC



THE FEDERATION  
of COMMUNITY SOCIAL SERVICES of BC

In partnership with

 **vantage point**



# Non-Profit North Agenda

## Wednesday, May 8

5:00pm - 7:00pm      Welcome reception (Pine)

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## Thursday, May 9

8:00am - 9:00am      Breakfast (Spruce)

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9:00am - 9:30am      Land Acknowledgement (Pine)  
Elder Barry Seymour

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9:30am - 9:45am      Welcome (Pine)  
Kishone Roy & Zahra Esmail

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9:45am - 10:45am      Plenary (Pine)  
Dr. Dustin Louie

Dr. Dustin Louie is a First Nations scholar from Nee Tahi Buhn and Nadleh Whut'en of central British Columbia. He is a member of the Beaver Clan. Dustin's educational background includes a degree in Canadian history, a Masters in International Relations, and a Ph.D. in Educational Research. He is an Associate Professor in the Department of Educational Studies at the University of British Columbia and the Director of the NITEP Indigenous Teacher Education program.

As a tenured Associate Professor, he teaches primarily in courses related to Indigenous education, social justice, and educational philosophy. Further research interests include practical approaches to Indigenizing education, decolonizing education, Indigenous pedagogies, and critical theory. Dr. Louie is conducting research, educational design, and training with First Nations, schools, and organizations across Western Canada.

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10:45am - 11:00am      Break (foyer)  
Coffee & snacks

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# Non-Profit North Agenda

**Thursday, May 9** (continued)

11:00am - 12:00pm

**Plenary: Panel discussion (Pine)**

Christine Mohr, *CEO of Options Community Services Society: Moderator*

Kishone Roy,

*Executive Director of The Federation of Community Social Services of BC*

Vincent Prince,

*Executive Director at Aboriginal Business & Community Development Centre*

Alex Rowan, *Co-Founder of Everyone at the Table*

Now, more than ever, to create the impact our communities require, non-profit organizations need to get creative and open themselves to new ways of working together. This panel will delve into the range of collaboration, and how organizations can come together to have more influence and impact. Participants will gain a deeper understanding of the benefits, challenges, and key considerations involved in collaboration.

12:00pm - 1:00pm

**Lunch (Spruce)**

1:00pm - 1:15pm

**Performance: Nusdeh Yoh Drummers from Nusdeh Yoh Elementary (Pine)**

1:15pm - 2:45pm

**Plenary: (Pine)**

**Building a BC Non-Profit Network: Supporting Northern BC's Non-Profit Community**

Facilitators: Zahra Esmail, Prairie Chiu, Jenessa Ellis

For several years, Vantage Point has surveyed, met with, and interviewed thousands of organizations in BC to understand trends, challenges, and successes that BC non-profit organizations are facing, and their interest in having a formal network for all non-profits in BC. At this session, the team at Vantage Point will share the work-to-date to assess readiness and begin building a non-profit network in BC. Vantage Point will share high-level data specific to Northern BC from the 2024 State of the Sector Survey. Participants will have the opportunity to discuss and share what's resonating, how issues and trends are showing up in the region, and how a network could support non-profits in Northern BC. Join us to talk about our sector in all its strengths and the many opportunities for greater strength that lie ahead!





# Non-Profit North Agenda

**Thursday, May 9** (continued)

2:45pm - 3:00pm

**Break** (foyer)  
Coffee & snacks

3:00pm - 4:00pm

**Concurrent sessions:**

**Federation Info Session and MCFD Transformation Listening Session**  
(Pine)

Facilitators: Kishone Roy and Kim Lyster

**Team Health Leadership: Avoiding the pathway to fatigue** (Fraser)

Facilitator: Suncha Baptiste

In this 60-minute workshop, participants will explore the concept of burnout from both the employee's and the employer's perspectives through the case study of "Jane." The session will highlight actionable steps the organization in the scenario could have taken to enhance psychological safety in the workplace and some strategies that Jane, the employee, could have adopted to cope with her stressors.

In this workshop, participants will:

- Explore the promotion of mental health at an organizational level.
- Examine the 13 key factors affecting employees' psychological health in the workplace.
- Understand the stress cycle and the process of completing it.
- Examine the cognitive aspect of stress and introduce cognitive reappraisal to achieve a more constructive perspective.
- Develop a customized plan for managing stress, grounded in individual values.

**Board Fundamentals: Diversity & Inclusion** (Fir)

Facilitators: Zahra Esmail and Prairie Chiu

We know that boards are stronger, and decisions are better when governance tables are representative of communities. This is not just about who is around the table, but how they are engaged. Through this session, participants will learn new skills and knowledge to create a governance culture that actively embraces a spectrum of voices and lived experiences. Vantage Point CEO Zahra Esmail and Director of Engagement & Advocacy Prairie Chiu will define concepts relating to diversity and inclusion,



# Non-Profit North Agenda

## Thursday, May 9 (continued)

articulate the benefits of enhancing diversity and inclusion, describe the key components of creating an inclusive board culture, and share strategies for recruiting a diverse board.

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4:00pm - 4:30pm

Closing Plenary: Thank you (Spruce)

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4:30pm - 4:45pm

Performance: Khast'an Drummers (Spruce)

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4:45pm - 6:30pm

Networking reception (Spruce)

Performance: Britt A.M.

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